

## 24/7 Web Ordering Now Available!

Check out the exciting new IVES website [www.ivestraining.com](http://www.ivestraining.com), where you can access our new easy-to-use Web Order System! Here's how:

1. If you already have a password, simply enter your email address and password.
2. If you don't have a password yet, click on "Join Now." You will see this screen. Click to "Generate Password."

### Existing Ives Certified Trainers & Customers

IVES Certified Trainers and companies who employ IVES Certified Trainers receive special pricing on training and certification materials. Please log on to ensure that you receive the appropriate discount.

#### Login

IVES Certified Trainers receive special pricing by logging in here:

Email:

Password:

Remember Me

Login

Forgot Password

If you are an IVES Certified Trainer and do NOT have a login password our system will generate one for you and send the password to the email we have on file.

Generate Password

If you are ordering on behalf of an IVES Certified Trainer, please call 1-800-643-1144 to setup your online account.

3. **Getting Your Password** – Next you will be taken to this page. For security purposes, you will need to identify yourself. Enter your last name and IVES Certified Trainer number, and a temporary password will be emailed to you.

### Create a Login Password

If you are ordering on behalf of an IVES Certified Trainer, please call 1-800-643-1144 to setup your online account.

Trainer's Last Name:

Trainer's Number:

Send Password

Cancel

## Ask Bob

Bob is our resident expert on all things technical. E-mail Bob with any questions you may have, and Bob will provide the answers. Be sure to include your name and address. ([askbob@ivestraining.com](mailto:askbob@ivestraining.com))

Hi Bob,

*Do safety harness lanyards expire? Also, when is a harness no good to use? I know it is no good if there is a tear in it, but can you help me so I know all the facts?*

Christina

Hi Christina,

ANSI A10.32-2004 states the service life of fall protection equipment manufactured of synthetic fiber shall be five years unless otherwise specified by the manufacturer. This is a **general** guideline, but it's a pretty good rule of thumb to use if you're using your fall protection gear on a regular or even semi-regular basis. If not, and you manage to keep your gear clean and dry, I suppose a lanyard could last a lot longer, but there's nothing I know of in writing that states a specific time frame for expiry.

As for the harness, it's hard to say exactly when a harness is no good to use. My take on it is, if your harness fails to meet the inspection criteria of ANY of the items listed on the inspection checklist, which any reputable manufacturer will supply, it is no good. Considering the application that fall protection PPE is designed for, if any inspection item gives you cause to stop and wonder, then it's not worth the risk. If you can't find an inspection checklist, contact me and I'll send you one.

Bob

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# Program Schedule

For more information or to register, visit our website at [www.ivestraining.com/eventcal](http://www.ivestraining.com/eventcal) or call 1-800-643-1144 or (604) 542-4837.

## FORKLIFT TRAINER

Our comprehensive flagship certification program covers counterbalanced and narrow aisle forklifts and powered pallet trucks.

Richmond/Delta, BC	Jan 7–10
Richmond/Delta, BC	Feb 18–21
Richmond/Delta, BC	Mar 10–13
Richmond/Delta, BC	Apr 14–17

## 2-DAY EXPRESS FORKLIFT TRAINER

Designed to certify instructors of counterbalanced forklift operators.

Richmond, BC	Jan 14–15
Richmond, BC	Feb 11–12
Richmond, BC	Mar 10–11
Richmond, BC	Apr 14–15
Prince George, BC	Call for Dates

## AERIAL LIFTS TRAINER

This 4-day certification program covers aerial boom lifts and aerial work platforms (scissor lifts).

Richmond/Delta, BC	Jan 21–24
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## LOADER GROUP TRAINER

This 5-day certification program covers front end loaders, skid steer loaders and loader backhoes.

Richmond/Delta, BC	Call for Dates
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## TRAINER RE-CERTIFICATION

Maintain your IVES certification. Recommended once every three years.

Richmond, BC	Jan 11
Richmond, BC	Apr 11

## SIT DOWN COUNTERBALANCED FORKLIFT OPERATOR

This 1-day certification program is designed for experienced forklift operators.

Delta, BC	Jan 7, Jan 11, Feb 18,
Delta, BC	Mar 14, Mar 15,
Delta, BC	Apr 9, Apr 19

## BEGINNER FORKLIFT OPERATOR

This 2-day certification program is designed for persons with little or no operational experience who would like to obtain their credentials as a qualified counterbalanced forklift operator.

Delta, BC	Feb 22–23
Delta, BC	Apr 7–8

NOTE: Program dates & locations subject to change. Please contact IVES for confirmation.

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- Your First Login** – You will be returned to the login page so you can login with your temporary password. When you log in the first time, you will have the opportunity to change your password to one that you can remember easier.
- Order History** – Of course, steps 2,3 and 4 will not be necessary once you're a member. Next, you'll see an order history screen. This will allow you to look at or even copy previous orders, or you can just click "Start New Order" to continue.

### Order History

Welcome John Doe  
Orders will only appear on this page once they have been shipped. Logout

Show Last 5 Orders ▼

Date	Invoice #	Total	Action
2007-11-08	623071	\$774.86	<a href="#">view</a>   <a href="#">copy</a>
2007-11-05	623042	\$416.02	<a href="#">view</a>   <a href="#">copy</a>
2007-09-10	622801	\$842.70	<a href="#">view</a>   <a href="#">copy</a>
2006-06-29	620696	\$286.49	<a href="#">view</a>   <a href="#">copy</a>
2006-03-29	620338	\$1019.50	<a href="#">view</a>   <a href="#">copy</a>

Start New Order  
Program Registration

## PLACING YOUR ORDER

- Selection Process** – In order to make the selection process easier, you can fine-tune your requirements. This begins with choosing the type of equipment you will be training on.

### Step 1 - Order Details

Equipment: === Select One === ▼

- Fine-tuning Further** – If you wish, you can choose a "Category" to further limit the items you want to choose from. The default is set to show only English language items, but you can choose Spanish or French as well (where available).

### Step 1 - Order Details

Equipment: === Counterbalanced Forklift Only

Category: Operator Training Materials ▼

Language: English ▼

Related Products

- English
- French
- Spanish
- Show All French Items
- Show All Spanish Items

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Continued from page 2

8. **Select Items** – Scroll down through the choices offered, add the number of each item that you wish to order and click “Add Items.”

**Step 1 - Order Details**

Equipment:

Category:

Language:

**Related Products**

Item Code	Description (click for details)	Price Each	Order
		1 to 23: \$25.37	
		24 to 47: \$23.82	
CP-CBP-CA	<a href="#">Counterbalanced Compliance Pkg</a>	48 to 71: \$21.74	<input type="text" value="30"/>
		72 to 95: \$19.67	
		96 or more: \$19.00	
TA-PPI-CA	<a href="#">Instructor Power Pack</a>	\$795.00	<input type="text"/>
TA-PPP-CA	<a href="#">Instructor Power Pack PLUS</a>	\$895.00	<input type="text"/>
DTA-CBF-EN	<a href="#">Digital Training Aid-CB Forklift</a>	\$179.00	<input type="text"/>
RE-NPD-CA	<a href="#">Re-certification Notepad</a>	\$29.90	<input type="text"/>

9. **See Your Order And Continue to Add Items** – Volume discounts will automatically calculate. You can use the “Action” buttons to edit quantities or delete any item. When you’re done, click to proceed to Step 2.

**Your Order**

**Order Sub Total: \$1,743.53**

Description	Qty	Price	Extended	Action
Counterbalanced Compliance Pkg	30	19.67	590.10	
Rough Terrain Compliance Pkg	20	19.67	393.40	
Aerial Boomlift Compliance Pkg	30	19.67	590.10	
Ives Instructor Polo Shirt - Large	1	39.99	39.99	
Model - JLG 860SJ Boom Lift	1	99.99	99.99	
Video - Lessons Learned	1	29.95	29.95	

**Step 2 - Shipping Details**

**Shipping Address**

This is where your order will be shipped. Please check the information carefully and re-confirm.

**Bold Fields Are Required**

**Company:**

**Contact:**

**Address:**

**City:**  **State:**

**Zip:**  **Country:**

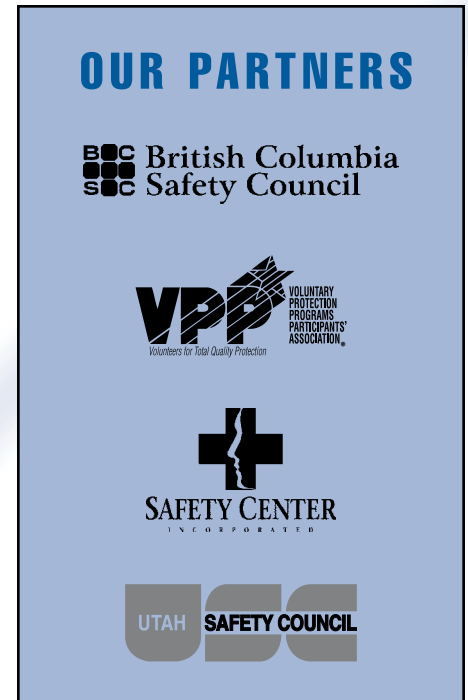
**Phone:**  **Fax:**

**E-mail:**

**Shipping Details**

Ship Via:  Pickup  Mail  UPS  Collect **Shipping Charges**

Delivery Options:  \$13.45



10. **Shipping Address** – The shipping address we have on file for you will appear here. If you need your order shipped to a different address, you can edit the address here. Add your email address as well, so we can send you a confirmation when your order has shipped, complete with a tracking number that you can click to track its delivery. The shipping instructions will default to UPS ground shipping. You can change to a faster delivery and see the revised cost appear, or choose other shipping methods. Click “Proceed” to go to Step 3.

11. **Billing Details** – The address we have on file will appear. Unless you’ve moved, it should not require editing. Please enter your PO# (or the name of the person authorizing the purchase, if your company does not require a purchase order). If you select the payment by credit card option, you will be required to enter your credit card information. Please be assured that the site is very secure. Click to “Proceed.”

12. **Order Summary** – This last screen gives you a summary of your order, your shipping and billing addresses and payment information. Please check everything carefully before clicking to “Submit” your order.

# Team Profile: Jim Crook



*Jim's operational experience and communication skills make him an extraordinary trainer.*

Jim Crook started as an IVES Certified Staff Trainer in 2004 after a long career as a heavy equipment operator and trainer with the International Brotherhood of Operating Engineers. Jim's operational background

stretches far and wide and includes such equipment as finish grader, front-end loader, bulldozer and, of course, forklifts. He ventured into the training side of things 17 years ago when he became an Earthmoving Instructor with the

Operating Engineers. "The best part of the job has to be being able to give back to industry tried and true methods of success, from operating fundamentals which always revolve around safety to instilling in our trainee instructors a solution mentality," says Crook.

Rob Vetter, IVES' Technical Director, had this to say about Jim: "In relation to trainers, I usually downplay operational experience as an important but secondary asset to communication skills and the like. In Jim's case, his vast and varied operational experience gives him a certain 'been there, done that' credibility that his trainees pick up on. That, coupled with his instructional skills, makes him a top flight trainer."

In Jim's spare time he can be found engaged in some serious R&R at his family cottage or at one of the many sporting activities his teenaged sons are involved in.



## What's Your Instructor IQ?

### Test your knowledge by answering the following:

1. Forklift operator refresher training is required:
  - a) Whenever the operator is involved in an accident or near-miss incident.
  - b) At regular intervals in accordance with local regulations.
  - c) Any time the operator is observed demonstrating unsafe operation.
  - d) Randomly at the employer's discretion.
2. One of the most common ways for contaminants to enter your engine is through:
  - a) The oil dipstick tube when checking the oil.
  - b) Dirty oil and/or air filters.
  - c) Using sub-standard fuel.
  - d) Operating in dirty/dusty environments.

Check out the next edition of the *Ives Update* for the answers. Good luck!

### Answers to "What's Your Instructor IQ?" Vol. 11, Issue 3 – Fall Edition 2007

1. *What is the best way to find out if your trainees are learning in the classroom?*
  - a) Give them a test.
  - b) Encourage them to ask questions at any time.
  - c) **Ask them relevant questions of your own.**
  - d) Verbally quiz each individual.
2. *How can you best help ensure operators keep performing as required after their training?*
  - a) Personally conduct ongoing audits/evaluations of the operators.
  - b) **Provide supervisors with the knowledge needed to effectively enforce requirements.**
  - c) Offer rewards for employees to report unsafe behavior.
  - d) Implement severe disciplinary measures for observed unsafe behavior.

# What's New



## IVES' HEAD OFFICE MOVES TO SURREY, BC



After operating at our current location in Delta, BC for over eight years, we are pulling up stakes and moving on to Surrey, BC and a bigger and better location for our Canadian corporate office.

The end of business on December 21 is end of operations at our current location in Delta. The 22nd is the actual move date, and the new office will begin operation with a full staff on December 27th. At no time will your ability to contact us for any reason be interrupted.

"Our new office in Surrey will give us a location to work and grow for many years to come," says IVES Technical Director Rob Vetter. "There's room enough to enable us to look at the possibility of a few things down the road that we haven't had before, like a classroom and, who knows, possibly some hands-on training right on site as well—it's really exciting!"

**The address and contact information for the new Surrey office as of December 22, 2007 is:**

**IVES Training Group**  
**19162 22nd Avenue**  
**Surrey, BC V3S 3S6**

**Tel: (604) 542-IVES (4837)**  
**Fax: (604) 543-4867**  
**Toll-free: 1-800-643-1144**

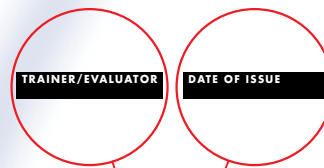
**www.ivestraining.com**  
**info@ivestraining.com**

## GENERAL MATERIAL REVISIONS CONTINUE

All of our programs and materials are in a state of constant, incremental improvement. This means that at any given time any number of small but significant revisions are being made in order to keep things up to date and accurate.

For example, in the near future you may notice subtle changes in the terminology we use in our publications and documentation, such as:

- What was "Instructor" is now "Trainer" and/or "Evaluator."
- What was "lift truck" is now "forklift."
- What was "Certified" is now "Qualified" (in some cases).
- What was a "Class" is now a "Program."



MOBILE EQUIPMENT TYPE(S)	TRAINER/EVALUATOR	DATE OF ISSUE

REFER TO THIS OPERATOR'S CERTIFICATION FOLDER FOR COMPLETE DETAILS ON TRAINING & EVALUATION (INCLUDING MORE SPECIFICS ON EQUIPMENT & ATTACHMENTS)

As you can see in the image of a Mobile Equipment Operator Certificate, for example, the titles at the top of the columns were changed from "Instructor" and "Certification Date" to "Trainer/Evaluator" and "Date of Issue" respectively.

These and other similar changes are happening across the board and are likely to continue indefinitely, as the industrial training and mobile equipment worlds are progressing at an astonishing rate. Our goal is to stay ahead of the curve and make sure IVES materials and programs remain at the leading edge of the industry.

## NEW WEBSITE IS UP AND RUNNING

As promised in the last edition of the *IVES Update*, we have re-launched our website, [www.ivestraining.com](http://www.ivestraining.com). This redesigned website markedly improves your ability to quickly access information on our products and services, in addition to all of the regulatory and equipment-related developments associated with the mobile equipment training industry.

As a visitor to the new site, you will be able to register online for a variety of open enrolment or custom, on-site operator and/or trainer programs addressing any of the equipment types we specialize in: forklifts, aerial lifts, loaders and mobile cranes. You can also purchase training aids and materials through IVES' new online order system!

Take a moment to check out the slick new look of the new website when you get a chance. We think you'll come to find the convenience of online registrations and purchasing, the overall easy navigation of the site in order to find technical information, and links to other information sources an invaluable resource for your mobile equipment operator training programs.

## IVES INTO ASIA ... AND BEYOND!

As this article is written, IVES Training is wrapping up nine days of forklift and aerial lift operator and train-the-trainer programs in Macau, China. "This is a first for us and we're just over the top about it!" says Rob Vetter of IVES. "I can't be sure, but I'd willing to wager that there are very few, if any, North American-based equipment training providers that can say they've delivered programs in China! I think it's indicative of the high caliber product that we can produce and consistently deliver and the reputation we have gained doing just that for the past 26 years."

Vetter goes on to say that, "Word of mouth has always been our best marketing. Our clients love what we are able to do for them, and based on the buzz we were able to create in China, we are now looking at more programs there, as well as in Japan, Dubai and Spain into 2008 and 2009."

# Accident Reports

## **FORKLIFT FALL LEAVES KIDS WITHOUT FATHER**

A 37-year-old husband and father, who died after falling from a forklift, donated his heart and other organs to a children's hospital. The victim suffered serious injuries from the fall while working at automobile dealership.

He was reportedly working on the forklift when he fell about 15 feet (4.5 meters) to the warehouse floor. Police say he was not wearing a safety strap or belt at the time. An OSHA investigator for the state will determine how the fall occurred and what factors contributed to the fatality.

It was reported that the man was a loving father to his seven children. His wife hoped for a miracle as she stood by his side in the hospital. But that miracle never came. *[We can't rely on miracles to get us through the day – Ed.]*

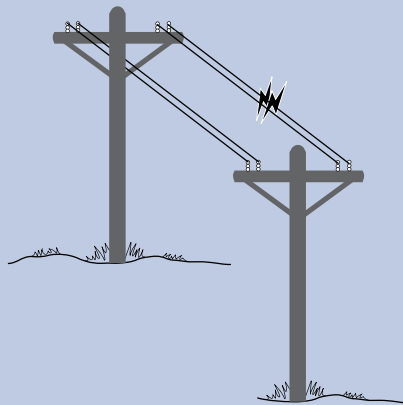
## **FORKLIFT OPERATOR KILLED IN POWER STRIKE**

An 18-year-old telehandler operator was killed when the boom struck a power line.

According to police, bystanders heard the machine hit the power lines and ran over to see what happened. They saw the operator lying on the ground. "One of the bystanders took a tow strap and pulled the victim away from the vehicle," police said.

When firefighters arrived, they said they found the telehandler's tires on fire. Firefighters started CPR on the operator, and once the power was shut off, the fire was put out. The operator was pronounced dead in the hospital emergency.

*[Power lines often hide in plain sight—look up and live! – Ed.]*



Ives Training Group is North America's leader in mobile equipment training systems. We have personally trained over 11,000 representatives from over 4,000 companies. These representatives, in turn, have used our training system to instruct over 450,000 operators worldwide.

Our training programs are completely WCB compliant. Each program is designed to equip instructor trainees with the knowledge, training and experience required to train their mobile equipment operators, in order to create a safe and efficient workplace.

Contact us to find out how Ives Training Group can enhance the efficiency and safety of your workplace!

## **Ives Training Group**

7311 Vantage Way, Unit 101  
Delta, BC V4G 1C9



Email: [info@ivestraining.com](mailto:info@ivestraining.com)  
Website: [www.ivestraining.com](http://www.ivestraining.com)

Toll Free: (800) 643-1144  
Telephone: (604) 542-4837  
Facsimile: (604) 543-4867

Tilbury Industrial Park  
7311 Vantage Way  
Unit 101  
Delta, BC V4G 1C9