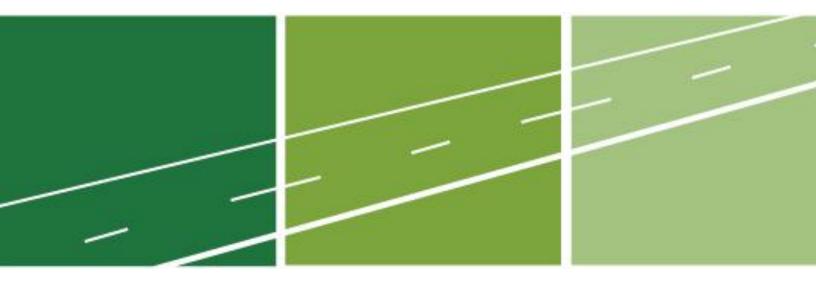
## Manitoba Flagperson Training Manual

Ninth Edition





# FLAGPERSON TRAINING WORKBOOK

# Developed by: Manitoba Infrastructure

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### Introduction

## **Acknowledgements**

Manitoba Infrastructure extends sincere appreciation to Saskatchewan Highways and Transportation, Saskatchewan Roadbuilders Safety Association and Alberta Construction and Safety Association for permission to use their manual as a guide in our publication.

#### Notice to Reader and Disclaimer

The information presented in this publication is intended as a guide for the safe direction of traffic by flagpersons in work zones. The recommended measures may be supplemented or modified where necessary to ensure that each particular work zone situation is safe. However, in modifying the manner of flagging a work zone, it must be kept in mind that **uniformity** of traffic control measures aids in driver recognition, understanding and interpretation of the intent of those measures.

No traffic control measure should be omitted unless, in the particular circumstances of the work area, to include that measure could create a safety concern, and another more effective means could be used to ensure safe control of traffic. Wise judgment and common sense must be used at all times to ensure that the best methods of traffic control are implemented.

This manual is not intended as a definitive guide to government legislation or regulation. The legislation and regulations quoted in the manual are correct as of the date of publication, but may be subsequently repealed, amended or replaced. Current legislation and regulations should be considered when work is being performed.

The users of this material must ensure that all appropriate steps are taken to provide safe traffic control in work zones and must assume liability arising out of their failure to do so. Manitoba Infrastructure does not accept liability arising out of any application of the guidelines in this manual in any work zone.

## Copyright

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ning Manual

## Flagperson Training Manual

The information presented in this manual and throughout the course is, to the best of our knowledge, current, accepted and approved at the time of printing and is intended for general road applications. This course addresses basic situations that commonly arise in work zone activities. Changes in traffic flow, terrain, collision experience, visibility, environmental conditions (such as rain, snow or smoke), etc... may dictate modifications as the work progresses. These guidelines may be altered if circumstances dictate. Discussions with your supervisor should be held before significant changes are made to flagging procedures.

Part 1 contains various guidelines, regulations and legislation developed and passed by the Province of Manitoba. These rules must be followed, and every other reasonable action must be taken, in order that the safety of the work crew, road user and flagperson are addressed.

#### **Course Description**

The Flagperson Training Course provides information about employer and employee responsibilities, equipment, clothing, flagging practices and procedures. Each section begins with the objective and summary for that section and concludes with a short quiz. The quizzes are intended to test your knowledge of the material presented in the section.

#### Preamble

Thank you for your interest in the safety of your co-workers and the travelling public by participating in this "Flagperson Training" course. In order to successfully complete the course there are several requirements that must be met. The outline is as follows:

- \* Read the first chapter. When you have familiarized yourself with the contents answer the questions at the end of the chapter.
- \* Correct the short quiz by referring to the answers on the next page. If you have answered all the questions correctly then continue on to the next section. Should some of the answers be wrong, read the segments that apply and answer the questions again.
- \* Continue the process until the manual has been completed.

Manitoba Flagperson Training Manual

## Part I: Legislation and Departmental Requirements

#### **Objective**

After completing this section of the course you should be able to understand each of the following:

- The sections of the Highway Traffic Act that give you, the flagperson, the authority to do your job.
- The sections of the Workplace Safety and Health Act that provides for the protection of people working in work zones.
- The sections of the Traffic Engineering- Policies and Standards & Work Zone Traffic Control Manual that provide departmental support to you, the flagperson.
- The sections of Manitoba Infrastructure Contract Specifications Manual that specify the responsibilities of the contractor and flagperson.

#### Summary

A great deal of legislation and guidelines are in place to give the flagperson the authority to do their job correctly and safely. Motorists are required by law to obey the directions of the flagperson. Legislation is also in place to help protect the flagperson from danger when working on a road crew. Contractors also have a responsibility to make sure that workers, motorists and the general public are protected in the work zone that they are responsible for.



## The Highway Traffic Act

The Highway Traffic Act is provincial legislation that defines the role of the flagman, the responsibilities of the motorist with respect to the use of public roadways, and provides requirements regarding signage of the work zone.

In Section 77(10) of The Highway Traffic Act, a **flagman** is defined as:

"a person employed by a traffic authority, or a contractor doing work on behalf of a traffic authority, for the purpose of directing the movement of traffic on any portion of a highway under construction, or where repair work or other work is being carried on".

Under Section 77(11) of The Highway Traffic Act

"every driver of a vehicle shall obey and observe the directions given by a flagman".

The Highway Traffic Act gives the flagman the authority to control traffic by signalling for a motorist to stop, to reduce speed, to proceed as directed, or by advising how to pass safely through or around a work area.

In addition, the Act establishes requirements for the use of signs in the work area. Details regarding sign size, placement, message and spacing will be addressed in Chapters 4 and 5.



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## Workplace Safety and Health Act

The Workplace Safety and Health Act is provincial legislation that helps define what employers and employees must do to protect themselves and others from risks arising out of activities in the workplace.

With respect to the flagperson, part 20.5(1) 20.5(2), 20.6.1, 20.6.2, 20.6(4), and 20.6(5) states:

- **20.5(2)** "Without limiting subsection (1), if vehicular traffic creates a risk to the safety or health of a worker, an employer must ensure that one or more of the following are used to protect the worker:
  - (a) warning signs;
  - (b) barriers;
  - (c) lane control devices;
  - (d) flashing lights;
  - (e) flares:
  - (f) conspicuously identified pilot vehicles;
  - (g) automatic or remote controlled traffic control systems;
  - (h) speed restrictions;
  - (i) one or more workers who are designated and act as flagpersons, in accordance with section 20.6.

#### **Flagpersons**

- **20.6(1)** No employer shall require or permit a worker to work as a flagperson unless the worker (a) holds a valid flagperson's training certificate issued by a person or organization that has been approved by the director under section 20.6.2; and
- (b) has demonstrated competency in applying the training referred to in clause 20.5(1)(b) and subsection 20.6.2(2) to the employer's workplace.
- 20.6(2) An employer must ensure that a flagperson
- (a) carries his or her flagperson's training certificate at all times;
- (b) is provided with
- (i) a paddle with reflective surfaces, on one side of which is written "STOP" in white letters on a red background, and on the other side is written "SLOW" in black letters on a fluorescent yellow-green background,
- (ii) high visibility safety apparel that meets the Class 3 Level 2 requirements of CAN/CSA Z96-09, *High Visibility Safety Apparel*, and that is fluorescent yellow-green in colour,
- (iii) protective headwear of a fluorescent colour, augmented during hours of darkness with a retro-reflective material or combined materials securely attached to the headwear in such a manner as to provide 360° visibility to others, and
- (iv) a means of communication with any other flagperson at the workplace, when the worker does not have a clear view of that other flagperson; and
- (c) in the case of a flagperson who works during hours of darkness, a fully operational flashlight fitted with a red signalling wand of sufficient brightness to be clearly visible to approaching traffic.

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- 20.6(3) Except for the means of communication provided under subclause (2)(b)(iv), an employer must ensure that a flagperson does not use any personal electronic device, including
- (a) a portable radio, cassette player, compact disk player or recorder, mp3 player or other digital music recorder and player, that is worn on the body,
- (b) a personal digital assistant or other similar handheld device, or
- (c) a cellular telephone.

#### Use of warning signs

- 20.6.1 When an employer posts warning signs to advise persons that a flagperson is present, the signs must
- (a) have reflective surfaces; and
- (b) be fluorescent yellow-green in colour.

#### Training certificate for flagpersons

- 20.6.2(1) The director may approve a person or organization to provide a flagperson training program if the training program is consistent with the requirements of flagperson training set out in subsection (2).
- 20.6.2(2) A flagperson training program must consist of a combination of in-class coursework and practical application in the following:
- (a) the requirements of
- (i) the City of Winnipeg Flagperson Training Program, in the case of work within the City of Winnipeg, or
- (ii) the Flagger Training Manual issued by Manitoba Infrastructure, in the case of work outside the City of Winnipeg;
- (b) the impacts of environmental factors, including heat, cold, sun, and hours of darkness;
- (c) the use of personal protective clothing and equipment;
- (d) working around heavy equipment;
- (e) proper hand signal communication;
- (f) communication with the travelling public, including responding to aggressive drivers and violence prevention;
- (g) positioning, signage and barrier usage;
- (h) identifying an escape route;
- (i) reporting near misses and incidents;
- (j) emergency procedures.
- **20.6(4)** Section 6.7 does not apply to a flagperson, but the high visibility safety apparel, protective headwear and flashlight provided by an employer under clause (2)(b) and (c) are personal protective equipment and the obligations of the employer and the worker under sections 6.3 to 6.5 apply to the apparel, headwear and flashlight.
- 20.6(5) The employer must ensure that the high visibility apparel or headwear referred to in clause (2)(b) is immediately replaced if it
- (a) is faded, torn, dirty or otherwise rendered ineffective, or
- (b) does not display a CSA certification label.



# Traffic Engineering- Policies and Standards & Work Zone Traffic Control Manual

The flagperson, for a variety of reasons, has one of the most difficult jobs to perform well on a continuing basis. To optimize this function the following guidelines/principles have been established by the Traffic Engineering Branch of the Department. These guidelines should be utilized when controlling traffic with flagpersons through a work area.

 All flagpersons must be trained, whether directly employed by the Department of Infrastructure or by a contractor. When flagpersons are employees of a contractor, it is the Project Supervisor's responsibility to ensure that the flagperson has been trained, and is performing the duties of a flagperson in a proper manner.

A symbolic FLAGPERSON AHEAD sign (MC-64) should always be used in advance of the flagperson. The FLAGPERSON AHEAD sign must be visible to the flagperson at all times and should not be more than 500 m from the flagperson at any time. The "stop/slow" sign paddle (MC-44A or bilingual MC-44A B) will normally be used by all flagpersons.

- In general, flagpersons should be used when it is desirable or necessary to give some message to the motorist respecting:
  - road or traffic conditions ahead
  - the correct path to follow
  - the existence of potential conflicts between the road user and workers or equipment
  - limited approach sight distance to the work ahead
- The wearing of proper flagperson regalia, as outlined later in this workbook, must be strictly enforced, for reasons of safety, uniformity and communication to the motorists.

A flagperson is not normally required where:

- There is no requirement to slow or stop traffic
- A sequential flasher is in operation
- The MAXIMUM 60 sign (RB-1) is in place
- The flagperson must be kept apprised of the changing conditions in the work area so he/she can effectively communicate with the motorist.
- The "Traffic Engineering- Work Zone Traffic Control Manual" can be found at http://www.gov.mb.ca/mit/contracts/workzone.html#manual.



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## Manitoba Infrastructure **Contract Specifications**

The Contract Specifications have been prepared by the Department for use by contractors when working for the Department. The specifications state that the flagpersons employed by the contractor shall perform their duties of traffic control in the same manner as they would if they were working for the Department. This includes being trained as a flagperson, using the same equipment and gear.





## **Part I: Legislation and Departmental Requirements**

#### **REVIEW**

1.	What does the Highway Traffic Act give the flagperson?
2.	The Highway Traffic Act requires that drivers of vehicles shall and the directions given by a flagperson.
3.	Workers exposed to the hazards of vehicular traffic shall wear outer clothing.
4.	Flagpersons must be sufficiently to carry out their duties in a proper manner.
5.	Flagpersons must be kept aware of changing conditions in the work area so they can with the motorist.
6.	Modifications to the flagging methods presented in this manual may be made if dictate and discussions with the are held.
7.	List three of the five changes that may indicate modifications to the flagging methods presented in this manual.
	•
	•



## Part I: Legislation and Departmental Requirements

#### **ANSWERS**

- 1. the authority to act
- 2. observe, obey
- 3. high-visibility safety
- 4. trained
- 5. effectively communicate
- 6. circumstances, supervisor
- 7. traffic flow, terrain, accident experience, environmental conditions, visibility

How are you doing on the review? If you got all the questions right, great! You are doing very well and should be ready to go on to the next part.

If you answered only half of the questions correctly, you should reread the part you missed. Try the questions again before you go on to the next part.

Even if you got most of the questions wrong, don't give up. Read the section over and answer the questions again. If you are having problems understanding any part of what you have just read, talk to the person who is

## Part II: Flagperson Responsibilities

#### **Objective**

After completing this section of the course you should be able to do each of the following:

- Describe the responsibility of the employer regarding the flagperson.
- Describe your own responsibilities as a flagperson.
- List the duties you will have to perform as a flagperson.
- Describe the basic qualifications of a flagperson.
- Describe the need for good public relations.

#### **Summary**

Many devices are designed to control traffic flow in construction work zones. However, only a flagperson is able to adjust to constantly changing situations. Unlike other traffic control devices, only the flagperson is capable of thought, reason, and time-specific action needed to make sure the motorist passes safely through a controlled work zone.

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As you read the following material, pay particular attention to:

- the role of the flagperson
- the duties of the flagperson

#### **Employer Responsibility**

Being part of a maintenance, construction, survey, or any other kind of road crew is often dangerous as workers are exposed to oncoming traffic in a variety of weather conditions. The employers of such road crews are required by law to protect them and in many cases this means that they will have to use trained flagpersons.

#### Employee Responsibility

As a flagperson, you have the right to know what dangers exist in the workplace. You also have certain responsibilities. You are responsible for your own safety and the crew working with you, the movement of traffic through the work zone, and the safety of the motoring public.

Your job is to stop or direct traffic, or reduce the speed of vehicles through the work zone for the protection of the work crew and the motorist.



#### **Doing Your Job**

Doing your job and doing it well will help reduce:

- delays in the flow of traffic
- hazards for the work crew and the motorist
- unwanted traffic in the work area



## **Qualifications for Flagpersons**

It is important that qualified personnel be selected and trained in the fundamentals of flagging before being assigned to a flagging task. Flagpersons should be in good physical condition, mentally alert, professional, and be in possession of their Flagperson certification card.

#### In good physical condition means you:

- are able to work a minimum of an 8 hour day
- have good hearing
- have good vision

#### Mentally alert means you:

- can adapt to changing situations and emergencies quickly
- have the ability to anticipate potential hazards



#### Professional means you:

- are neat and clean in appearance
- are courteous but firm
- can communicate effectively with the public and your co-workers
- have a sense of responsibility for the safety of the public and your co-workers

#### Note:

 Your training will include a practical component along with a documented practical assessment. Upon successful completion, you will be issued a Flagperson Certification Card. Note that you are required to carry your Flagperson certificate card with you at all times while flagging.

## **Public Relations Expectations**

In today's world, people always seem to be in a hurry. Even on a quiet suburban street or a barren Northern road, the shortest delay can cause the motorist great frustration. Coping with the frustration of others and, in some cases, helping to reduce it is part of the job of the flagperson. Every day the actions of the flagperson cause both favourable and unfavourable comments. The flagperson has to earn the respect of the motoring public by making sure that traffic is not unnecessarily delayed. The flagperson must do everything possible to encourage the motorist to drive with caution and courtesy when passing through the work zone.





## Part II: Flagperson Responsibilities

#### **REVIEW**

1.	Your employer has certain responsibilities for the safety of the road crew. In order to
	have additional protection under the law the employer may use a
2.	Who is the flagperson protecting from possible danger? and and
3.	A flagperson doing the job correctly is not only reducing possible dangers but also
	reducing unwanted traffic in the work area and delays in
4.	Motorists will often become angry and frustrated if they are
5.	By making sure traffic is not delayed unnecessarily, the flagperson can earn the
6.	It is up to the flagperson to encourage motorists to exercise both
	and when passing through a work zone.
7.	A flagperson should have certain qualifications to enable him/her to be effective. The four main qualifications are:
	•
	•
	•
	•



## Part II: Flagperson Responsibilities

#### **ANSWERS**

- 1. flagperson
- 2. work crew; motorist
- 3. the flow of traffic
- 4. unnecessarily delayed
- 5. respect of the motoring public
- 6. caution, courtesy
- good physical condition mentally alert professional possess your flagperson certification card

How are you doing on the review? Remember, if you answer any of the questions incorrectly, reread the appropriate section and try the questions again before going on the Part III.

If you require clarification on any part of the material, talk to your trainer.

## Part III: Safety and Flagging Procedures

Section A: Work Zone Set-Up

#### **Objective**

After completing this section of the course, you should be able to do each of the following:

- Describe the various kinds of traffic control devices.
- Describe the location of the flagperson in the work zone.
- Describe the requirement for visibility of the flagperson in the work zone.
- Describe how to adjust the flagperson location to different environmental conditions.
- Determine if the flagperson station is properly located.

#### **Summary**

The location of the flagperson in the work zone is very important. This location is often referred to as "the flagperson station". Flagpersons must be located so they can be seen by motorists and they must be alert at all times to what is going on around them. The location of the flagperson is crucial for the safety of the work crew, the motorists, and the flagperson. The response of traffic to the flagperson instruction will determine the effectiveness of the location.

As you read the following material, pay particular attention to:

- the position of the flagperson in the work zone.
- the location of the flagperson station.



Warning Signs

During road construction and maintenance, warning signs are used to alert drivers to specific hazards they may encounter while the project is underway. When flagpersons are being used, the two signs most commonly used are the "Roadwork Ahead" and the "Flagperson Ahead" symbol signs. The "Roadwork Ahead" warning sign is diamond shaped with black letters on a reflective orange background. The "Flagperson Ahead" warning sign is the same but with a yellow-green reflective background.







The "Prepare to Stop" sign is an enhancement to a flagging operation.

Signs must be placed in locations where they are visible to motorists and attract their attention.

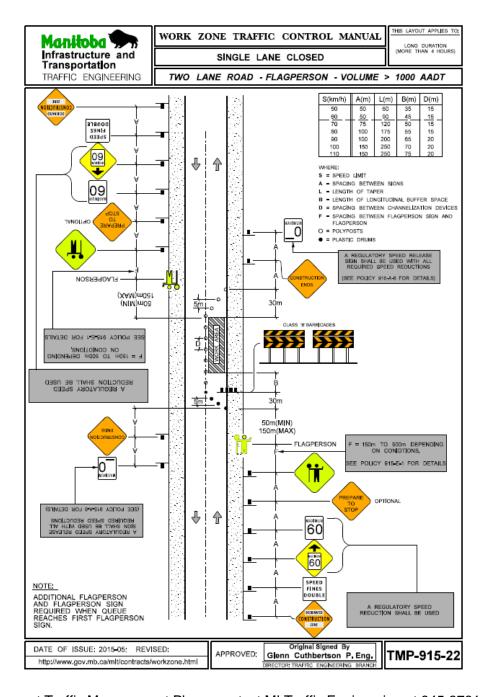
Signs which are not applicable must be removed or covered when work is not being done in the work area. For instance, if the flagperson is not needed, the "Flagperson" sign must be taken out of the motorists view. Furthermore, permanent regulatory speed signs should be covered so they do not conflict with temporary signage.

Signs must be checked on a regular basis to ensure they are not knocked down by traffic, construction activity or blown over by the wind.



## Flagperson Location in the Work Area

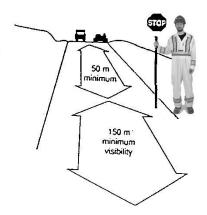
Warning signs, as shown in the sketch below, should be placed in advance of the flagperson location. There are Departmental requirements and guidelines for these signs. Changes to signing may be required depending on the work situation. It is the responsibility of the supervisor on the project to ensure that the work zone is safe and appropriate traffic control is in place.



For current Traffic Management Plans, contact MI Traffic Engineering at 945-3781.

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The flagperson must stand in a highly visible location so that oncoming traffic can see them and have time to react safely. To ensure visibility for both the flagperson and driver, the flagperson must:



- Stand in a safe spot, usually just outside the approaching traffic lane on the shoulder of the road.
- Stand far enough from the work crew so that the approaching motorist does not think the flagperson is part of the crew.
- Stand between 50m and 150m in front of the work crew, depending on the road conditions and the distance the flagperson can be seen.
- Be visible to approaching motorists for a minimum 150m.
- Ensure that the paddle is visible in the traffic lane.
- Stand where they will not obscure or be obscured by signs and equipment in the work zone.

Always ensure your safety first.

Always be ready to get out of the way of an approaching vehicle in case it does not stop.

Always plan an escape route in consultation with your Supervisor before starting flagging duties.

## Effectiveness of the Flagging Location

When a flagging location is first set up, careful attention must be paid to ensure that it is working properly. Ask yourself the following three questions:

- Are vehicles coming up to the station very fast and having to slam on their brakes?
- Are drivers complaining that they had problems seeing the flagperson?
- Are drivers trying to pass when other vehicles are stopped?

If the answer to any of these questions is **yes**, then the flagperson location must be reassessed.





Part III: Safety and Flagging Procedures
Section A: Work Zone Set-Up

#### **REVIEW**

1.	Flagperson locations are always set up with advance signs in place. A basic layout uses 2 signs, name them:
2.	Signs must be placed where the motorist can them.
3.	When work is finished in the work zone, all applicable signs should be either or
4.	Signs can be knocked over by a vehicle or blown down by the wind, this is why they need to be on a regular basis.
5.	Generally, flagpersons should locate themselves outside the lane of the of the road.
6.	Flagpersons should make sure that approaching motorists can see them from at least metres away.
7.	When determining if a flagperson is in the correct location, you need to ask yourself, "Are the approaching vehicles coming up to the station very fast and having to?"
8.	If a driver complains that they had problems seeing the flagperson, this would be an indication that the flagperson location is working well.



# Part III: Safety and Flagging Procedures Section A: Work Zone Set-Up

#### **ANSWERS**

- 1. Road Work Sign, Flagperson Sign
- 2. see
- 3. removed, covered
- 4. checked
- 5. traffic, shoulder
- 6. 150
- 7. slam on their brakes
- 8. not

How are you doing on the review? Remember, if you answer any of the questions incorrectly, reread the appropriate section and try the questions again before going on the Section B.

If you require clarification on any part of the material, talk to your trainer.

## Manitoba Flagperson Training Manual

## Part III: Safety and Flagging Procedures

## Section B: Equipment and Clothing

#### **Objective**

After completing this section of the course you should be able to do each of the following:

- List the flagging equipment that must be used by the flagperson.
- List the various items of clothing that must be worn by the flagperson.
- Describe the various kinds of traffic control devices.
- List other clothing and equipment that could be worn or used by the flagperson.

#### **Summary**

It is important to realize that the equipment and apparel used by flagpersons are regulated by law to protect them and the motoring public. Giving flagpersons this kind of protection helps them carry out their duty to protect other workers and provide safe directions to motorists moving through a work zone.

As you read the following material, pay particular attention to:

- the equipment required by the flagperson
- the apparel worn by the flagperson



## Flagging Attire

It is important that the flagperson understands the need to be correctly dressed to do the job of flagging. The Workplace Safety and Health Act requires that the flagperson must wear personal protective equipment which may include:

- Protective headwear of a fluorescent colour, augmented during hours of darkness with a retro-reflective material or combined materials securely attached to the headwear in such a manner as to provide 360° visibility to others
- 2. High-visibility safety apparel that is flourescent yellow-green in colour and meets or exceed CSA Class 3 Level 2 (see page 9)
- 3. CSA approved safety footwear

In certain circumstances, the flagperson may also require additional items, such as:

- 1. Eye protection: goggles for dirty/dusty operations or sunglasses for sunny conditions.
- 2. Rain wear, which must be highly visible, to be used during inclement weather conditions.
- 3. Logbook (for recording traffic violators, accidents, etc.).
- 4. Hand held horn or whistle for crew warning in an emergency.
- 5. Two-way radio or walkie talkie to co-ordinate traffic movements.
- 6. First Aid Kit

NOTE: the Class 3, Level 2 safety apparel must be worn on the outside of clothing.









The law also requires that for night operations flagpersons are to be equipped with:



- Protective headwear of a fluorescent colour, augmented during hours of darkness with a retro- reflective material or combined materials securely attached to the headwear in such a manner as to provide 360° visibility to others.
- A fully operational flashlight fitted with a red signaling wand of sufficient brightness to be clearly visible to approaching traffic.
- During night operations, the flagging stations are illuminated.

#### Traffic Control Devices

A number of hand-signaling devices, such as STOP/SLOW paddles, flags and lights, are used to help control traffic in a work zone.

The sign paddle, bearing the clear messages STOP (white on red) and SLOW (black on flourescent yellow-green) on opposite sides, gives the motorist guidance through the work zone. The sign paddle should be the primary





Sign paddles should be at least 45 cm wide, with letters at least 10 cm high. Sign paddle can be either hand-held or mounted on poles approximately 1.5 m high.

Sign paddles need to be reflective for night use. The sign must be kept clean at all times.



Except for means of necessary communication with other flagpersons or supervisor, a flagperson must not use any personal electronic devices including a:

Portable radio, cassette player, compact disk player or recorder, mp3 player or other digital music recorder and player, that is worn or held on the body, Cell phone, personal digital assistant or any other similar handheld device.



# Part III: Safety and Flagging Procedures Section B: Equipment and Clothing

#### **REVIEW**

1.	The reflective flourescent yellow-green safety apparel should only be worn at night. True or False?
2.	When the flagperson is wearing rain wear, high-visibility safety apparel must be worn on the of the clothing.
3.	In hot weather the flagperson should wear shorts. True or False?
4.	When working at night, the flagperson should be equipped with a with a semi-transparent red/orange cone.
5.	A correctly dressed flagperson will attract the motorist's attention. True or False?
6.	To co-ordinate traffic movements, may be used by flagpersons.
7.	During night operations, the flagging station should be



# Part III: Safety and Flagging Procedures Section B: Equipment and Clothing

#### **ANSWERS**

- 1. false
- 2. outside
- 3. false
- 4. flashlight
- 5. true
- 6. two-way radios or walkie-talkies
- 7. illuminated

How are you doing on the review? Remember, if you answer any of the questions incorrectly, reread the appropriate section and try the questions again before going on the Section C.

If you require clarification on any part of the material, talk to your trainer.



## Part III: Safety and Flagging Procedures

### Section C: Proper Flagging Procedure

#### **Objectives**

After completing this section of the course you should be able to do each of the following:

- Demonstrate flagging practices and procedures.
- Identify emergency procedures.
- Record and communicate all incidents to the site supervisor.

#### **Summary**

You have learned the responsibilities and duties of a flagperson, and you know that various laws and regulations give flagpersons the authority to act. You need to learn what the flagperson does and how it should be accomplished. This part of the Workbook describes the practices and procedures of flagging.

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# Manitoba Flagperson Training Manual

As you read the following material, pay particular attention to:

- how to slow, stop, and release traffic.
- the hand signals involved with flagging.
- the different flagging situations.

# Flagging Procedure and Signals

- Hand signals are one of the best ways to communicate with the motorist. Seven general guidelines must be followed when using the STOP/SLOW paddle:
- Keep the paddle high and vertical so that it is in the line of vision of the approaching driver.
- Never wave the paddle as this will confuse the driver. Use the free hand to indicate movement.
- Do not block vision with paddle.
- Allow time for drivers to react to the signals. Take into account traffic speed, weather conditions, and visibility when flagging.
- Never stand or walk directly in front of oncoming traffic, wait until the vehicle has stopped.
- Never turn your back on traffic.
- All flagging should be done with consistent, uniform signals and procedures.
   When the same messages are used by all flagpersons, the motorist will respond more effectively.

In an urban area you need to have an **escape plan** just as you do on a rural highway.

When not in use, turn the STOP/SLOW paddle so the edge faces the approaching motorist and the message cannot be read.

Remember, on a two-lane, two- way road, traffic could approach from behind. Always make sure you are safely positioned with your toes



# To Slow Traffic Down

- Stand in a safe spot, usually on the shoulder of the road facing the oncoming traffic.
- Display the SLOW side of your paddle while holding it in your hand with the arm held in a horizontal position over the lane in which the traffic is travelling.
- Look directly at the approaching driver and keep your signals clear and concise.
- To emphasize the need for drivers to slow down, raise and lower your free arm with your palm down.





# To Stop Traffic

• In consultation with your supervisor, review the flagging location and select a safe spot to stand.

#### Notes:

- On rural highways this will usually be on the shoulder facing traffic.
- In urban settings the location will vary depending on a variety of factors.
- Your location should always be outside the lane carrying moving traffic and that provides an unrestricted line of sight between yourself and approaching traffic.
- Discuss with your supervisor and allow for a safe escape route should a vehicle unexpectedly approach your location.



- Display the STOP side of your paddle while holding it in your hand with the arm held in a horizontal position over the lane in which the traffic is travelling.
- Establish eye contact with the driver of the first vehicle you are stopping to ensure you have his attention.
- Direct by pointing to the location where a stop is desired and away from the centre line.
- Bring the vehicle to a complete stop
- When the vehicle has stopped, walk in front of the stopped vehicle and stand outside of the lane carrying moving traffic.
- Position yourself near the centre line, with your toes pointing towards it. Again ensure
  that there is an unrestricted line of sight between yourself and approaching traffic from
  all directions.
- Ensure that you have a safe escape route in consultation with your supervisor should a vehicle unexpectedly approach your location.

#### Caution: Never turn back on Traffic

Stay in this location until you can allow traffic to pass through the work area.



# To Release Traffic

- Return to your originally established safe spot, remaining in eye contact with the driver of the first stopped vehicle in the queue.
- Position yourself and turn the paddle to display SLOW side to the stationary traffic.
- Use the free arm to direct traffic into the open lane, keeping the SLOW sign clearly displayed.
- Motion and point in the direction for traffic to proceed.
- When the last vehicle has moved into the open lane you must advise the flagperson at the other end so the traffic from the opposite direction can proceed when the lane is clear.



#### Always Remember...

Do not wave the paddle.

Ensure you are safely positioned.

Always plan an escape route.

Do not stand or walk in the path of oncoming traffic.

When doing the job a flagperson must also remember to:



- Stand alone. There should be no other person near except when the relief person or supervisor arrives.
- Make sure no vehicles are parked nearby.
- Stand upon seeing or hearing vehicles approach.
   Sitting makes it more difficult for the flagperson to be seen.
- Ensure breaks have been arranged with the supervisor.
- Never leave the location, other than to give instructions to the motorist. A flagperson's job is traffic control.
- Never turn your back to oncoming traffic.

Additional flagpersons may be needed when traffic line-ups occur. One person should direct traffic and the other should give advance warning to motorists approaching the line.

# What is wrong with this picture?





# Additional Flagging Situations

#### **Clear View of Other Flagperson**

A means of communication with any other flagperson must always be used when the worker does not have a clear view of the other flagperson.

#### **Working with Traffic Signals**

Where there are automatic traffic signals near the work area, ensure that you work with them, not against them. Stand at the side of the road out of the path of oncoming vehicles and make sure you are visible to drivers. Release traffic in time to proceed through the next green light.

Good co-ordination between the flagperson and the traffic signal will keep drivers from becoming frustrated.

#### **Advance Flagging**

An advance flagperson may be used in situations where there is limited sight distance to the work area, or where traffic is very heavy.

The advance flagperson should slow each vehicle as it approaches the rear of the line. The advance flagperson should be positioned at a suitable distance from the control flagperson to provide adequate warning.

Remember, stopping distances depend on road conditions, visibility and traffic speed.

See Traffic Management Plan TMP-915-22 on page 64.

## **Pilot Vehicle Operation**

In some cases, work is performed over long stretches of road and additional traffic control is required. When this happens, a pilot vehicle is used to escort vehicles through the work zone. Radio contact may be required between flagpersons and the pilot vehicle to co-ordinate the movement. The pilot vehicle operation will be set up by your supervisor.

# **Four-Lane Divided Highway**

The preferred practice on this type of roadway is to utilize traffic control devices such as channelizers, barricades or cones. For an undivided highway, other procedures may be required.



# Handling Emergent Situations

#### **Handling Emergency Vehicles**

Emergency vehicles (such as fire trucks, police vehicles, and ambulances) pose special problems for the flagperson.

- When the flagperson becomes aware that an emergency vehicle is approaching, the flagperson must assess if it is safe for the emergency vehicle to proceed.
- Accommodate the emergency vehicle as soon as possible.
- Contact the other flagperson to prepare them for the oncoming vehicle.



Discuss and prepare for emergency procedures you will be using. Ask the supervisor for guidance.

## When a Motorist Does Not Obey Directions

If a motorist does not obey directions of the flagperson, the first thing the flagperson must do is to protect themselves by quickly exiting the vehicle path if danger is present.

Immediately warn others of the danger by any means possible.

Document the incident when possible.

#### Always Remember...

Do not step too close to a moving vehicle.

Make sure you are safe.

Always plan an escape route.

Do not have a work vehicle blocking your exit from the roadway.



# Dealing with an Abusive Motorist

The flagperson should be as polite as possible and avoid arguing with hostile motorists. If a driver continues to be abusive, contact your supervisor for assistance. Leave your station only when the motorist threatens you with physical harm.



# Dealing with an Accident

If an accident occurs, the flagperson must protect themselves, the work crew, and any members of the public from further injury.

- 1. It may be necessary to stop all traffic in the work area until a proper assessment can be made.
- 2. Contact the supervisor for help controlling the situation and for guidance.
- 3. Document the incident.
- 4. Do not leave your station.
- 5. Be alert for motorists who will try to drive around the accident scene and the flagperson location, creating serious problems.

Make sure you are safe!



# FLAGGING INCIDENT REPORT

DATE:	TIME:
FLAGPERSON NAME:	
OFFICE PHONE #:	
LOCATION:	
VEHICLE LICENSE #:	
COLOR:	TYPE OF VEHICLE:
DESCRIPTION OF SITUATION*:	
*Decription of Situation examples: Stor	oped to argue, refused to proceed, obstructed traffic, ignored

<sup>\*</sup>Decription of Situation examples: Stopped to argue, refused to proceed, obstructed traffic, ignored instructions, abusive.

<sup>\*\*</sup>Forward copy to Immediate Supervisor.



#### **Documentation of Incidents**

When anything unusual occurs, the flagperson should note the incident in a logbook as soon as possible.

The logbook entry should include the following:

- 1. Time of incident.
- 2. Make, colour, and type of vehicle involved.
- 3. License plate number.
- 4. Weather conditions.

If, for some reason, the flagperson is not able to note the incident in a logbook, they should, nevertheless, inform the supervisor so it can be reported to the authorities.

If the flagperson station must be left unattended, alert the supervisor, other flagperson and crew members.

# What to do if a Flagperson is Injured

A flagperson may be injured by flying rocks, other debris, or insect bites. When this happens, first aid must be available immediately.

- 1. The supervisor should be in regular contact with the flagperson and have a plan of action ready to deal with any injury when it arises.
- 2. Flagpersons should notify their supervisor and other crew members of any severe allergies they have.

Flagpersons should be provided with breaks on a regular basis and substituted with relief flaggers.



# Flagpersons' Daily Checklist

#### Points to consider:

- 1. Ensure the "ROADWORK AHEAD" and "FLAGPERSON AHEAD" warning signs are in place.
- 2. Make your arrangements for breaks. Never leave your post until a relief person arrives.
- 3. Check that you have all the necessary supplies, equipment and clothing with you, including bug repellent, sunscreen, water, food, first aid kit, extra paddles, rain gear, two-way radios, log book, pen, etc.
- 4. Make sure that the STOP/SLOW paddle is clean and undamaged.
- 5. Ensure that the "FLAGPERSON AHEAD" warning signs are removed or covered when flagging has stopped.



# Part III: Safety and Flagging Procedures Section C: Proper Flagging Procedures

#### **REVIEW**

1.	When using the STOP/SLOW paddle the flagperson should always hold it up high so it is in the line of the approaching motorist.				
2.	In order to allow time for the motorist to react to various signals, the flagperson must take into account traffic and conditions.				
3.	When slowing traffic, the flagperson's free arm is moved in an and motion.				
4.	A safe flagperson always plans an				
5.	Advanced flagging is used where there is limited sight distance or where the is very heavy.				
6.	A pilot vehicle is used to other vehicles through the work zone.				
7.	When the STOP/SLOW paddle is not being used, it should be turned so that the of the sign faces the motorist and it cannot be read.				
8.	A safe flagperson never walks in front of a vehicle.				
9.	When on duty, flagpersons must not leave their except when relieved or threatened with physical harm.				
10.	When an emergency vehicle approaches, the flagperson must assess if it is to proceed.				
11.	If a flagperson is injured must be available immediately.				
12.	A flagperson should always be standing at the flagging location.				
13.	A safe flagperson is someone who always plans anroute before an emergency arises.				
14.	A flagperson always makes sure the paddle is to the oncoming motorist.				
15.	A flagperson should always at the flagging locations as vehicles approach.				
16.	A flagperson should never turn their to the oncoming traffic.				
17.	A flagperson can only leave their post after being by another person.				



# Part III: Safety and Flagging Procedures

### **Section C: Proper Flagging Procedures**

#### **ANSWERS**

1.	of vision (sight)	10. safe
2.	speed, road	11. first aid
3.	up, down	12. alone
4.	escape route	13. escape
5.	traffic	14. visible
6.	escort	15. stand
7.	edge	16. back
8.	moving	17. relieved
9.	location	

How are you doing on the review? Remember, if you answer any of the questions incorrectly, reread the appropriate section and try the questions again before going on the Part IV.

If you require clarification on any part of the material, talk to your trainer.

# **Part IV: The Motoring Public**

### **Objective**

After completing this section of the course you should be able to do each of the following:

- Respond to the motorist.
- Be aware of the perception/reaction time of motorists.
- Understand motorists' expectations.
- Explain how a flagperson must communicate with the work crew and any other flagperson(s).

#### Summary

A basic understanding of the average motorist is very important for the flagperson. The flagperson must recognize that people have different reaction times and their behaviour can be influenced by drugs or alcohol. This section describes characteristics and expectations of the motorists.

# Manitoba Flagperson Training Manual



As you read the following material, pay particular attention to:

- 1. the characteristics of the motorist
- 2. perception and reaction time of the motorist
- 3. expectations of the motorist
- 4. the communication between the flagperson and the work crew.

#### **Perception and Reaction Times**

Perception/reaction time can range from a fraction of a second when the situation is familiar, such as a traffic light that has just turned red, to several seconds at a complex traffic control station where barricades and signs are in conflict.

Remember that at 60 km/h or 37 mph, a vehicle is travelling at a rate of 17 metres or 54 feet every second. A vehicle travelling at 60 km/h from a point 100m away will take approximately 6 seconds to reach the flagperson location. If it takes several seconds for a vehicle to stop, that vehicle will have travelled a long way in that time.

The flagperson must also remember that people must understand the information they are given. People read from left to right and only a few words can be read from a moving vehicle. The best sign has only one word or a standard symbol displayed.





# Factors Determining Flagperson Location in the Work Area

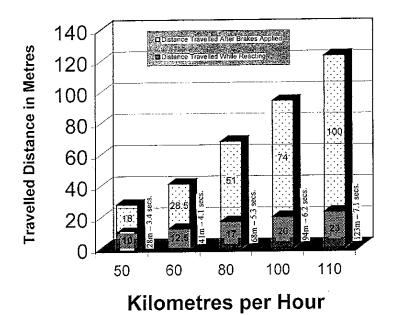
It is important that the flagperson be in the most suitable location in the work area. This may be determined by the speed of the traffic, weather conditions, terrain (hills and curves) and type of work being done.

# **Stopping Distances**

Stopping distances vary according to the speeds at which motorists are travelling. Generally, the faster a vehicle is travelling, the longer it will take for that vehicle to come to a stop. Under ideal conditions, such as a warm, sunny day with good visibility, a vehicle travelling at 100 km per hour would require about 100 m to stop.

Driver reaction time is the time it takes for a motorist to hit the brakes after seeing a reason to stop (for example, a stop sign). This time is about three-quarters of a second. At 100 km per hour, an additional 22 m must be added to the stopping distance to allow for driver reaction time. The following chart compares stopping distances for different speeds of travel under normal conditions.

# **Emergency Stopping Distances**



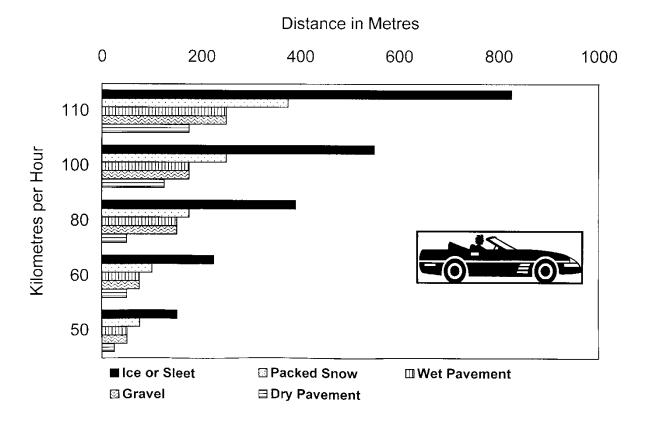
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Remember that these stopping distances may change when the weather changes. On an icy road for instance, a vehicle may travel four times the distance it would require to stop on dry pavement.

The following chart compares stopping distances for a variety of road conditions.

# **Stopping Distances Based on Road Conditions**





#### **Driver Characteristics**

Being able to maintain control over the average driver is very important for the safety of the flagperson, the work crew, and the motorist. The flagperson must understand that motorists generally prefer to do what they want, based on the information at hand and their past experience.

In order to maintain control and guide the motorist, the flagperson location must be set up properly to get the desired response from the motorist.

Human error is the cause of approximately 75 percent of all vehicle accidents. Once information is received by the motorist (perception), it must be processed and action taken (reaction). The flagperson must remember that perception/reaction time is different for each driver (refer to Page 53). More time or distance is needed when:

- 1. The situation is new.
- 2. There are several choices.
- 3. The problem is complex.
- 4. The driver is under the influence of alcohol or drugs.
- 5. The driver is elderly.
- 6. The driver is tired and inattentive, or inexperienced.
- 7. The messages, signals, signs or directions are not clear.



#### **Expectations of the Motorist**

The average motorist has certain expectations about the roadway and the movement of traffic. When these expectations are met, the driver usually performs quite well. When conditions are changed, things go wrong and accidents can happen.

Motorists generally recognize road hazards that can be easily seen, but they need the help of a flagperson to avoid hazards that are obscure or unusual. The flagperson should remember that when directions are given to the motorist, the number of pieces of information should be kept to a minimum. Enough time should be given so the motorist can recognize what is ahead, and respond to it effectively.

Flagpersons must be alert at all times, ready to do the job and recognize the perception and reaction time of the average motorist. Unlike other traffic control devices, only the flagperson can adjust to constantly changing or confusing situations and take the specific actions needed to ensure the safety of the motorist and workers.

#### Communication with Motorists and Workers

# Explaining the Operation to the Public

The flagperson should be aware of what is happening on the roadway and understand that conditions in the work zone can and do change quickly.

When explaining the situation to the motorist, keep the conversation brief and clear. Do not engage in arguments or lengthy discussions, and avoid distractions. To reduce misunderstandings, always be polite but firm when giving directions.

Your supervisor should be consulted for additional information needed to inform the travelling public.





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#### Communication with Workers

The most effective way for flagpersons to communicate is with two-way radios. When using two-way radios, flagpersons should:

- 1. Establish clear voice signals for each situation and consistently use the same signals.
- 2. Be crisp and positive in what is said. If a message is not understood, have it repeated.
- 3. Avoid all unnecessary communication.
- 4. Test the unit before starting the shift.
- 5. Not use the two-way radios in a blasting zone.



6. Handle the radio with care and protect the radio in poor environmental conditions.

When two flagpersons are working together, they must always be able to see each other in order to co-ordinate the STOP/SLOW signals.

Signals between the flagpersons must be understood. For example, when a flagperson changes the sign from STOP to SLOW, he or she must inform the other flagperson by signalling with the sign in an up and down motion or by using some other clue that has been decided upon in advance.

When the worker does not have a clear view of the other flagperson(s), by law, a means of communication with any other flagperson must always be used.



# Part IV: Characteristics of a Motorist REVIEW

1.	If a flagperson were positioned approximately 100 m from an approaching vehicle travelling at 60 km/h, approximately how many seconds would it be before it reached the flagperson location?
2.	A flagperson location must always be set up to get the right from the motorist.
3.	Human error is the cause of up to percent of all accidents.
4.	Perception/reaction time is for each motorist.
5.	More time is needed to react when the problem is
6.	More time is needed to react if the person is under the influence of or .
7.	Perception/reaction time can range from a of a second to seconds.
8.	Under normal road conditions a car travelling at 100 km/h requires more than metres total stopping distance.
9.	How far is it before a car travelling at 60 km/h can come to a stop on normal road conditions? metres
10.	The best sign is one that has only word on it or a standard
11.	Enough time must be given for a driver to see what is, recognize it, and to it.
12.	When explaining the situation to the motorist, keep the conversation and
13.	The most effective way to communicate with another flagperson is with
	When using two-way radios, flagpersons should establish



# Part IV: Characteristics of a Motorist ANSWERS

1. 6 seconds

2. Response

3. 75

4. different

5. complex

6. drugs, alcohol

7. fraction, several

8. 94

9. 40

10. One, symbol

11. Ahead, respond

12. Brief, clear

13. Two-way radios

14. Clear voice signals
All unecessary communication

You're almost done! Correct any questions you may have missed by rereading the section and finding the correct answer.

Congratulations and thank you very much for participating in the classroom portion of the Flagperson Training Course. Note that you are also required to complete the practical component and evaluation before you are certified as a flagperson.

We hope that you agree flagging is a very important job, one that requires a considerable amount of effort to ensure effectiveness. The safety of the coworkers, travelling public, and your own depend upon how well you do your job.

We hope that you found the course interesting, challenging, and rewarding

# **Part V: Practical Training Component**

As mandated by recent amendments to the Workplace Safety and Health Act, flagperson training shall consist of both classroom and practical components. Each employee will be given the opportunity to apply the knowledge gained from the classroom in a supervised flag station at a designated work location. Once deemed capable by the employee's immediate Supervisor or designate, a documented practical assessment will be conducted.

#### **Practical Evaluation**

The document on the proceeding page illustrates the assessment process and evaluation criteria that is used for Manitoba Infrastructure. Note that a minimum score of 23 out of 26 is required to achieve Flagperson certification.

A copy of the assessment is to be kept with the employee's files. Please note that we will be required to provide verification upon request by Manitoba Labour.

# **Proficiency Assessment Form**



# Manitoba Flagperson Training Manual

This form is required to evaluate the practical performance of each Flagperson once a practical orientation has been provided. This evaluation shall be conducted by the employee's Supervisor or designate. Upon completion, it shall be retained with the classroom written test in each employee's training records. A minimum score of 23 out of 26 is required to achieve Flagperson certification!

EMPLOYEE INFORMATION (Please Print)						
Name:	ore (r loade r riill)	Assessment Date/	Location:			
Position/ Resource Group:		Assessed By:				
1) Pre Assessment Requ	irements (must meet these cr	iteria or assessment	stops)			
☐ Employee has all required PPE appropriate for this assessment (Eg. – Approved safety footwear and headwear, Class 3, Level 2 Safety Apparel)						
2) Assessment						
Category	Criteria	a	Co	Comments		
Preparation and Equipment	<ul> <li>□ Valid Flagperson Training Card on person</li> <li>□ Paddle condition and reflectivity</li> <li>□ Communication means and procedures</li> <li>□ No usage of electronic devices or other distractions</li> </ul>		4	4		
Location	☐ Situated at start of transition area and visible ☐ Unobstructed view of work zone ☐ Good escape route access		3	3		
Slowing Traffic	<ul> <li>□ Proper position on shoulder of road</li> <li>□ Awareness of approaching traffic</li> <li>□ Ensures sufficient time for driver to react</li> <li>□ Proper display of paddle and signal</li> </ul>		4	4		
Stopping Traffic	<ul> <li>□ Proper position on shoulder of road</li> <li>□ Proper display of paddle and signal</li> <li>□ Ensures sufficient time to stop</li> <li>□ Awareness of approaching traffic</li> <li>□ Maintains eye contact with driver</li> <li>□ Stops traffic before entering lane</li> <li>□ Proper position – not crossing centerline</li> <li>□ Escape route access</li> <li>□ Awareness of passing vehicles</li> <li>□ Displays paddle to proceeding motorists</li> </ul>		10			
Releasing Traffic	☐ Returns to proper position on shoulder of road ☐ Proper display of paddle and signal		2	2		
Night Flagging Knowledge	☐ Reflective headwear with 360° visibility ☐ Flashlight with red cone ☐ Station is sufficiently illuminated		3	3		
Total Score	out of 26.	(Must ac	hieve 23/ 26 to	be successful)		
Final Outcome of	this Assessment (Circle	e Correct Result)	Pass	Re-testing Required		
Employee Signature Evaluator's Signature						
Employee Signature		Evaluatoi S	oignature			



# **Flagperson Training Certificate Card**

The Manitoba Flagperson Certificate Card will become valid, only once the employee has successfully achieved minimum standards as per the Manitoba Flagperson Proficiency Assessment form. The following illustrations show the information on the front and back sides of the card that is used by Manitoba Infrastructure.

Front

	Manitoba Infrastructure
This Card Certifies that	
	_
Name of Employee	
has successfully completed the Manitoba Infrastruc	tures
•	
FLA CREDGON TO A INVINCE COLUMNS	
FLAGPERSON TRAINING COURSE	
Data lawarda Funim Data	7
Date Issued: Expiry Date:	_
5 1 . / 6: .	
Evaluator's Signature:	

Back

FLAGPERSON TRAINING COURSE
(Documentation of practical evaluation is kept with employee's files)

FLAGPERSON SAFETY CHECKLIST:

1. Personal protective equipment
2. Class 3, Level 2 safety apparel
3. Paddle condition and reflectivity
4. Communication means and procedures
5. Situated at start of transition area and visible
6. Good escape route access

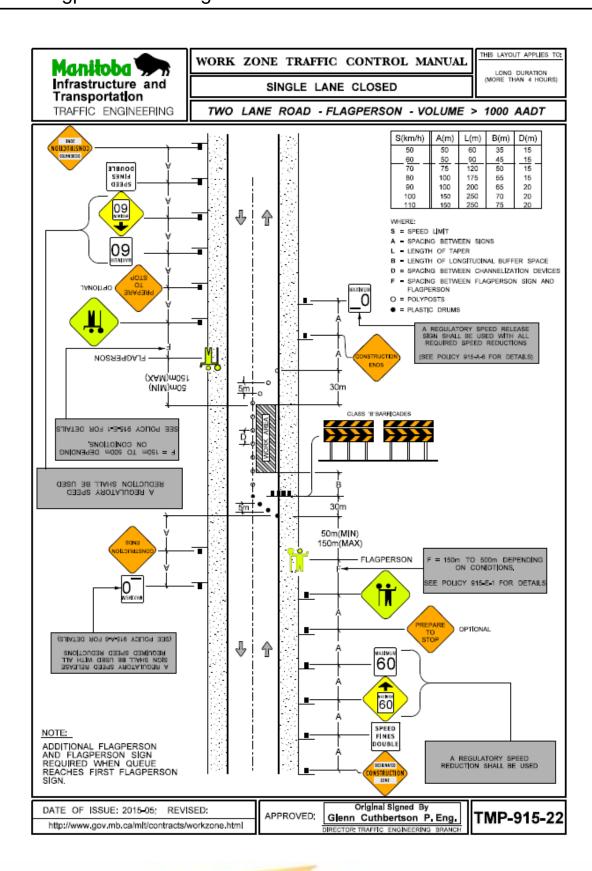
#### Always Remember...

You are required to have your card on your possession at all times while flagging!

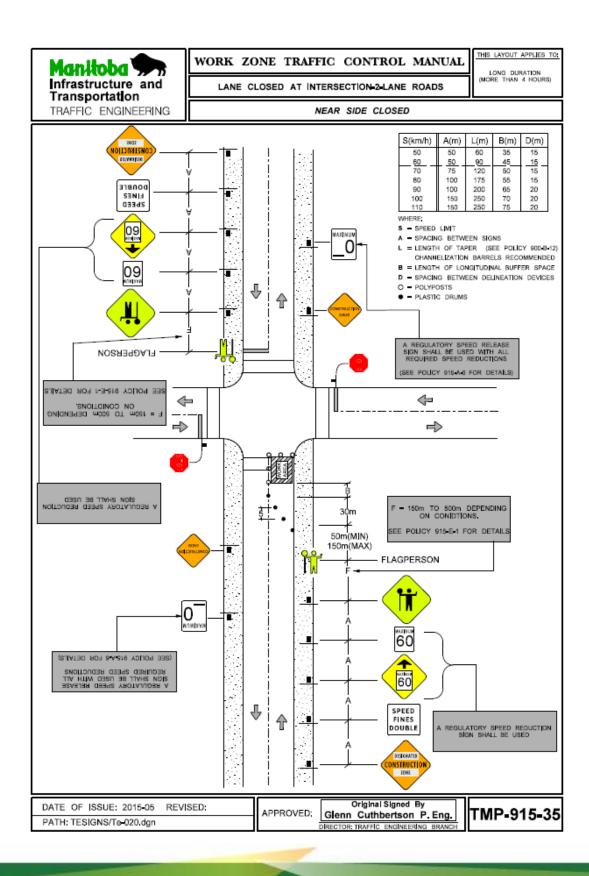
# **Appendix**

Traffic Management Plans











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# **Notes**

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