

Vehicle Operator's Handbook

How to use a Central Vehicle Agency vehicle



Saskatchewan 

Introduction and Emergency Numbers

It's Up to You!

Emergency events, accidents and other problems may happen when operating your vehicle with little or no warning and can have an impact on you and your work. We want to ensure every person driving or riding in a Central Vehicle Agency (CVA) vehicle is safe.

Each of us has a responsibility to understand the risks associated with operating a motor vehicle. We should also have a responsibility to learn how to prevent or minimize those risks and to prepare ourselves for any potential impact.

Following the procedures in this handbook will help you operate your vehicle safely, sustainably, and cost effectively. Please get to know your handbook thoroughly and operate your vehicle accordingly.

This guide provides advice on what to do during emergency or non-emergency events regarding the vehicle you are driving. Keep this guide in a visible location in the vehicle. An electronic copy is also available on the Taskroom website at <https://taskroom.sp.saskatchewan.ca/>. You can also contact your vehicle coordinator for further information.

For further information about this guide, training, and your vehicle, contact the Central Vehicle Agency at 1-877-787-6902.



Emergency Contact Information

Police/Fire/EMS	911
Health Line	811
Local Directory Assistance*	411

*Use this number to find roadside assistance closest to you when needed.

Highway Hotline	1-888-335-7623
RCMP (non-emergency)	306-310-7267

Saskatchewan Government Insurance (SGI)

General Inquiry: 1-844-TLK-2SGI (1-844-855-2744)

Online information: www.sgi.sk.ca/autoclaim

Accident

Reporting and Information	306-787-5085
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Other Contact Information

Central Vehicle Agency (CVA) — 8 a.m. to 5 p.m.

Toll Free*

1-877-787-6902

Street Address: 500 McLeod Street, Regina, SK, S4N 4Y1

General Inquiry	306-787-6902
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General Inquiry Email: cvageneralinquiry@gov.sk.ca

Vehicle Maintenance	306-787-2040
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Vehicle Maintenance Email: fleetserviceconsultants@gov.sk.ca

CVA Fuel Cards

Inquiries/Lost or Stolen – SaskBuilds and Procurement Financial Services
(8 a.m. to 4:30 p.m.)

306-798-0418

Card Customer Service (after hours)	1-866-571-2435
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Online CVA Information: <https://taskroom.sp.saskatchewan.ca/how-do-i/manage-a-fleet-vehicle/cva-fleet-vehicles>

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Purchasing Fuel/Fuel Card Use

CVA fuel cards are assigned to individual CVA vehicles and are only to be used for that specific vehicle.

These are credit cards with restrictions and can only be used in accordance with the following provisions:

- Cards are **valid only for the purchase of fuel and a maximum of \$50 per day of supplies** (e.g. windshield washer fluid, wiper blades, car washes, etc.).
- Most gasoline-engine vehicles require **the use of regular gasoline**. Mid-grade or premium gasoline should only be used if stipulated in the Vehicle Manufacturer's Handbook.
- **Please ensure the safety of the fuel card**. Do not leave the card loose in a vehicle exposed to public view and potential theft, or exposed to direct sunlight (which could destroy the card).
- Some service stations require pre-payment for fuel. If the amount of pre-payment exceeds the value of fuel, then a refund must be issued to the credit card. **Do not accept cash for overpayments**. If the receipt of cash is unavoidable, immediately notify your CVA coordinator of the incident.
- **Personal membership dividends, reward points or air miles are not to be used** with CVA fuel cards.
- **Personal purchases are not permitted** with a CVA fuel card (this includes snacks, drinks, cigarettes, etc.).
- Cards are **only to be used for the CVA unit** of which it has been assigned. The unit number is shown on the card.

Credit card receipts are to be maintained by the vehicle coordinator as per the client's usual purchasing policies.

The fuel card is **not to be used to pay for repairs, towing, parking or any personal expenses**. Repairs and towing can be invoiced directly to CVA (anything over \$300 needs CVA authorization). You may need to pay for parking and be reimbursed by your organization.

Fraudulent use of the fuel card is a criminal offence and may result in severe penalties.

What If...

Your fuel card isn't working?

If the vendor is unable to process the transaction manually, you will need to pay for the fuel yourself, keep your receipts for one year and receive reimbursement from CVA. Reimbursement forms can be found online at <https://taskroom.sp.saskatchewan.ca/Documents/CVA-Reimbursement-Request-Form.pdf#search=cva%20reimbursement>

If the problem persists and the card is no longer working, call the fleet card administrator at 306-798-0418.

Your fuel card is lost or stolen?

Immediately call 306-798-0418 if you find your card is lost or stolen between the hours of 8 a.m. and 4:30 p.m., Monday to Friday. If calling outside these hours, please leave a detailed voicemail message. In addition, call 1-866-571-2435 to have your lost/stolen card deactivated. Once this is done, notify your CVA vehicle coordinator of the loss as soon as possible.

You have to travel outside of Canada?

If out-of-country travel is required, contact CVA in order to ensure that your fuel card will work in your country of destination (such as the United States).

CVA will inform the fleet card issuer and update the security so that your card can be used out-of-country for the time period you are on your trip.

You have other expenses (not fuel or small vehicle supplies like windshield washer fluid)?

The fuel card is not to be used to pay for repairs, towing, parking, or any personal expenses. Repairs and towing can be invoiced directly to CVA. Parking may need to be paid for by yourself and reimbursed by your organization.

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Tips for Safe and Sustainable Operation

Pre-Trip Inspection

A quick walk around the vehicle and inspection when you start it can make your trip a lot safer. A pre-trip inspection should be done at regular intervals and before every trip. CVA recommends operators complete a pre-trip inspection form before traveling, which can be found on Taskroom at <https://taskroom.sp.saskatchewan.ca/Documents/CVA-Vehicle-Operator-Checklist.pdf>. CVA Vehicle Coordinators are encouraged to print as many copies as their program area requires, and make them available to all CVA operators.

Check your tires frequently for correct pressure, wear and physical damage. If you find irregular wear, have the vehicle inspected by a repair facility.

Driving for More Fuel Economy

Did you know that for every 10 kilometres per hour (km/h) you go over 100 km/hr, fuel efficiency drops by 10 per cent? There are many factors you can control to optimize fuel consumption, increase the vehicle's life span and reduce the overall environmental impact of your CVA vehicle:

- **Don't idle.** Ten seconds of idling uses more fuel than re-starting the engine. Turn off the engine if the vehicle is going to be parked for more than 60 seconds.
- **Winter driving warm up.** Once a vehicle is running, the best way to warm it up is to drive it. With computer-controlled, fuel-injected engines, you need no more than 30 seconds of idling on winter days. Ensure windows are adequately defrosted before driving away.
- **Limit your need for speed.** Speeding, rapid accelerating, and hard-braking reduce fuel efficiency. Leave 20 minutes earlier to avoid rushing and the temptation to speed.

- **Drive smoothly.** Avoid quick starts and abrupt stops to help maximize your fuel mileage. Use your cruise control on the highway when it's safe to keep a steady pace.
- **Be tire smart.** Under-inflated tires can reduce the tire life by 10,000 km, and increase fuel consumption by up to five per cent. Check tire pressure regularly and routinely balance and rotate your tires.
- **Plan short trips.** Travelling to places less than five km away produces the most greenhouse gas emissions because the engine and pollution control systems never reach peak operating temperatures. Combine various tasks into one trip to reduce fuel emissions from 50 to 90 per cent.
- **Lighten your load.** Every extra 100 pounds reduces fuel efficiency by up to two per cent. Keep the trunk clean and remove any snow and ice from the vehicle.
- **Car pool.** When possible during normal circumstances, car pool with others to reduce unnecessary travel. Check this book for inserts with current information about travelling with others or sharing a vehicle while public health orders remain in effect.
- **Fuel up, not over.** Do not overfill fuel. To prevent fuel spillage/leakage, never fill the fuel tank to the brim.
- **Roll 'em up.** Close windows when driving. Use the flow-through ventilation system.

Plan Your Trip

For information regarding highway driving conditions, please check the **Highway Hotline**.

Obey Traffic Laws

Please follow all the rules of the road. The most common contributing factors to collisions (per SGI) are:

- Driver inattention;
- Failing to yield the right of way;
- Driving too fast for road conditions;

- Driving impaired;
- Disregarding a traffic control device;
- Driver inexperience or confusion;
- Following too closely;
- Backing up unsafely;
- Changing lanes or passing improperly.

The maximum speed limit **when passing tow trucks, service vehicles** or emergency vehicles that are stopped with their lights flashing or when passing Ministry of Highways and Infrastructure equipment with lights flashing, whether in motion or not, is **60 km/h**.

Within the **work zone** (road maintenance areas), motorists are required to slow down and travel no faster than the posted speed. Fines can be levied for speeding when passing highway workers or equipment occupied by a worker in the work zone.

Driving Safely

When reversing, be sure to **check all mirrors and blind spots**. Be aware of any short barriers or obstacles that may not be visible over the back of the car. Always remember that the nose of the vehicle may also swing and hit obstacles to the side when reversing.

Check your tire pressure regularly (at least once a month), especially after a sharp drop in temperature or before leaving on a highway trip. The appropriate tire pressure for your vehicle can be found on the inside back frame of the driver's door. Under-inflated tires can increase the risk of a blowout, and increase fuel consumption by as much as five per cent. Over-inflated tires can lead to a harsh ride, handling issues and increased wear on tires and suspension.



Tips for Safe and Sustainable Operation / Unforeseen Events

Use of Electronic Devices

Cellphones are among the biggest distractions drivers face. It's illegal to use, hold, view or manipulate a hand-held cellphone while driving.

- If you're an experienced driver, meaning you're not in the Graduated Driver Licensing (GDL) program or Motorcycle GDL program, you can use a hands-free device if it can be activated with voice commands or one-touch, and is mounted on the dashboard or visor in a cradle.
- New drivers can't use hands-free devices at all.

Exemptions: Police, fire and emergency medical services personnel can use hand-held cellphones to perform their duties.

Vehicle Issues

Airbag Deactivation

Certain vehicles are equipped with switches that may be used to turn off the passenger side airbag. With this switch in the "off" position, **the passenger side airbag will not deploy under any condition.** To reduce the possibility of injury to the passenger, the operator is responsible to **ensure that this switch is in the "on" position, except in exceptional situations** as noted in the Vehicle Owner's Manual.

Vehicle Warning Lights

If an **amber** warning light turns on, typically you can continue your trip and have it inspected as soon as possible.

If a **red** warning light turns on, stop travelling and have the vehicle towed to a service provider. Always refer to the Vehicle Owner's Manual and complete the recommended action.

Windshield Damage

It's generally not dangerous to drive with a small crack in the windshield, but damaged glass should be repaired or replaced as soon as possible for two important reasons:

- Windshields weakened by damage provide less protection
- Cracked windshields decrease visibility.

Driving with a broken windshield should also be avoided whenever the damaged glass impairs the vision of the driver. With time, moisture, dirt and even windshield washer fluid can seep into the glass sandwich layers causing discoloration and further decreasing visibility. See Taskroom for standing offer information.

Battery Boosting

If you are unable to start the car and your battery may be dead, **please call a roadside service provider** to boost it or tow your vehicle to a certified repair shop.

Caution: If you feel it is necessary to boost the battery yourself, be sure to check the owner's manual for proper boosting procedures for your vehicle. Failure to follow the proper procedures can lead to serious injury or death.

Driving in Inclement Weather – Severe Summer Weather

Environment Canada

Environment Canada monitors weather in our region and issues alerts. For up to date information, please visit https://weather.gc.ca/warnings/index_e.html?prov=sk.

- A **weather watch** indicates that conditions are favourable for severe weather to develop in our area.
- A **weather warning** indicates that severe weather has developed in the area or is imminent.

Driving in Strong Winds

High winds make steering difficult and cause vehicles to veer to the wrong side of the road.

- **Anticipate gusts.** Take special care when driving through areas prone to strong winds or when weather reports predict severe weather.
- **Notice larger vehicles.** Be aware of large vehicles on the road such as tractor-trailers and recreational vehicles. They are more susceptible to high winds, and their drivers may have difficulties staying in their lanes.
- **Keep a firm grip on the wheel.** Keep both hands on the wheel in case the wind begins to move your vehicle, especially if you are driving a large vehicle or towing a trailer.

Driving in Heavy Rain

In addition to the potentially poor visibility that accompanies heaviest rain, drivers should be ready to protect themselves against hydroplaning. Hydroplaning can occur when a vehicle is traveling too fast in heavy rain conditions, causing the vehicle's tires to travel on a thin layer of water rather than grip the surface of the road. This has the potential to make steering and braking difficult and could even lead to losing control of your vehicle.

Follow these tips to help you stay safe while driving in heavy rain.

- **Do not use Cruise Control.** Refer to the owner’s manual for tips regarding your own vehicle.
- **Take your time.** Slow down to help avoid hydroplaning. Also, one of the most dangerous times to drive can be soon after it begins to rain. The rain can cause oils on a roadway to rise to the surface and make conditions slick. Waiting a while after rains to begin to drive can be safer.
- **Turn your lights on.** This can help you to see more clearly and helps other vehicles see you.
- **Give other vehicles more space.** Add 1-2 extra seconds of following time, which gives you, and the cars behind you, more time to react to traffic.

Driving During a Hail Storm

While the average hailstorm lasts only five minutes, the damage can be very significant.

- **Get off the road as soon as possible.** It is often better to leave the road completely than to pull over to the side.
- **Stay covered.** Do not get out of your car in a hailstorm. The pelting can cause injury to you as well as to the vehicle, so it is safer to stay inside the car until the storm passes.
- **If the vehicle sustains hail damage,** fill out a CVA Vehicle Accident Report, found at <https://taskroom.sp.saskatchewan.ca/Documents/Central-Vehicle-Agency-Accident-Report.pdf#search=vehicle%20accident>, and submit to your supervisor.

Driving When a Tornado Approaches

Many people think of a tornado as simply a churning column of high wind. They do not consider the erratic nature of the tornado, with its tendency to rapidly change direction. Another dangerous aspect of a tornado is the debris that it carries along with it, making this a projectile-carrying storm that you should take steps to avoid.

If a tornado approaches when you are on the road, try to get to an indoor shelter as quickly as possible. Find a sturdy building and get

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to the basement or an interior room. If you cannot reach shelter:

- **Get off the road as soon as possible.** It is often better to leave the road completely than to pull over to the side.
- **Avoid stopping under bridges and tunnels.** These over and under passes channel high winds, making them more dangerous than being out in the open.
- **Stay low.** Stay in your car, secured into your seat belt, and put your head down below the window — covering it with your hands or a blanket if you have one. Or, if you can safely get lower than the level of the roadway (i.e. a ditch), exit your car and lie in that area, covering your head with your hands.

Driving in Fog

Fog can be one of the most dangerous weather conditions for both new and experienced drivers. Fog has the potential to reduce visibility significantly, so it is critical that drivers stay focused on the road in order to stay safe.

- **Slow down** so you have more time to react if traffic stops or other hazards appear. When visibility is severely limited, find a safe place to park, and wait for conditions to improve.
- **Always headlights, never brights.** Fog consists of tiny water droplets that spread and reflect light. While your high beams are not useful in the fog, remember to turn on your low-beam headlights to help other drivers see you.
- **Stay focused on the road.** Driving in fog is not a time for multi-tasking. Turn down the radio, stop conversations with other passengers and keep your attention on the road. Roll down your window to help you hear other traffic on the road.

Animals on the Road

Wild animals are unpredictable but there are times when the risk of a collision is particularly high. Be alert during the months of **May and June** when animals are drawn to ditches for road salt and to escape biting insects. Animals are also **especially active in the late fall and early winter** during mating season and migration. The peak times for collisions are **dawn and dusk**.



Driving in Inclement Weather – Severe Winter Weather

Plan Your Trip

In Saskatchewan, it is possible that you could be operating your vehicle for at least five months of the year in winter driving conditions. It is in this period, from November to March, that most collisions occur.

Snow, ice and freezing rain reduce traction. Drifting and blowing snow, fog, whiteouts, gas exhaust clouds and frosted windows may severely limit visibility. The main cause of collisions in winter months is failing to adjust to the changing conditions.

For information regarding highway driving conditions, please check the **Highway Hotline**.

Environment Canada

Environment Canada monitors weather in our region and issues alerts at https://weather.gc.ca/warnings/index_e.html?prov=sk.

- A **weather watch** indicates that conditions are favourable for severe weather to develop in our area.
- A **weather warning** indicates that severe weather has developed in the area or is imminent.

Prepare Your Vehicle

Winter conditions, plus the effects of extremely low temperatures, demand that a vehicle be in top condition. For this reason, ensure the semi-annual inspection, routine and preventative maintenance is up to date. In the end it is less annoying and less costly than battery boosts, tows and being late. Give special attention to your heater and defroster.

Consider having these items in the vehicle:

- Snow brush and scraper (supplied by CVA);
- Snow shovel;

- Safety kit;
- Blanket;
- Booster cables;
- Candle and matches;
- Block heater extension cord (supplied by CVA);
- Spare windshield washer fluid.

Make sure you have changed the vehicle's tires to winter tires*.

**CVA will pay for winter tires if required by the client. The user agency will be responsible for the storage and tracking of the extra set of tires between seasons as well as any cost associated with storage. See the Winter Tire section in Maintenance/CVA Semi-Annual Inspections.*

Make it a practice to keep your gas tank full so you can run your engine and stay warm if you get stuck or stranded.

Preparing to See and to Be Seen

If you cannot see through your windows, you should not drive. Also, your lights and signals exist to protect you, and must be visible to others. **Before you drive, do the following:**

- Brush the snow off your car.
- Scrape the windshield, rear and side windows.
- Clear your heater air intake (usually in front of the windshield).
- Clean your headlights, tail lights and signal lights.
- Drive with your headlights on at all times. Even on a clear day, swirling snow makes it difficult to see and to be seen.

Driving on Slippery Surfaces

Winter traction problems require a number of changes from summer driving techniques. The general rule for driving on slippery conditions is to drive slowly.

- You should **not use cruise control on icy or slippery** roads. This is even more important when the road may have black ice formed on it (a thin layer of transparent ice).

- Traction varies tremendously with temperature changes. For example, icy roads will look just the same at -2°C or -22°C , but will be far more slippery at the warmer temperature. Winter driving calls for special driving skills. This means **gentle acceleration, gentle braking and small, smooth steering movements.**

Driving in a Blizzard

- **Stay home.** Only go out if necessary. Even if you can drive well in bad weather, it's better to avoid taking unnecessary risks by venturing out.
- **Drive slowly.** Always adjust your speed down to account for lower traction when driving on snow or ice.
- **Accelerate and decelerate slowly.** Apply the gas slowly to regain traction and avoid skids. Don't try to get moving in a hurry. Take time to slow down for a stoplight. Remember that it takes longer to slow down on icy roads.
- **Increase your following distance to five to six seconds.** This increased margin of safety will provide the longer distance needed if you have to stop.
- **Know your brakes.** Whether you have antilock brakes or not, keep the heel of your foot on the floor and use the ball of your foot to apply firm, steady pressure on the brake pedal.
- **Don't stop if you can avoid it.** There's a big difference in the amount of power or force it takes to start moving from a full stop versus how much it takes to get moving while still rolling. If you can slow down enough to keep rolling until a traffic light changes, do it.
- **Don't power up hills.** Applying extra gas on snow-covered roads will just make your wheels spin. Try to get a little inertia going before you reach the hill and let that inertia carry you to the top. As you reach the crest of the hill, reduce your speed and proceed downhill slowly.
- **Don't stop going up a hill.** It's a challenge to get moving up a hill on an icy road. Get some inertia going on a flat roadway before you take on the hill.

Stuck in the Snow

Refer to the vehicle owner's manual for the proper procedure when stuck in snow. In all cases, the safest way to resolve the situation is to call a tow service. Please refer to "Road Assistance/Service" on page 33 of this handbook for tow service contact information.

Rocking your vehicle: If you think you can get out, place your vehicle in drive, and gently accelerate. When your wheels spin, immediately stop accelerating and hold the vehicle with the brake to stop it from rolling back. Shift into reverse, release the brake and accelerate gently. When the wheels spin again, stop. Repeat this forward-backward rocking movement, until you gain sufficient momentum to move ahead.

Search for traction. Look for sand or grit. Choose snow rather than ice. A small movement to one side will often move you from a low traction icy patch onto snow or sand.

Further Help if Stuck in the Snow and Unable to Get Out

If you are unable to get out of deep snow or are in a drift/ditch, you should call a roadside service provider.

If you are stranded:

- Always stay with your vehicle.
- Keep calm.
- Lower your downwind-side windows slightly and open the heater air vent to get air into the vehicle.
- Run the engine to get some heat, and to listen to news reports, but do not run out of gas.
- Keep your exhaust pipe clear of ice and snow.
- Get into your emergency clothing before you get cold.
- If necessary, use candles to keep warm. Be careful not to overexert yourself by shovelling or by pushing your vehicle.

Many people die when they leave their vehicles to walk for help in a blizzard. If you stay with your vehicle, you have a better chance of surviving and are more likely to be found.

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Maintenance / CVA Semi-annual Inspections

Maintenance and Repairs

Maintenance and repairs are important to ensuring safe operation and longevity of a vehicle. A number of processes and agreements are in place to make sure the operator has access to timely vehicle maintenance and repairs.

You are responsible to ensure that routine and preventative maintenance, recalls and semi-annual safety inspections are performed on the vehicle in a timely manner.

When to Do Your Maintenance

It is always a good idea to do your semi-annual inspection and maintenance so that it coincides with pre-winter preparation and again in spring for summer. This also can coincide with changing winter tires to regular tires and back. Routine maintenance is done as needed or specified by km interval.

Routine Maintenance

Washing and Cleaning

You are required to maintain your vehicle in a presentable condition. Weather conditions in your area will determine the frequency of washing. Obtain authorization from CVA at 1-877-787-6902 prior to having your vehicle detailed.

Oil Change and Service

Service	Interval	Additional Information
Change oil and filter	Every 6,000 kilometres or six months, whichever is first.	Also check lights, horn, wipers, battery terminals, fluid levels, belts, hoses and tire pressure (including spare).
Rotate Tires	Every second oil change.	
Replace diesel fuel filters	At the manufacturer's required interval.	For diesel vehicles only. Use OEM (Original Equipment Manufacturer) parts.

Semi-Annual Inspections/Winter Preparation / Summer Preparation

CVA is dedicated to the safety of our fleet and the clients we serve. As part of our safety program we require all vehicles to go through a semi-annual safety inspection.

All vehicles must be taken to a vehicle repair shop twice a year to have a semi-annual safety inspection completed. Semi-annual inspections and maintenance should be done so that they coincide with pre-winter preparation and again in spring for summer. It should be **done every six months regardless of distance travelled.**

- The Semi-annual Inspection Form is used for inspections required by CVA. Please note that Highway Traffic Board inspections are required for certain classes of vehicles. Your system-generated reminder will identify this requirement. The inspection form can be found at <https://taskroom.sp.saskatchewan.ca/Documents/Central-Vehicle-Agency-Semi-Annual-Safety%20Inspection.pdf>
- The inspection should include a complete visual inspection and Highway Road Test, which covers all major systems including brakes, steering, suspension, and safety items (e.g. operation of all seat belts) as well as raising and lowering the spare tire winch (if equipped).

Required repairs must be estimated and the repair authorization process followed.

Recalls

Have your vehicle identification number (VIN), also referred to as a serial number, checked by the dealer at least semi-annually for outstanding recalls or updates.

Contact CVA at 1-877-787-6902 for maintenance, transmission, differential and coolant service intervals, and other maintenance specific to your vehicle.

Winter Preparation

Anti-Freeze

The anti-freeze must be checked each fall to ensure it is up to strength and will resist minus-forty-degree (-40°C) temperatures. Your vehicle is equipped in production with lifetime anti-freeze. Never fill the cooling system with water. Consult your owner's manual for appropriate maintenance guidelines.

Winter Tires

Winter tires' deep treads are ideal for clearing snow, giving maximum traction and control. More than half of Canadian drivers see a benefit in installing winter/snow tires. There are fewer winter-related accidents, injuries, and deaths when cars are fitted with winter/snow tires.

CVA will pay for winter tires if required by the client. The user agency will be responsible for the storage and tracking of the extra set of tires between seasons as well as any cost associated with storage (the CVA Tire Standing Offer has the option for client-paid tire storage). CVA will pay for the reasonable cost of changing tires between seasons (no tire studs).

Summer Preparation

After six months of winter, it's time to prepare for summer and have your semi-annual inspection. Remember with warmer weather you may need to check your tire pressure and coolant levels.

Also it's time to change your winter tires back to all-season as winter tires wear faster on warm pavement.

Notifications

CVA will notify you when a safety recall is to be done on a vehicle. Note that even though CVA does their best to communicate all types of recalls (Safety, Emissions, and Customer Satisfaction recalls) to clients, it is a good idea to check with a dealership for any outstanding recall the vehicle may have.

CVA will also notify you if your semi-annual inspection is not done as required.

No Smoking

Government's policy is that all government vehicles are smoke free. It is the responsibility of the user agencies and other prescribed government institutions to enforce this policy in their vehicles. When the vehicle is returned, CVA will charge back any incurred expenses to clean and eliminate smoking or vaping residue and odour present in the CVA vehicle if required.

Purchases/Administrative Requirements

Repairs and Authorization

If your vehicle requires repair, have an accredited repair vendor provide a repair estimate. **The vehicle operator can authorize up to \$300 for minor repairs, diagnosis of concerns and routine maintenance.**

If the repair estimate **totals \$300 or more** including parts, labour, shop supplies and PST, repair authorization must be obtained from CVA by calling 1-877-787-6902 or emailing fleetserviceconsultants@gov.sk.ca before the repairs are started.

Prior authorization is also required before repairs are made for the following, even if estimated at under \$300:

- Coolant flushes;
- Transmission flushes;
- Transfer case or differential fluid changes;
- Windshield replacement;
- Battery replacement;
- Tires.

Warranty service and recalls are only available from authorized dealers.

Work Orders: Fully describe the nature of the required vehicle services/repairs on the vendor work order. This information is essential when processing service/repair orders for payment. The vehicle operator is responsible for reviewing the completed work order to ensure that the charges relate only to repairs/work requested.

After reviewing the work order, if satisfactory, sign the “out” portion certifying that the work has been performed. The vehicle operator is responsible for properly instructing the repair vendor on the correct authorization process. **CVA prefers to receive all estimates, accident forms and SGI Appraisals by email at fleetserviceconsultants@gov.sk.ca**

Invoices and Work Orders

A work order or invoice must show the following information:

- Odometer reading, unit number and license plate number;
- Charge to: Central Vehicle Agency, 500 McLeod Street, Regina, SK, S4N 4Y1;
- User agency name (i.e. Highways, SGI, etc.);
- Full description of the work performed including itemized parts, part numbers and labour costs;
- Printed name and signature. Direct the vendor to send the original customer copy to CVA;
- If you are having a semi-annual inspection completed, the driver must sign the inspection sheet.

Repairs must be detailed on a vendor work order/invoice. These work orders/invoices must be charged to CVA and the signed original copy forwarded by the vendor to CVA for payment.

Tires

CVA establishes standing offers with the major tire manufacturers and arranges for tires to be supplied at various tire dealers throughout the province. See the current preferred vendors at <https://taskroom.sp.saskatchewan.ca/Documents/CVA-Tire-Vendor-List.pdf>

All requests for tires require prior authorization from CVA by calling 1-877-787-6902. Tire purchases must be detailed on a work order/invoice, which must be charged to CVA.

Parking and Storage

CVA is not responsible for the parking and storage of its vehicles.

Storage and parking arrangements should be referred to your agency head office. Payment of parking tickets is the responsibility of the driver involved.

Personal Use of CVA Vehicles

Personal use of CVA vehicles is strictly prohibited unless the use is approved. Please refer to your vehicle coordinator or use Taskroom for more information on personal use of CVA vehicles. <https://taskroom.sp.saskatchewan.ca/Documents/CVA-Guidelines-for-Personal-Use.pdf>

Tickets and Violations

CVA is not responsible for paying parking or traffic tickets or violations. It is the responsibility of the driver to deal with any tickets in a timely manner. You must notify CVA if any other action is going to be taken apart from paying the ticket. CVA may assess a handling charge for correspondence relating to unpaid parking tickets.

Insurance

Coverage

CVA vehicles have the mandatory licence plate insurance provided to all vehicles registered in Saskatchewan. The licence plate insurance provides liability insurance and covers the cost of damages caused by the driver in a motor vehicle collision. SaskBuilds and Procurement also carries additional liability insurance for all CVA vehicles.

Vehicle Registration

CVA will arrange for all licensing transactions (renewals, plate replacements, etc.).

Vehicle Operator Responsibilities

Once a year you will receive the renewed vehicle registration from CVA. If you have not received your renewed registration, please call CVA at 1-877-787-6902. For SGI insurance coverage to be valid, the following numbers on the vehicle registration must be identical to those on the vehicle itself:

- VIN/serial number;
- Unit number;
- Licence number.

If any errors are found on the registration card, please contact CVA immediately.

The operator of the vehicle is the only person able to ensure that the vehicle has valid plates; therefore, any tickets incurred because of invalid or missing plates will be the responsibility of the operator. As the operator of the vehicle, it is your responsibility to **ensure that you are driving a legal vehicle.**

National Safety Code (NSC) in Saskatchewan

To ensure compliant operation of the vehicle check that you are following the National Safety Code (NSC). To avoid the illegal operation of vehicles, ensure that the NSC and local legal requirements for driver's licence classification, logbooks, over-weight licence fees and trailer towing are followed.

Do not drive your vehicle outside of Saskatchewan if it has a Gross Vehicle Weight Rating (GVWR) of 5,000 Kilograms or more. Vehicles over a GVWR of 11,793 Kilograms must adhere to the Saskatchewan National Safety Code (NSC) guidelines. If you are unsure about your vehicles status under NSC rules please ask CVA by contacting 1-877-787-6902 or look at Taskroom for more information.

Distance Reporting

Accurate reporting of distance is essential. The information is required for fleet management purposes. Vehicle Distance Reports are to be completed and submitted to your vehicle coordinator once each month, by the 10th day of the following month. Contact your vehicle coordinator for your organization's distance reporting procedure.

Collisions/Accidents

Accidents – What to Do After an Accident

Safety First!

Take whatever steps necessary to protect yourself from further injury.

Do not move an injured person unless it is necessary to get the person out of danger of further injury. Only provide the first aid that you are qualified to provide.

1. Collect Information

Unless this was a single-vehicle collision, get information from the other driver and any witnesses. Take pictures of the collision damage on all vehicles involved, if it is safe to do so.

2. Inform the Police

You must report the collision to the police **immediately** if any of the following criteria apply:

- There was any bodily injury or death;
- One of the drivers appeared to be under the influence of drugs or alcohol;
- One or more vehicles aren't roadworthy and had to be towed from the scene;
- The collision involved a vehicle without a valid licence plate;
- One or more of the vehicles had an out-of-province plate;
- There was loss or damage to your vehicle caused by theft or attempted theft; or
- You can identify who caused a random act of vandalism or intentional malicious damage.

Hit and Run Collisions

You only need to report a hit and run collision to police if you know when and where the damage occurred and there is physical evidence or witnesses that can verify the damage was caused by another vehicle.

If you're not sure whether or not to report a hit and run, wait until you get your damage estimate and your SGI adjuster can advise you if it should be reported to the police.

No Need to Report to Police

You don't need to report damage to the police if it's from a:

- Door ding or a shopping cart in a parking lot; or
- Random act of vandalism or intentional malicious damage and you can't identify who caused it.

Notes:

- Cooperate with local law enforcement. Provide factual information. Limit responses to questions asked.
- Obtain the driver's name, address, phone number, licence and plate number, and the name and address of the owner if the driver is not the owner. Identify witnesses and obtain addresses and phone numbers.
- Do not discuss your actions with parties other than law enforcement. Do not admit fault to other parties or make any statements about the province's response to the accident, financial or otherwise.

3. Report to SGI

Report your claim online with Auto eClaim (www.sgi.sk.ca/eclaim), visit a local claims centre or call SGI toll free.

SGI Toll Free Business Hours Number:

1-800-667-9779

Monday to Friday: 8 a.m. to 5 p.m. CST

Saturday: 9 a.m. to 5 p.m. CST

SGI After regular business hours:

1-800-647-6448

What You'll Need

Have the following ready when reporting your claim:

- Your driver's licence;
- Your vehicle registration;
- All the information you collected from the collision at the scene;
- Your auto extension insurance company and policy number – if available.

SGL will assign a claims adjuster to manage your claim.

Note: If your vehicle isn't safe to drive, and the police haven't already towed it, talk to your adjuster to find out where it needs to be towed.

4. Report to CVA and Your Supervisor

Report the accident to your supervisor and to the CVA accident desk (1-306-787-5085) as soon as possible. An Accident Report Form must be filled out for every case of vehicle damage, regardless of the amount of damage. The Accident Report Form may be found online at <https://taskroom.sp.saskatchewan.ca/Documents/Central-Vehicle-Agency-Accident-Report.pdf>

Body or undercarriage damage resulting from material handling or continuous contact with road obstructions will not be considered an accident.

5. Get a Damage Estimate

After filing your claim, SGL needs to appraise your vehicle to find out how bad the damage is and prepare a damage estimate. The damage estimate can be completed at either an accredited repair shop (if eligible) or a SGL claims centre.

If the vehicle is not drivable, have the vehicle towed from the scene to the nearest SGL compound. Once the damage estimate is done, you'll get a printout with the cost of repairs for your vehicle. The claims adjuster will need to confirm your insurance coverage before you can have the vehicle fixed.

Forward the Accident Report Form and SGL Estimate through your supervisor to CVA.

6. Have your Vehicle Repaired

Indicate on the Vehicle Accident Report if repairs need to be performed immediately.

Obtain and submit the damage estimate to your supervisor who will obtain authorization from CVA to have the vehicle repaired at any SGI accredited body shop. Do not proceed with repairs until you receive authorization from CVA.

7. Authorize Payment

On completion of repairs, as the vehicle operator, you will act as the duly authorized agent of CVA with signing authority to release the vehicle in accordance with the conditions contained in the SGI Certification of Repairs Form.

Roadside Assistance / Service

Road Service

Warranty

Some vehicles may have their New Vehicle Warranty which comes with Roadside Assistance (information can be found in the Owner's Manual). Please check to see if your vehicle is still under this warranty.

Warranty Roadside Assistance provides several emergency services such as boosting, towing, spare tire installation, gas delivery, winch service and lockout service free of charge. The toll-free phone numbers for the individual manufacturers are as follows:

General Motors (GM)	1-800-268-6800
Ford	1-800-665-2006
Chrysler/Jeep	1-800-363-4869
Toyota	1-888-869-6828
Mitsubishi	1-888-576-4878
Mercedes Benz (Smart)	1-877-387-0100
Nissan	1-800-267-5936
Honda	1-800-465-7587
Hyundai	1-888-268-9958

Non-Warranty

If the **vehicle's Roadside Assistance has expired**, call **411** to obtain information on the nearest tow operator to your location. It is imperative to know your location on a particular route should you require assistance.

Tire Hazard Not Included

Vehicle warranty does not apply to tires. Tire manufacturers, through their respective dealers, will provide all tire adjustments.

Towing Payments and Lock-out Service

The driver should request the tow operator to charge CVA directly (most Saskatchewan towing companies will know how to do this upon request). Some tow operators may require immediate payment for towing services; therefore, the driver may be required to pay, and then be reimbursed for their expense.

If a tow is not related to a mechanical issue CVA will charge back the costs to the user agency.

If lockout service is needed as a result of driver error or negligence, the costs will be charged back to the client organization.

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