



Administrative Policy Manual
Code: AQ Purchasing

AQ1101 - RESPONSIBILITY CODE FOR USE OF INTERIOR HEALTH FLEET VEHICLES

1.0 PURPOSE

To provide a framework for the administration of the Interior Health (IH) Fleet Vehicle program and to outline the use and responsibilities while operating Fleet Vehicles.

2.0 DEFINITIONS

TERM	DEFINITION
ARI	The current contracted fleet management services provider which oversees the insurance, licensing, fuel purchases and discounts, and maintenance of all British Columbia (BC) government Fleet Vehicles.
Authorized Driver	An individual who meets the Driver's Licence and Business Use requirements and follows the procedures outlined herein.
Block Booking	Reserving or holding a Fleet Vehicle in the booking calendar for a period of time without identifying a specific duration or destination for each trip the individual has scheduled (i.e. booking a Fleet Vehicle for a week/month stating "regional travel").
Business Use	Use of a Fleet Vehicle as a method of transportation when travel is required to perform assigned duties or deliver any required programs or services to other IH offices or to the community at large. Use is intended only for the duration a Fleet Vehicle is required for Business Use and any other use is considered Personal Use.
Commercial Vehicle Inspection Program (CVIP)	A program managed through the Commercial Vehicle Safety and Enforcement (CVSE) branch of the Ministry of Transportation and Infrastructure, and regulated with the National Safety Code (NSC).
Driver's Licence	A valid unrestricted Canadian licence is one that is equivalent to a BC Class 5 (or the appropriate class licence for the vehicle being driven) and is without any graduated licensing restrictions as issued by the Insurance Corporation of British Columbia (ICBC) or other provincial driving program. Thus Class L (Learner) and Class 7 (Novice) do not meet the requirements of a Driver's Licence. Also, the driver must not be driving contrary to any licence restrictions such as interlock devices, etc.
Fleet Coordinator	An individual who is responsible for communicating with all the Local Vehicle Coordinators (LVC). Coordinates maintenance and insurance requirements in conjunction with all the LVCs and develops policies and guidelines related to the management of the Fleet Vehicle program.
Fleet Vehicle	Any operable or towable piece of machinery or equipment that requires a licence plate and/or ICBC insurance that is owned and/or leased by IH and is administered through the Fleet Coordinator.

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Local Community	The municipality in which the Fleet Vehicle is regularly stationed.
Local Vehicle Coordinator (LVC)	An individual identified by IH management as the main contact for Fleet Vehicles at a specific site or within a specific department who is tasked with the coordination of the requirements as outlined in this policy and 'FM13 – IH Fleet Local Vehicle Coordinator's Guide' .
Motor Vehicle Act (MVA)	The Motor Vehicle Act defines BC road laws. It outlines laws that govern the operation of motor vehicles on BC roads and defines the rules of the road and related offences and sanctions.
Open Booking Pool	A collection of Fleet Vehicles that may be booked by any Authorized Driver.
Personal Use	Use of a Fleet Vehicle for purposes not related to Business Use. Travel from an individual's home to their worksite for a scheduled shift is considered personal travel and does not qualify for the use of a Fleet Vehicle (i.e. picking up a casual shift out of town or not living in the town the individual's worksite is based out of).
Restricted Booking Pool	A collection of Fleet Vehicles that may be assigned or may only be booked by Authorized Drivers in a specific program or department.

3.0 POLICY

3.1 Use of Fleet Vehicles

IH operates an Open Booking Pool of Fleet Vehicles as a means of reducing costs associated with travel, while ensuring individuals travelling for business have access to safe and reliable vehicles. Long distance travel takes precedent over local travel.

All IH employees working in communities where Fleet Vehicles are based shall use a Fleet Vehicle for Business Use when one is available. For alternate travel methods, please refer to [IH Travel Expense Policy AP0300](#).

- **Authorized Drivers** of Fleet Vehicles include:
 - all IH employees (as defined by collective agreements and/or terms and conditions of employment for excluded staff) that hold a valid Driver's Licence,
 - external agency employees, i.e. Provincial Health Services Authority (PHSA) (as defined by collective agreements and/or terms and conditions of employment for excluded staff) that hold a valid Driver's Licence,
 - persons authorized (service shop personnel) to pick up and drop off Fleet Vehicles from/to service centres for maintenance or repairs,
 - volunteers with authorization from IH management and proof of valid Driver's Licence, and

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- contractors and external agencies (i.e. security services) with authorization from the fleet manager or designate.
- **Authorized passengers** in Fleet Vehicles include:
 - IH clients and long-term care individuals*,
 - spouses or children accompanying employees,
 - contractors,
 - practicum students, and
 - other health authority employees, i.e. PHSA, Vancouver Coastal Health (VCH), Fraser Health (FH), Island Health (VIHA), etc.

*Please reference infection control policies on the InsideNet regarding patient transport:
<http://insidenet.interiorhealth.ca/QPS/IPC/Pages/default.aspx>
- **Fleet Vehicles are intended for Business Use only.** Unauthorized or Personal Use of a Fleet Vehicle constitutes a breach of this policy and may result in disciplinary action up to and including termination of employment.
 - Exceptions for limited Personal Use are:
 - incidental use while on travel status, and
 - travel during off-duty hours authorized by collective agreements.
 - In the event an individual is making an early start on out-of-town travel, they may pick up a Fleet Vehicle the evening before their scheduled travel provided the Fleet Vehicle is available at that time. This is not an option for local travel.
 - Any additional Personal Use requires approval from the individual's vice president, which is to be requested through the individual's manager.
 - Restricted Booking Pool Fleet Vehicles may include additional driver responsibilities; drivers are to contact the appropriate LVC for guidance.
 - IH is not responsible for personal items in the Fleet Vehicle that are lost, stolen or damaged.
 - Failure to comply with any provisions in this policy may result in a review of Fleet Vehicle privileges including a temporary or permanent ban on Fleet Vehicle use, and/or disciplinary action up to and including termination of employment.

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3.2 Driver Responsibility Code

- Authorized Drivers are responsible for operating Fleet Vehicles in a safe and courteous manner at all times, obeying all traffic and safety laws. All Authorized Drivers of Fleet Vehicles must also comply with the following:
 - hold a valid Driver's Licence. Under the BC Motor Vehicle Act (MVA), all drivers must be in possession of a valid Driver's Licence at all times when operating a vehicle. Therefore if the Authorized Driver is not in possession of their Driver's Licence, they cannot operate a Fleet Vehicle,
 - pre-book a Fleet Vehicle in accordance with all booking guidelines, including the required information as noted in Section 4.1 and by following the ["Instructions for Booking"](#),
 - know which vehicle has been booked and be prepared to present the booking confirmation email as proof, if requested at the time of key pick up,
 - complete the required 'FM10 - Pre & Post Trip Inspection', located in all Fleet Vehicles,
 - complete the required 'FM11 - Driver's Log', located in all Fleet Vehicles,
 - when returning Fleet Vehicles to their designated home location ensure the Fleet Vehicles:
 - are refueled,
 - have adequate windshield washer fluid,
 - are washed as necessary,
 - that personal items and garbage have been removed, and the Fleet Vehicle has been vacuumed if necessary, and
 - that any safety or operational issues with the Fleet Vehicle have been reported to the LVC by completing form 'FM15 – Service Request Tag', located in all Fleet Vehicles.
 - Fleet Vehicles are parked in designated areas and not blocking access doors, loading zones, handicapped parking areas or oxygen supply tanks,
 - there is no smoking, vaping tobacco or cannabis use in Fleet Vehicles,
 - alcohol and cannabis is not to be consumed before or during the operation of a Fleet Vehicle,
 - pets are not permitted in Fleet Vehicles (due to the potential of causing allergic reactions to Authorized Drivers, passengers and clients),

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- use of cell phones, smart phones, or other electronic devices is prohibited when driving Fleet Vehicles (**including all hands free devices**). Text messaging is also prohibited while driving a Fleet Vehicle,
- ensure the Fleet Vehicle is picked up and dropped off at its designated site in time to accommodate other bookings prior to or after the driver's own booking,
- all accidents are reported immediately, as noted in Section 4.3 of this policy,
- take prudent measures to protect all government assets in the Authorized Driver's possession. Items of value are to be removed from the passenger compartment and secured in the trunk of the Fleet Vehicle or at a more secure location, and
- cancel and/or update bookings as soon as Fleet Vehicle requirements change.
- Reference 'FM14 - IH Fleet Vehicle Driver's Handbook' for more information.
- *Note: Traffic violations, parking fines, towing and impoundment charges and any associated fees are the sole responsibility of the Authorized Driver and are not reimbursable by IH.*
- Public complaints received on the 'How's My Driving' line regarding the operation of a Fleet Vehicle will be documented by the Fleet Coordinator and forwarded to the Authorized Driver and their manager. The Fleet Coordinator may offer online training courses as remedial training if applicable. These courses are to be considered optional for the employee to take when offered, or may be made mandatory at the discretion of the Authorized Driver's manager.
- In consultation with a driver's manager and Human Resources, the Manager of Protection, Parking and Fleet Services reserves the right to temporarily suspend or permanently restrict an individual from being an Authorized Driver. Any such decision may be appealed to the Corporate Director of Facilities Management and Operations.

3.3 Parking and Fleet Vehicles

- Authorized Drivers of Fleet Vehicles attending IH facilities are to park in 'Staff Parking' areas only. No parking pass is required as long as the Fleet Vehicle is marked with a minimum of an identifiable unit number. Authorized Drivers are not to park in stalls designated as physician, on-call, carpool, or biomed.
- When a site has designated 'IH Fleet Vehicle Parking' this is to be used only when an Authorized Driver has booked a Fleet Vehicle for Business Use. In this case, the Authorized Driver's personal vehicle is to be parked in a Fleet Vehicle stall, until the Fleet Vehicle is returned.
- Authorized Drivers are to take note of any exceptions or specific instructions regarding parking at a particular site as noted in the Outlook booking autoreply.
- When not in use or during off-duty hours, Fleet Vehicles must be parked:
 - in safe and secure locations, i.e. hotel parking lot or at or near a local IH facility; and

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- locked with all windows closed.
- Although Fleet Vehicles are often used to transport clients who may have a disability, IH does not currently possess handicap parking permits or signs specifically assigned to each Fleet Vehicle. Consideration of public perception and bylaws should be taken into account when determining where to park when a handicap parking permit is not displayed.

Note: The public is sensitive to the use of Fleet Vehicles, thus parking the Fleet Vehicle in questionable locations (i.e. casinos, pubs, etc.) is to be avoided if possible.

3.4 Keys Storage

For security purposes, Fleet Vehicle keys are to be kept in a secure location within the designated site, and are to be distributed only to the Authorized Driver or the person identified in the booking.

3.5 Maintenance and Repairs

- All Fleet Vehicles require regular maintenance. It is the responsibility of the site manager to ensure the LVC is coordinating regular maintenance in accordance with the posted maintenance schedule or as required by the vehicle manufacturer for heavy duty or commercial Fleet Vehicles. All commercial Fleet Vehicles must meet all NSC regulations or any other regulatory criteria that is mandatory for the class of vehicle, including CVIP inspections.
- Tire replacement is a part of regular maintenance and should be followed as per the safety guidelines established by the Ministry of Transportation and Infrastructure found at www.DriveBC.ca.
- Fleet Vehicles are to be switched over to summer tires after March 31st of each year and switched back to winter tires before October 1st of each year.
- For maintenance procedures, reference 'FM13 - IH Fleet Local Vehicle Coordinator's Guide'.
- For maintenance alerts or mechanical issues while on the road, drivers are to contact the ARI Roadside Assistance line at 1-855-446-4274.

3.6 Safety Equipment

- Cargo nets are recommended for all Fleet Vehicle classes that have a trunk area open to the passenger zone. The LVC can purchase nets through a local dealership.

Emergency kits and first aid kits are required for all Fleet Vehicles. Guidelines for safety kits can be found on the [Fleet Vehicle webpage](#).

3.7 Identification of Fleet Vehicles

- Fleet Vehicles are to be identified with a minimum of the unit number and in most cases a "How's My Driving" phone number allowing the public to call in and report inappropriate driving

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behavior. Fleet Vehicles that currently have more identification are to remain as such unless specifically approved by the Fleet Coordinator.

- Commercial Fleet Vehicles that require more identification per the NSC and CVSE may also be identified as “Operated by Interior Health” and will include any other required identification decals.

3.8 ARI Card

- The ARI card is issued for a specific Fleet Vehicle, and is to be used only for that assigned Fleet Vehicle for the following:
 - fuel,
 - oil changes,
 - tires,
 - preventative maintenance,
 - glass repairs,
 - transmission and body shop repairs,
 - Fleet Vehicle interior/exterior washing/cleaning,
 - windshield washer fluid and wipers, and
 - 24-hour emergency roadside assistance by calling **1-855-446-4274**.
- Use of the ARI card for personal expenses (i.e. using it to fill up a personal vehicle with gas or performing maintenance on a personal vehicle) will be treated as an act of theft and will result in disciplinary action up to and including termination of employment as per policy [AU4000 – Theft, Fraud and Corruption](#), as well as possible administrative penalties.
- Staff can reference ‘FM14 - IH Fleet Vehicle Driver’s Handbook’ and LVCs can reference ‘FM13 - IH Fleet Local Vehicle Coordinator’s Guide’ for details on use and procedures.
- There is no need for Authorized Drivers to keep fuel receipts as long as the fuel purchase was processed on the ARI card.

3.9 Operating Costs

- All operating costs of Fleet Vehicles are the responsibility of the department to which the vehicle is assigned, not necessarily the site at which the vehicle is located. Operating costs consist of, but are not limited to, safety equipment, fuel, insurance, tires, glass, maintenance, interior detailing, and repairs.
- All costs associated with the operation of a Fleet Vehicle should be processed through the ARI card assigned to that Fleet Vehicle. In the unusual case where charges are not processed on an ARI card, reference ‘FM13 - IH Fleet Local Vehicle Coordinator’s Guide’ for details on how to code charges.

3.10 Vehicle Replacement

- Fleet Vehicles are reviewed annually and replaced as necessary as authorized by the Corporate Director of Facilities Management and Operations.

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- Underutilized Fleet Vehicles may be redistributed elsewhere within IH.
- Replacement is based on mileage, age of vehicle, maintenance record, location, serviceability, safety, local user needs and fuel consumption of the Fleet Vehicle.
- All Fleet Vehicle replacements (excluding trucks and buses) will be funded through an annual capital allocation for Fleet Vehicles.

3.11 Insurance

All Fleet Vehicle insurance expires at the end of November of every year and is renewed by the Fleet Coordinator. Insurance coverage for Fleet Vehicles is under a combination of the Health Care Protection Program (HCPP) and ICBC (for third party liability coverage only). LVCs can reference 'FM13 - IH Fleet Local Vehicle Coordinator's Guide' for details on insurance renewals, deductibles and coverage.

4.0 PROCEDURES

4.1 Booking a Fleet Vehicle

- Restricted Booking Pool Fleet Vehicles may follow a different booking process from that outlined below; drivers are to contact the appropriate LVC for guidance.
- Trips outside the Local Community and greater than 100 kilometers can be booked up to 60 days in advance of the travel date. Recurring bookings beyond 60 days in advance are considered Block Booking, and are not permitted.
- As long distance travel is the priority for Fleet Vehicle usage, trips under 100 kilometers round trip or within the Local Community cannot be booked more than 7 days in advance of the travel date.
- When booking a Fleet Vehicle, the following information is mandatory at the time of booking (regardless of who makes the booking):
 - name of driver,
 - phone number (cell or direct) in case of bumping or emergencies,
 - destination city, and
 - total kilometers of round trip estimate (use [site distance calculator](#)).
- Booking procedures for a Fleet Vehicle can be found on the InsideNet at the following link: [Fleet Vehicle Booking Process](#).
- Bookings are subject to audit and any missing, incomplete or incorrect information may be subject to cancellation of the booking. If a booking is found to be in violation of these booking guidelines, the reservation may be immediately cancelled and the individual who booked the Fleet Vehicle will receive an Outlook calendar cancellation notice. No further communication will occur. Failure to provide the above information on a repeated basis may result in a review of Fleet Vehicle booking privileges. Booking information is required for utilization reviews and

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audit purposes. LVCs have the right to request a booking be updated to include any missing information prior to Fleet Vehicle use.

- Considerations prior to booking a Fleet Vehicle:
 - Is teleconference/videoconference an option?
 - When a Fleet Vehicle is not available, drivers may use the [personal car vs rental car calculator](#) to determine the most cost efficient method of travel.
- Fleet Vehicles in the Open Booking Pool are intended to be made available to any Authorized Driver from any office for Business Use. See Definitions and Sections 3.1 and 3.2 regarding appropriate use and qualified Fleet Vehicle drivers. Block Booking of a Fleet Vehicle by a specific department or staff member is not permitted and may result in a review of booking privileges.
- The individual booking the Fleet Vehicle is responsible for updating/cancelling the booking as soon as changes are known. See [instructions for updating or cancelling a booking](#).

4.2 Bumping Vehicles

- No bumping will be done less than seven (7) calendar days prior to travel.
- Bumping is only permitted when all Fleet Vehicles within the home community are booked, and the trip is outside the home community and will result in an increase in overall kilometers for the Fleet Vehicle from that which the current booking is estimating.
- Prior to bumping, the following considerations must be taken into account:
 - Is a teleconference option available or is there an option to reschedule a meeting to when a Fleet Vehicle is available?
 - Is carpooling in a Fleet Vehicle an option? Review all bookings within the community (not just the home site) to determine if anyone else is travelling the same route (i.e. are two employees from different departments going to the same community/site or meeting?)
- Staff wishing to bump a current booking must make contact with the original organizer as follows:
 - requester is to telephone the person who made the original booking and advise of the bump. If not available by telephone, the requester is to leave a voice message which is to be returned promptly, and follow-up with an email outlining the same,
 - once both parties have connected, the current booking must be deleted by the original organizer immediately, and communicated by telephone to notify the requester that the Fleet Vehicle is now available,
 - the individual making the bump must book that same Fleet Vehicle immediately,

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- cooperation and timing are critical to ensure the bumping process goes smoothly,
- see [instructions for cancelling a booking](#).
- LVCs have the authority to bump anyone at any time for repairs or maintenance work.

4.3 How to Report an Accident

All Fleet Vehicles involved in an accident (regardless of severity) must be reported immediately to the ARI Accident Reporting line at 1-855-446-4274 and the Fleet Coordinator and LVC. **Do NOT report the accident to ICBC.** ARI will report the accident to the BC government fleet contact at ICBC on the driver's and IH's behalf. Reference 'FM14 - IH Fleet Vehicle Driver's Handbook' for accident reporting instructions. The LVC is to arrange for any repairs required to the Fleet Vehicle.

4.4 Odometer Readings

All Fleet Vehicles are required to have the odometer reading reported by the 10th day of each month for the previous month's usage, in a format required by the Fleet Coordinator. Reference 'FM13 - IH Fleet Local Vehicle Coordinator's Guide' for odometer reading instructions.

5.0 APPENDICES

n/a

6.0 REFERENCES

[FM10 - IH Fleet Vehicle Pre-Post Trip Inspection](#)
[FM11 - IH Fleet Vehicle Driver's Log](#)
[FM13 - IH Fleet Local Vehicle Coordinator's Guide](#)
[FM14 - IH Fleet Vehicle Driver's Handbook](#)
[FM15 - IH Fleet Vehicle Service Request Tag](#)

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