

## Job Demands Analysis - BUILDING SERVICE WORKER I (RESIDENTIAL)

### Purpose

- The purpose of the Building Service Worker 1 (Residential) is to clean the City of Vancouver's non-market residential spaces.

### Essential Duties

- The BSW 1 (Residential) has 6 essential duties:

- (1) Tile and linoleum floor cleaning (D1)
- (2) Carpet cleaning (D2)
- (3) Wall and counter cleaning (D3)
- (4) Garbage and recycling (D4)
- (5) Bathroom cleaning (D5)
- (6) Resident room cleaning (D6)

### Summary of Demands

	Sedentary	Light	Medium	Heavy	Very Heavy
Physical			X		
Cognitive			X		

The job is **physically** demanding. The Building Service Worker (BSW) 1 needs to:

- Carry cleaning supplies that weigh between **1-9 kg.**
- Occasionally carry items that weigh up to **36 kg.**

Workers require physical **endurance** to:

- Continuously stand and walk (95 % of their shift).

The job is **cognitively** demanding. The BSW 1 (Residential) needs to:

- Works around residents who may be under the influence of alcohol or narcotics. Residents may drop or hide needles in areas common areas creating a potential exposure to blood borne pathogens. Residents may also steal cleaning supplies including items like the wet floor signs.

### Shift Structure

- BSW 1's (Residential) work 7:30 am to 3:30 pm. BSW 1's get a 30 minute meal break and two 10 minute rest breaks.



### Job Demands Analysis - Building Support Worker 1 (Residential): Summary Table

a) Physical Demands		Frequency During Shift*					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting - Floor to Knuckle				X			1-9	30	Cleaners, garbage/recycling bins All Duties
	Lifting - Knuckle to Waist					X		1-9	30	Cleaners, garbage/recycling bins All Duties
	Lifting - Over Head		X					1-9	30	Cleaners, garbage/recycling bins All Duties
	Carrying - with Handles				X			1-9	30	Garbage/recycling bins, mop bucket D1, D4
	Carrying - without Handles				X			1-9	30	Cleaners, garbage/recycling bins All Duties
	Pushing - Upper Extremity				X			1-9	36	Carts, vacuums, shampoos, doors, push broom All duties
	Pushing - Hips/Legs assist				X			1-9	36	Carts, vacuums, shampoos, push broom All duties
	Pulling - Upper Extremity				X			1-9	36	Carts, vacuums, shampoos All Duties
	Pulling - Hip/Leg Assist				X			1-9	36	Carts, vacuums, shampoos All Duties
	Reach - Shoulder or Above			X						Cleaning walls/vents, sweeping, vacuuming D2, D3, D4, D5
	Reach - Below Shoulder						X			cleaning walls/vents, sweeping, vacuuming All Duties
	Handling						X			Cleaning tools All Duties
	Fine finger movements				X					Cleaning tools D1 D6
	Mobility	Neck - Static Flexion					X			
Neck - Static Neutral						X				Standing, walking All Duties
Neck - Static Extension					X					Scanning near tops of walls D2 D3
Neck - Rotation					X					General cleaning duties All Duties
Throwing				X						Items in garbage or recycling bin D4 D5
Sitting		X								
Standing							X			Throughout shift All Duties
Walking							X			Through areas assigned to clean All Duties
Running/Jumping		X								
Climbing				X						Up stairs D1, D3, D4
Bending/Stooping						X				While cleaning areas below shoulder height All Duties
Crouching				X						While cleaning All Duties
Kneeling				X						While cleaning D1, D3, D4, D5
Crawling		X								
Twisting				X						Emptying garbage/recycling D4
Balancing				X						On stairs D1, D3, D4
Travelling	X									



Job Demands Analysis - Building Support Worker 1 (Residential): Summary Table  
 (continued)

a) Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			X				Receive instructions from supervisor
	Hear/Other Sounds	X						
	Vision/Far						X	Cleaning building All Duties
	Vision/Near		X					
	Vision/Colour			X				Select proper hose on the cleaning fluid dispenser, paper recycling D2, D4
	Vision/Depth						X	Clean buildings All Duties
	Perception/Spatial						X	Clean buildings All Duties
	Perception/Form			X				Equipment selection All Duties
	Feeling	X						
Speech			X				Communicate to co-workers All Duties	
Work Environment	Inside Work						X	Work done inside Residential buildings All Duties
	Outside Work			X				Done every morning D4
	Slippery			X				Wet floors, showers, spills D1, D2, D5. D6
	Congested worksite	X						
	Chemical Irritants					X		Cleaning supplies All Duties
	Confined Space Entry	X						
	Vapour Fumes		X					Cleaning supplies All Duties
	Noise			X				Power Burnisher D1
	Proximity to Moving Objects	X						
	Hazardous Machines	X						
	Electrical hazard	X						
	Sharp Tools	X						
	Radiant/Thermal Energy	X						
	Hot/Cold	X						
	Humid	X						
	Dust			X				Sweeping and dusting D1, D3
	Organic Substances			X				Vomit, D1 D3 Human waste in washrooms D5 D6
	Medical Waste			X				All duties
	Blood Products			X				D1 D3 D6
	Lighting - Direct				X			All Duties
Lighting - Indirect			X					
Vibration - Whole Body	X							
Vibration - Hand/Arm			X				Power Burnisher D1	



**Job Demands Analysis - Building Support Worker 1 (Residential): Summary Table (continued)**

b) Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		X		
Time Pressure			X	Frequent occasions where there is a lot of garbage and recycling All duties
Attention to Detail			X	Need to be able to spot dirty walls, spots on floors All Duties
Memory		X		Need to remember where janitorial supplies are, where garbage cans are located in various areas.
Interact with co-workers		X		Dependent upon the shift, some BSWs work in teams. All Duties
Interact with public			X	Interactions with the residents of the non market housing units. All duties
Work Alone		X		Dependent upon where cleaning. All Duties
Reading	X			
Writing	X			
Irregular Hours	X			
Operating Equipment		X		Power Burnisher, Carpet Shampooer D1 D2

**Frequency rating definitions**

\* The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4th edition) published by the US Department of Labor.

	Time per Day	Percentage of Shift
Never	0 minutes	0 %
Rare	0 - 5 minutes	0-1 %
Infrequent	6 - 25 minutes	2-5 %
Occasional	26 minutes - 2.5 hours	6-33 %
Frequent	2.6 - 5.25 hours	34-66 %
Constant	5.26 - 8 hours	67-100 %



### Physical Environment

The work takes place at the City of Vancouver's non-market housing units. General illumination is provided by overhead florescent light fixtures that are in the ceilings throughout the various residential buildings.

### Staffing Levels

The BSW 1 (Residential) will either work alone for most of their shift, or in teams of 2 individuals dependent upon their duties and where they clean.

### Tools and Equipment Used

The BSW 1 (Residential) uses a variety of supplies and tools while working. The list includes the cleaning agent dispenser, cleaning materials and supplies, cleaning tools, power tools, and equipment (carts and bins).

### Cleaning Agents

Most cleaning agents come from dispensing boxes placed on shelves in janitorial closets. The cleaning agent boxes have a spigot. The BSW measures out the desired amount of cleaning agent into a measuring cup. They put this amount of agent into a container and mix with water. The cleaning agents that come from these boxes include: glass cleaner, disinfectant, floor cleaner, carpet cleaner, toilet cleaner.

### Cleaning materials and supplies

In addition to the cleaning agents that are in the dispensing boxes, the BSW 1 (Residential) will also use metal polish.



Supplies used by the BSW 1 (Residential) include: paper napkins, toilet paper, garbage bags, refill bottles of hand soap, rubber gloves, and dust masks.

### Cleaning Tools

Cleaning tools used by the BSW 1 (Residential) include: brooms, push brooms, mops, long handle dust pan, duster, rags, buckets, extension cords, small hand tools, toilet plunger, toilet brush and “wet floor” signs.

### Power tools

Power tools used by the BSW 1 (Residential) include: power burnisher (see Figure 1 below), up-right vacuum, backpack vacuum, and carpet shampooer.



Figure 1: The Power Burnisher



Figure 2: The Carpet Shampoo Machine

### Other Equipment

Garbage containers, recycle bins, and carts.



## Description of Essential Duties

### Essential Duty 1: Tile and Linoleum Floor Cleaning

The tasks that make up Essential Duty 1 (Tile and Linoleum Floor Cleaning) are: sweep floors (Task 1), mop and wax floors (Task 2), buff and burnish floors (Task 3), and re-sweep floors (Task 4).

#### Sweep floors (Duty 1, Task 1)



Figure 3: Push Broom

Figure 4: Broom and Dust Pan

The BSW 1 (Residential) walks from the janitor room that is closest to their assigned cleaning area. They will select a push broom (see Figure 3), a regular broom (see Figure 4), and a long-handle dust pan (see Figure 4) and take them to the area that needs to be swept. The handle of the dust pan is 1 m off the ground.

The push broom is used to sweep the halls. The BSW 1 (Residential) holds the push broom and uses it to push the debris on the floor to one area. The BSW 1 (Residential) repeats this process until all the debris on the floor has been pushed to a particular area. They then use the normal brooms to sweep the accumulated debris



into the long-handle dust pan. When the dust pan is full, the BSW 1 (Residential) will empty the contents into a nearby trash receptacle.

The BSW 1 (Residential) will also use the push broom to remove scuff marks on the floor. They put the bristle part of the push broom over a scuff mark, put one foot on the bristle, and then move their foot “side to side” with enough pressure to erase the scuff mark.

### Mop and wax floors (Duty 1, Task 2)



Figure 5: Mopping

Figure 6: Mop Bucket

After the floors have been swept, the BSW 1 (Residential) will go back to the janitor room to get a mop and bucket (see Figures 5 and 6) and fills it with water and cleaner. The desired amount of cleaner is dispensed into a measuring cup. The measuring cup is then emptied into a mop bucket and is half filled with water. The bucket will weigh between 12-13 kg depending on how much water is added.

The BSW 1 (Residential) then pushes the filled bucket to the area that was swept clean of debris. The BSW 1 (Residential) mops by placing one hand near the top



of the mop and the other closer to the middle of the mop. They walk backwards, mopping in an S shape. To wring out the mop, the BSW 1 (Residential) will lift the mop and place it into the wringer. A lever 0.5 m off the ground on the side of the mop bucket is then pulled. This requires a force of 7 kg.

The waxing procedure is similar to the mopping procedure. Wax is squeezed from a bottle and mopped onto the linoleum floor areas. A mop similar to the ones pictured in Figures 5 and 6 is used to evenly distribute the wax on the floor.

### Buff and burnish floors (Duty 1, Task 3)



Figure 7: Power Burnisher

After the floors are mopped and allowed to dry, they get burnished. There are 2 types of machines used in the process. The Power Burnisher (see Figure 7) is commonly used to burnish floors. The Burnisher is wheeled to the area to be burnished and is plugged in. The BSW 1 (Residential) turns on the rotating Burnisher head through levers on the handles. They push the Burnisher to move it along the floors. Due to the motion of the bristles on the bottom, the Burnisher will move side



to side while it's being pushed forward over the floors. It requires 15-20 kg of force to push forward and attention to make sure that it does not get out of control moving side to side. Care must be taken when using a Burnisher that no pieces of grit or other miscellaneous pieces of hard debris stuck under the Burnisher. This can lead to the floors getting scratched.

#### Re-sweep floors after burnishing (Duty 1, Task 4)

After the floors are burnished, they are re-swept in a manner identical to Duty 1, Task 1 floor sweeping.

#### Table of Physical, Cognitive, and Psychosocial Demands

The physical, cognitive, and psychosocial demands of essential duty 1 are summarized in table 1. Table 1 located at the end of the report starting on page 25.



## Essential Duty 2: Carpet Cleaning

The tasks that make up Essential Duty 2 (Carpet Cleaning) are: vacuuming (Task 1), and carpet shampooing (Task 2).

### Vacuum (Duty 2, Task 1)



Figure 8: Upright Vacuum

Figure 9: Backpack Vacuum

The BSW 1 (Residential) will walk to the nearest room or closet used for storing cleaning supplies and equipment and take one of the Upright vacuums to carpeted areas. The BSW 1 (Residential) plugs in the vacuum and turns it on by flicking a switch. The vacuum is pushed and pulled across the carpeted areas. It is similar to the one pictured in Figure 8. While vacuuming the BSW 1 (Residential) has to move chairs and garbage cans out of the way. The BSW 1 (Residential) vacuums around large packages or parcels. Some areas have a great deal of boxes.

Some areas that require vacuuming are not easily accessible with the Upright Vacuum. In these cases, the BSW 1 (Residential) may don a backpack vacuum. The vacuum is worn on the BSW 1 (Residential)'s back (see Figure 9). It has extensions



that allow it to vacuum areas that are high or cramped (i.e. where the upright vacuum cannot easily get to). The backpack vacuum weighs 12 kilograms. Backpack vacuums can be used to make some of the vacuuming duties easier, but their use is not required.

### Shampoo carpet (Duty 2, Task 2)



Figure 10: Carpet Shampooer

Figure 11: Shampoo Extension

The Carpet Shampooer (see Figure 10) has two 15 cm wheels and a handle that is 1 m off the ground. When operating the Carpet Shampooer, the BSW 1 (Residential) begins in one corner of a carpeted area and pulls the machine backwards until they reach a wall. Once it reaches the wall, it is turned and the process is repeated. When cleaning carpets in an area where it is difficult to turn, there is a vacuum extension that can be added to the side of the machine (see Figure 11).

The BSW 1 (Residential) uses the sink and the automatic dispenser in the janitorial room to pre-mix water and carpet shampoo into a 2 gallon polymer tank using the same procedures as described earlier (see Mop and wax floors - Duty 1, Task



2). The BSW 1 (Residential) then manually moves the tank and the Carpet Shampooer to the carpeted area that requires shampooing. A compressed air sprayer is used to manually apply the water-shampoo mix from the 2 gallon tank. After the carpet has been sprayed, the Carpet Shampooer is used to vacuum the water-shampoo mix.

The force required to move the Carpet Shampooer depends on the amount of water in it. When moving it from place to place, it can be tilted backwards to put weight on its wheels. This allows it to be pushed. It requires a sustained force of close to 10 kg to move.

#### Table of Physical, Cognitive, and Psychosocial Demands

The physical, cognitive, and psychosocial demands of essential duty 2 are summarized in table 2. Table 2 is located at the end of the report starting on page 28.



### **Essential Duty 3: Wall and Counter Cleaning**

The tasks that make up Essential Duty 3 (Wall and Counter Cleaning) are: wiping counters and dusting (Task 1), window and glass cleaning (Task 2), and spot cleaning walls and vents (Task 3).

#### Wiping counters and dusting (Duty 3, Task 1)



Figure 12: Counter Cleaning

The BSW 1 (Residential) will take a rag from their cart and spray cleaning fluid onto it with a spray bottle. They will then walk to a surface that needs to be cleaned and wipe the area. They wipe around objects on counters and desks to avoid disturbing items. They repeat this process, occasionally rinsing out the cloth at nearby sinks, until the counters in nearby rooms are clean.

#### Window and glass cleaning (Duty 3, Task 2)

The BSW 1 (Residential) uses spray glass cleaner to wash the windows. They use a pad with a rough textured, non abrasive nylon face on one side to scrub heavy dirt from the window. The other side of the pad is plush. It is used to wash the



windows. A 30 cm or 34 cm rubber squeegee with swivel handle is used to remove the water from the windows, preventing streaks.

### Spot cleaning walls and vents (Duty 3, Task 3)

While in an area, the BSW 1 (Residential) makes a determination as to whether or not the walls and vents require cleaning. If the walls require spot cleaning, the BSW 1 (Residential) will take a rag from their cart and spray cleaning fluid onto it with a spray bottle. They will then walk to a wall or vent that needs to be cleaned and wipe the area. They wipe around objects on pictures and objects on the wall to avoid disturbing items. They repeat this process, occasionally rinsing out the cloth at nearby sinks, until the walls and vents in the room are clean. If the walls do not require cleaning, they are left alone.

### Table of Physical, Cognitive, and Psychosocial Demands

The physical, cognitive, and psychosocial demands of essential duty 3 are summarized in table 3. Table 3 is located at the end of the report starting on page 31.



## Essential Duty 4: Garbage/Recycling Pick Up

The tasks that make up Essential Duty 4 (Garbage/Recycling Pick Up) are: garbage pick up (Task 1), recycling pick up (Task 2), and outside garbage pick up (Task 3).

### Garbage Pick Up (Duty 4, Task 1)



Figure 13: Emptying the Garbage



Figure 14: BSW Residential Cart

The BSW 1 (Residential) will move their cart (see the cart in Figure 14) to the areas they need to clean. They then walk around to the personal garbage containers in each area and empty the containers. The garbage containers weigh up to 3 kg. They need to be lifted from floor to waist level. They will then dump the contents of the garbage containers into the cart. If necessary, they will replace the plastic garbage bag in the personal container. The replacement bags are located in the storage compartment of the BSW 1 (Residential) carts. They repeat the dumping of the personal containers until the big garbage bag on their cart is full. Once this happens, the BSW 1 (Residential) will take the garbage bag to the large garbage container pictured in figure 15.





Figure 15: Garbage container

The Building Service Worker 1 (Residential) also checks the rooms where clients go to drop their garbage down a chute. The chute opens up above the large container pictured in figure 15. The BSW ensures that all the garbage has been dumped into the chute and that the chutes are not clogged.

#### Recycling Pick Up (Duty 4, Task 2)

Recycling that needs to be picked up is picked up in the garbage chute rooms and is placed on the BSW's trolley (see figure 14). The BSW 1 (Residential) takes the recycling to the blue recycling containers when they have the time to do so. The amount of material that needs to be placed into the recycling is low enough that the BSW 1 (Residential) makes infrequent trips to do this.

#### Outside Garbage Pick Up (Duty 4, Task 3)

At the start of every shift the BSW 1 (Residential) will walk outside with a long handled dust pan a broom and a needle handling device (see figure 16). They will sweep garbage around the residence into the long handled dust pan and dump it into



a trash receptacle. Any needles are picked up using the needle handler pictured in figure 17 and deposited into a used needle container similar to the one pictured in figure 18. The needle container is stored in a secure place, such as the manager's office, to prevent anyone from trying to access the used needles.



Figure 16: Needle Handler



Figure 17: Needle Disposal Container

### Table of Physical, Cognitive, and Psychosocial Demands

The physical, cognitive, and psychosocial demands of essential duty 4 are summarized in table 4. Table 4 is located at the end of the report starting on page 34.



## **Essential Duty 5: Bathroom Cleaning**

The tasks that make up Essential Duty 5 (Bathroom Cleaning) are: sweep floors (Task 1), wash floors (Task 2), replenish supplies in the bathroom (Task 3), clean/disinfect (Task 4), garbage pick up (Task 5), spot clean walls (Task 6), and unclog drains and toilets (Task 7).

### Sweep Floors, (Duty 5, Task 1)

The BSW 1 (Residential) sweeps the floors in bathrooms in the same fashion as they do in floor sweeping (see D1, T1).

### Wash Floors (Duty 5, Task 2)

The BSW 1 (Residential) washes the floor in a manner similar to floor washing (see D1, T2) but they do not wax the tiled floors in the washrooms.

### Replenish supplies in the bathroom (Duty 5, Task 3)

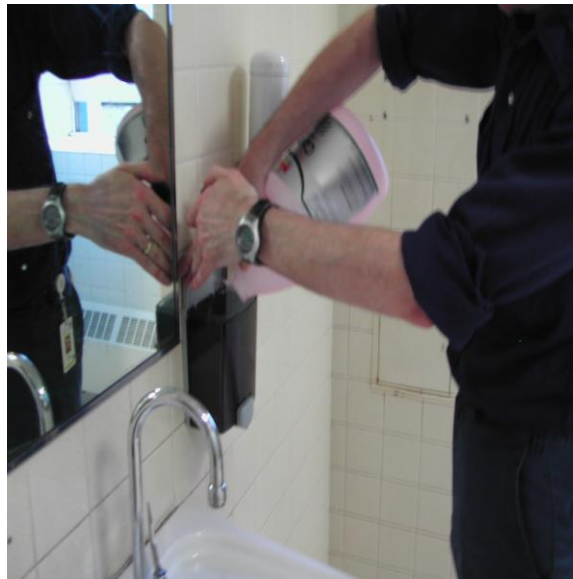


Figure 19: Refilling the dispenser

The BSW 1 (Residential) fills up the paper towel dispensers, toilet paper dispensers, and liquid soap dispensers when necessary. To do this, they get the



needed supplies from the janitorial area and carry them to the bathroom. To fill up the paper towel dispenser the BSW 1 (Residential) unlocks it and then pulls open the lid. The empty paper roll is removed from the dispenser and placed in the recycling. They lift the full roll of paper towel and place it in the dispenser. The toilet paper rolls are replaced in a manner similar to the paper towel, except that there is no need to open a lid to replace the full roll of toilet paper. To full up the soap dispenser, the BSW 1 (Residential) needs to unlock and open the dispenser lid. They hold the lid open while raising the soap container to the top of the dispenser. They pour in the soap while holding the dispenser lid open. The liquid soap containers come in 4 L jugs. They weigh 3-4 kg when full.

Some dispensers contain bags. When these soap bags need to be replaced, the soap dispenser is opened and the old bag is removed by the BSW. The BSW 1 (Residential) then takes a full bag of soap and places it in the soap dispenser.

#### Clean/Disinfect (Duty 5, Task 4)

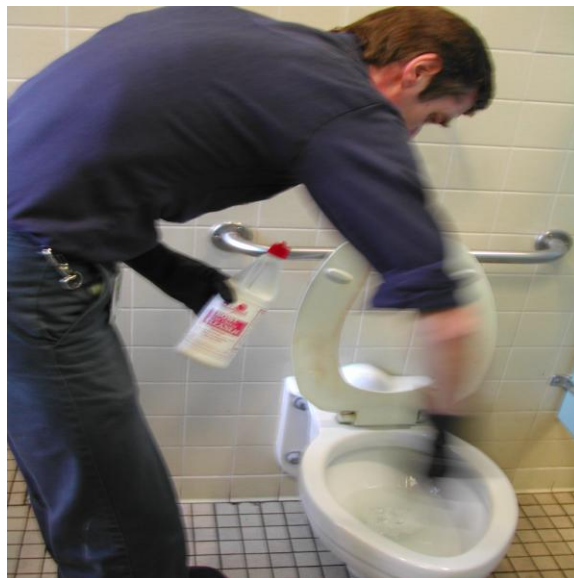


Figure 21: Toilet Cleaning



The BSW 1 (Residential) cleans counters and walls in the same way as when they are wiping counters (see D3 T1). The BSW 1 (Residential) uses gloves when cleaning the bathroom and uses stronger cleansers to sanitize. They use scrub brushes to clean toilets and urinals. This requires spraying cleaner onto the surface and scrubbing the area until it is clean. The scrubber weighs 0.5 kg. The spray bottle weighs 2 kg. The location and design of some toilets requires the BSW 1 (Residential) to bend forward at the waist in order to scrub the toilets clean (see Figure 11). The BSW also cleans the shower walls to remove any build up. They spray the shower cleaner and wipe the walls in a similar manner as that described above.

#### Garbage Pick Up (Duty 5, Task 5)

The BSW 1 (Residential) picks up the garbage in bathrooms in the same fashion as they do in garbage pick up (see D4, T1).

#### Unclog Drains and Toilets (Duty 5, Task 6)

The BSW 1 (Residential) will sometimes need to pick wet paper out of drains in sinks to prevent overflow. The BSW 1 (Residential) may need to use a toilet plunger to unplug blocked toilets.

#### Table of Physical, Cognitive, and Psychosocial Demands

The physical, cognitive, and psychosocial demands of essential duty 5 are summarized in table 5. Table 5 is located at the end of the report starting on page 37.



## **Essential Duty 6: Resident Room Cleaning**

The tasks that make up Essential Duty 6 (Resident Room Cleaning) are: garbage pick up (Task 1), sweep floors (Task 2), wash floors (Task 3), clean/disinfect (Task 4).

Note: Room clean ups only happen when a client moves out or passes away. This is an infrequent occurrence in the non-market housing units. Room clean ups can be particularly challenging depending on the nature of the client that lived in the room and the nature of the client's departure. Workers may be exposed to vermin or mould growth in a room if a client had poor personal hygiene habits (like leaving bits of food on the ground). Rooms may be cluttered or have used needles in them.

### Garbage Pick Up (Duty 6, Task 1)

The BSW 1 (Residential) picks up the garbage in residential rooms in the same fashion as they do in garbage pick up (see D4, T1).

### Sweep Floors (Duty 6, Task 2)

The BSW 1 (Residential) sweeps the floors in bathrooms in the same fashion as they do in floor sweeping (see D1, T1).

### Wash Floors (Duty 6, Task 3)

The BSW 1 (Residential) washes the floors in bathrooms in the same fashion as they do in floor washing (see D1, T2).

### Clean/Disinfect (Duty 6, Task 4)

The BSW 1 (Residential) cleans and disinfects the residential rooms in the same fashion as they do in floor clean/disinfect (see D5, T4).



### Table of Physical, Cognitive, and Psychosocial Demands

The physical, cognitive, and psychosocial demands of essential duty 6 are summarized in table 6. Table 6 is located at the end of the report starting on page 40.



### **Description of Non-essential Tasks**

The BSW 1 (Residential) may be required to perform other work tasks on an occasional basis. Examples of the tasks that may be performed are: changing light bulbs, sanitizing the outdoor areas with cleaner to remove a urine smell, remove staples from carpets, dust blinds, clean out refrigerators in employee areas, rake leaves outside, use a power washer to clean the outside of the building, clean outside sidewalk, snow removal, clean railings, spot clean doors, and some residences require the BSW 1 (Residential) to move the large garbage bins (similar to the one pictured in figure 15) to areas where the dump trucks can access them.

At times the BSW 1 (Residential) do room checks to make sure a resident is in good shape. If they see resident has a problem and manager out it is our job they call an ambulance or the police. If managers require assistance to handle an emergency building or resident problem, the Building Support Worker must give his immediate assistance.

### **Data Collection**

The PDA observations took place on in the evening on July 21, 2004. The employee was observed for 4 hours at Oppenheimer Lodge. Supplementary data was gathered by interviews with the Residential Building Support Workers and with their supervisor.

Report finalized on Aug 19, 2004 by Christopher Kimmie, MSc candidate UBC School of Occupational and Environmental Hygiene



Table 1: BSW 1 (Residential) Essential Duty 1 - Tile and Linoleum Floor Cleaning

a) Physical Demands		Frequency During Shift					Weight		Comments		
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)	
Strength	Lifting - Floor to Knuckle		V	V	V	V		1-9	30	Varies from rare to frequent	
	Lifting - Knuckle to Waist			V	V	V		1-9	30	Varies from infrequent to frequent	
	Lifting - Over Head		V	V				1-9	30	Varies from rare to infrequent	
	Carrying - with Handles		V	V				1-9	30	Varies from rare to infrequent	
	Carrying - without Handles		V	V	V	V		1-9	30	Varies from rare to frequent	
	Pushing - Upper Extremity		V	V	V	V		1-9	30	"	
	Pushing - Hips/Legs assist		V	V	V	V		1-9	30	"	
	Pulling - Upper Extremity		V	V				1-9	30	Varies from rare to infrequent	
	Pulling - Hip/Leg Assist		V	V				1-9	30	"	
	Reach - Shoulder or Above	X									
	Reach - Below Shoulder		V	V							Varies from rare to infrequent
	Handling						X				
	Mobility	Fine finger movements				X					
Neck - Static Flexion						X					
Neck - Static Neutral						X					
Neck - Static Extension		X									
Neck - Rotation						X					
Throwing		X									
Sitting		X									
Standing							X				
Walking							X				
Running/Jumping		X									
Climbing			V	V							Varies from rare to infrequent
Bending/Stooping				V	V	V					Varies from infrequent to frequent
Crouching			V	V	V						Varies from rare to occasional
Kneeling			V	V	V						"
Crawling		X									
Twisting		X									
Balancing			V	V							Varies from rare to infrequent
Travelling	X										



Table 1 (continued): BSW 1 (Residential) Essential Duty 1 - Tile and Linoleum Floor Cleaning

a) Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			X				Receive instructions from supervisor
	Hear/Other Sounds	X						
	Vision/Far						X	
	Vision/Near		X					
	Vision/Colour			X				
	Vision/Depth						X	
	Perception/Spatial						X	
	Perception/Form			X				
	Feeling			X				
	Speech			X				
Work Environment	Inside Work						X	
	Outside Work		X					
	Slippery		V	V	V			Varies from rare to occasional
	Congested worksite	X						
	Chemical Irritants			V	V	V		Varies from infrequent to frequent
	Confined Space Entry	X						
	Vapour Fumes		V	V	V			Varies from rare to occasional
	Noise		V	V	V			"
	Proximity to Moving Objects	X						
	Hazardous Machines	X						
	Electrical	X						
	Sharp Tools	X						
	Radiant/Thermal Energy	X						
	Hot/Cold	X						
	Humid	X						
	Dust			V	V	V		Varies from infrequent to frequent
	Organic Substances			V	V	V		"
	Medical Waste	X						
	Blood Products			X				
	Lighting - Direct				X			
Lighting - Indirect			X					
Vibration - Whole Body	X							
Vibration - Hand/Arm		V	V	V			Varies from rare to occasional	



Table 1 (continued): BSW 1 (Residential) Essential Duty 1 - Tile and Linoleum Floor Cleaning

b) Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision	X			
Time Pressure			X	Frequent occasions where time pressure an issue
Attention to Detail			X	Need to be able to spot dirty walls, spots on floors
Memory		X		
Interact with co-workers		X		Dependent upon the shift, some BSWs work in teams.
Interact with public	X			
Work Alone		X		Dependent upon where cleaning.
Reading	X			
Writing	X			
Irregular Hours	X			
Operating Equipment		X		Power Burnisher

Frequency rating definitions

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4rth edition) published by the US Department of Labor.

	Time per Day	Percentage of Shift
Never	0 minutes	0 %
Rare	0 - 5 minutes	0-1 %
Infrequent	6 - 25 minutes	2-5 %
Occasional	26 minutes - 2.5 hours	6-33 %
Frequent	2.6 - 5.25 hours	34-66 %
Constant	5.26 - 8 hours	67-100 %



Table 2: BSW 1 (Residential) Essential Duty 2 - Carpet Cleaning

a) Physical Demands		Frequency During Shift					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting - Floor to Knuckle		V	V	V	V		1-9	30	Varies from rare to frequent
	Lifting - Knuckle to Waist			V	V	V		1-9	30	Varies from Infrequent to frequent
	Lifting - Over Head		V	V				1-9	30	Varies from rare to infrequent
	Carrying - with Handles	X								
	Carrying - without Handles		V	V	V	V		1-9	30	Varies from rare to frequent
	Pushing - Upper Extremity		V	V	V	V		1-9	36	“
	Pushing - Hips/Legs assist		V	V	V	V		1-9	36	“
	Pulling - Upper Extremity		V	V				1-9	36	Varies from rare to infrequent
	Pulling - Hip/Leg Assist		V	V				1-9	36	“
	Reach - Shoulder or Above		V	V	V					Varies from rare to occasional
	Reach - Below Shoulder		V	V						Varies from rare to infrequent
	Handling				V	V				Varies from occasional to frequent
	Fine finger movements	X								
Mobility	Neck - Static Flexion					X				
	Neck - Static Neutral					X				
	Neck - Static Extension	X								
	Neck - Rotation					X				
	Throwing	X								
	Sitting	X								
	Standing						X			
	Walking						X			
	Running/Jumping	X								
	Climbing		V	V						Varies from rare to infrequent
	Bending/Stooping			V	V	V				Varies from infrequent to frequent
	Crouching		V	V	V					Varies from rare to occasional
	Kneeling		V	V	V					“
	Crawling	X								
	Twisting	X								
Balancing		V	V						Varies from rare to infrequent	
Travelling	X									



Table 2 (continued): BSW 1 (Residential) Essential Duty 2 - Carpet Cleaning

a) Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			X				Receive instruction from supervisor
	Hear/Other Sounds	X						
	Vision/Far						X	
	Vision/Near		X					
	Vision/Colour			X				Select proper coloured hose to dispense cleaning fluid
	Vision/Depth						X	
	Perception/Spatial						X	
	Perception/Form			X				
	Feeling	X						
	Speech			X				
Work Environment	Inside Work						X	
	Outside Work		X					
	Slippery		V	V	V			Varies from rare to occasional
	Congested worksite	X						
	Chemical Irritants			V	V	V		Varies from infrequent to frequent
	Confined Space Entry	X						
	Vapour Fumes		X					
	Noise	X						
	Proximity to Moving Objects	X						
	Hazardous Machines	X						
	Electrical	X						
	Sharp Tools	X						
	Radiant/Thermal Energy	X						
	Hot/Cold	X						
	Humid	X						
	Dust	X						
	Organic Substances	X						
	Medical Waste	X						
	Blood Products	X						
Lighting - Direct				X				
Lighting - Indirect			X					
Vibration - Whole Body	X							
Vibration - Hand/Arm	X							



Table 2 (continued): BSW 1 (Residential) Essential Duty 2 - Carpet Cleaning

b) Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		X		
Time Pressure			X	Frequent occasions with time pressure
Attention to Detail			X	Need to spot dirty floors
Memory		X		
Interact with co-workers		X		Dependent upon the shift, some BSWs work in teams.
Interact with public	X			
Work Alone		X		Dependent upon where cleaning.
Reading	X			
Writing	X			
Irregular Hours	X			
Operating Equipment		X		Carpet Shampooer, Vacuum

Frequency rating definitions

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4rth edition) published by the US Department of Labor.

	Time per Day	Percentage of Shift
Never	0 minutes	0 %
Rare	0 - 5 minutes	0-1 %
Infrequent	6 - 25 minutes	2-5 %
Occasional	26 minutes - 2.5 hours	6-33 %
Frequent	2.6 - 5.25 hours	34-66 %
Constant	5.26 - 8 hours	67-100 %



Table 3: BSW 1(Residential) Essential Duty 3 - Wall and Counter Cleaning

a) Physical Demands		Frequency During Shift					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting - Floor to Knuckle			V	V	V		1-9	30	Varies from infrequent to frequent
	Lifting - Knuckle to Waist			V	V	V		1-9	30	"
	Lifting - Over Head		V	V				1-9	30	Varies from rare to infrequent
	Carrying - with Handles	X								
	Carrying - without Handles		V	V	V	V		1-9	30	Varies from rare to frequent
	Pushing - Upper Extremity		V	V	V	V		1-9	36	"
	Pushing - Hips/Legs assist		V	V	V	V		1-9	36	"
	Pulling - Upper Extremity		V	V				1-9	36	Varies from rare to infrequent
	Pulling - Hip/Leg Assist		V	V				1-9	36	"
	Reach - Shoulder or Above			V	V	V		Varies from infrequent to frequent		
	Reach - Below Shoulder		V	V				Varies from rare to infrequent		
	Handling				V	V	V	Varies from occasional to constant		
	Fine finger movements	X								
Mobility	Neck - Static Flexion					X				
	Neck - Static Neutral					X				
	Neck - Static Extension						Varies from infrequent to frequent			
	Neck - Rotation					X				
	Throwing	X								
	Sitting	X								
	Standing						X			
	Walking						X			
	Running/Jumping	X								
	Climbing		V	V				Varies from rare to infrequent		
	Bending/Stooping			V	V	V		Varies from infrequent to frequent		
	Crouching		V	V	V			Varies from rare to occasional		
	Kneeling		V	V	V			Varies from rare to occasional		
	Crawling	X								
	Twisting	X								
	Balancing		V	V				Varies from rare to infrequent		
Travelling	X									



Table 3 (continued): BSW 1(Residential) Essential Duty 3 - Wall and Counter Cleaning

a) Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			X				Receive instructions from supervisor
	Hear/Other Sounds	X						
	Vision/Far						X	
	Vision/Near		X					
	Vision/Colour			X				
	Vision/Depth						X	
	Perception/Spatial						X	
	Perception/Form			X				
	Feeling			X				
	Speech			X				
Work Environment	Inside Work						X	
	Outside Work		X					
	Slippery	X						
	Congested worksite	X						
	Chemical Irritants		V	V	V	V		Varies from infrequent to frequent
	Confined Space Entry	X						
	Vapour Fumes		V	V	V			Varies from rare to occasional
	Noise	X						
	Proximity to Moving Objects	X						
	Hazardous Machines	X						
	Electrical	X						
	Sharp Tools	X						
	Radiant/Thermal Energy	X						
	Hot/Cold	X						
	Humid	X						
	Dust		V	V	V	V		Varies from infrequent to frequent
	Organic Substances			X				Vomit
	Medical Waste	X						
Blood Products			X					
Lighting - Direct				X				
Lighting - Indirect			X					
Vibration - Whole Body	X							
Vibration - Hand/Arm	X							



Table 3 (continued): BSW 1(Residential) Essential Duty 3 - Wall and Counter Cleaning

b) Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		X		
Time Pressure			X	Frequent occasions with time pressure
Attention to Detail			X	Need to spot clean dirty walls
Memory		X		
Interact with co-workers		X		Dependent upon the shift, some BSWs work in teams.
Interact with public	X			
Work Alone		X		Dependent upon where cleaning.
Reading	X			
Writing	X			
Irregular Hours	X			
Operating Equipment	X			

Frequency rating definitions

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4rth edition) published by the US Department of Labor.

	Time per Day	Percentage of Shift
Never	0 minutes	0 %
Rare	0 - 5 minutes	0-1 %
Infrequent	6 - 25 minutes	2-5 %
Occasional	26 minutes - 2.5 hours	6-33 %
Frequent	2.6 - 5.25 hours	34-66 %
Constant	5.26 - 8 hours	67-100 %



Table 4: BSW 1 (Residential) Essential Duty 4 - Garbage and Recycling

a) Physical Demands		Frequency During Shift					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting - Floor to Knuckle			V	V	V		1-9	30	Varies from infrequent to frequent
	Lifting - Knuckle to Waist			V	V	V		1-9	30	"
	Lifting - Over Head		V	V				1-9	30	Varies from rare to infrequent
	Carrying - with Handles			V	V	V		1-9	30	from infrequent to frequent
	Carrying - without Handles		V	V	V	V		1-9	30	Varies from rare to frequent
	Pushing - Upper Extremity		V	V	V	V		1-9	36	"
	Pushing - Hips/Legs assist		V	V	V	V		1-9	36	"
	Pulling - Upper Extremity		V	V				1-9	36	Varies from rare to infrequent
	Pulling - Hip/Leg Assist		V	V				1-9	36	"
	Reach - Shoulder or Above		V	V				Varies from rare to infrequent		
	Reach - Below Shoulder			V	V	V	V	Varies from infrequent to constant		
	Handling				V	V	V	Varies from occasional to constant		
	Fine finger movements	X								
Mobility	Neck - Static Flexion									X
	Neck - Static Neutral									X
	Neck - Static Extension		V	V				Varies from rare to infrequent		
	Neck - Rotation					X				
	Throwing		V	V				Varies from rare to infrequent		
	Sitting	X								
	Standing									X
	Walking									X
	Running/Jumping	X								
	Climbing		V	V				Varies from rare to infrequent		
	Bending/Stooping			V	V	V		Varies from infrequent to frequent		
	Crouching		V	V	V			Varies from rare to occasional		
	Kneeling		V	V	V			"		
	Crawling	X								
	Twisting		V	V	V			Varies from rare to occasional		
Balancing		V	V	V			"			
Travelling	X									



Table 4 (continued): BSW 1 (Residential) Essential Duty 4 - Garbage and Recycling

a) Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			X				Receive instructions from supervisor
	Hear/Other Sounds	X						
	Vision/Far						X	
	Vision/Near		X					
	Vision/Colour			X				
	Vision/Depth						X	
	Perception/Spatial						X	
	Perception/Form			X				
	Feeling			X				
	Speech			X				
Work Environment	Inside Work						X	
	Outside Work		X					
	Slippery	X						
	Congested worksite	X						
	Chemical Irritants		V	V				Varies from rare to infrequent
	Confined Space Entry	X						
	Vapour Fumes		V	V				Varies from rare to infrequent
	Noise	X						
	Proximity to Moving Objects	X						
	Hazardous Machines	X						
	Electrical	X						
	Sharp Tools	X						
	Radiant/Thermal Energy	X						
	Hot/Cold	X						
	Humid	X						
	Dust			V	V	V		Varies from infrequent to frequent
	Organic Substances	X						
	Medical Waste	X						
Blood Products	X							
Lighting - Direct				X				
Lighting - Indirect			X					
Vibration - Whole Body	X							
Vibration - Hand/Arm	X							



Table 4 (continued): BSW 1 (Residential) Essential Duty 4 - Garbage and Recycling

b) Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		X		
Time Pressure			X	Frequent occasions with time pressure
Attention to Detail		X		
Memory		X		
Interact with co-workers		X		Dependent upon the shift, some BSWs work in teams.
Interact with public	X			
Work Alone		X		Dependent upon where cleaning.
Reading	X			
Writing	X			
Irregular Hours	X			
Operating Equipment	X			

Frequency rating definitions

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4rth edition) published by the US Department of Labor.

	Time per Day	Percentage of Shift
Never	0 minutes	0 %
Rare	0 - 5 minutes	0-1 %
Infrequent	6 - 25 minutes	2-5 %
Occasional	26 minutes - 2.5 hours	6-33 %
Frequent	2.6 - 5.25 hours	34-66 %
Constant	5.26 - 8 hours	67-100 %



Table 5: BSW 1 (Residential) Essential Duty 5 - Bathroom Cleaning

a) Physical Demands		Frequency During Shift					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting - Floor to Knuckle			V	V	V		1-9	30	Varies from infrequent to frequent
	Lifting - Knuckle to Waist			V	V	V		1-9	30	"
	Lifting - Over Head		V	V				1-9	30	Varies from rare to infrequent
	Carrying - with Handles	X								
	Carrying - without Handles		V	V	V	V		1-9	30	Varies from rare to frequent
	Pushing - Upper Extremity		V	V	V	V		1-9	36	"
	Pushing - Hips/Legs assist		V	V	V	V		1-9	36	"
	Pulling - Upper Extremity		V	V				1-9	36	Varies from rare to infrequent
	Pulling - Hip/Leg Assist		V	V				1-9	36	"
	Reach - Shoulder or Above		V	V				Varies from rare to infrequent		
	Reach - Below Shoulder			V	V	V		Varies from infrequent to frequent		
	Handling			V	V	V		Varies from occasional to frequent		
	Fine finger movements	X								
Mobility	Neck - Static Flexion									X
	Neck - Static Neutral									X
	Neck - Static Extension		V	V				Varies from rare to infrequent		
	Neck - Rotation					X				
	Throwing		V	V				Varies from rare to infrequent		
	Sitting	X								
	Standing									X
	Walking									X
	Running/Jumping	X								
	Climbing	X								
	Bending/Stooping			V	V	V		Varies from infrequent to frequent		
	Crouching		V	V	V			Varies from rare to occasional		
	Kneeling		V	V	V			"		
	Crawling	X								
	Twisting									
Balancing	X									
Travelling	X									



Table 5 (continued): BSW 1 (Residential) Essential Duty 5 - Bathroom Cleaning

a) Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			X				Receive instructions from supervisor
	Hear/Other Sounds	X						
	Vision/Far						X	
	Vision/Near		X					
	Vision/Colour			X				
	Vision/Depth						X	
	Perception/Spatial						X	
	Perception/Form			X				
	Feeling			X				
	Speech			X				
	Work Environment	Inside Work						
Outside Work		X						
Slippery				V	V	V		Varies from infrequent to frequent
Congested worksite		X						
Chemical Irritants			V	V				Varies from rare to infrequent
Confined Space Entry		X						
Vapour Fumes			V	V				Varies from rare to infrequent
Noise		X						
Proximity to Moving Objects		X						
Hazardous Machines		X						
Electrical		X						
Sharp Tools		X						
Radiant/Thermal Energy		X						
Hot/Cold		X						
Humid		X						
Dust				V	V	V		Varies from infrequent to frequent
Organic Substances				V	V	V		"
Medical Waste		X						
Blood Products	X							
Lighting - Direct				X				
Lighting - Indirect			X					
Vibration - Whole Body	X							
Vibration - Hand/Arm	X							



Table 5 (continued): BSW 1 (Residential) Essential Duty 5 - Bathroom Cleaning

b) Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		X		
Time Pressure			X	Frequent occasions with time pressure
Attention to Detail			X	Need to clean dirty surfaces
Memory		X		
Interact with co-workers		X		Dependent upon the shift, some BSWs work in teams.
Interact with public	X			
Work Alone		X		Dependent upon where cleaning.
Reading	X			
Writing	X			
Irregular Hours	X			
Operating Equipment	X			

Frequency rating definitions

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4rth edition) published by the US Department of Labor.

	Time per Day	Percentage of Shift
Never	0 minutes	0 %
Rare	0 - 5 minutes	0-1 %
Infrequent	6 - 25 minutes	2-5 %
Occasional	26 minutes - 2.5 hours	6-33 %
Frequent	2.6 - 5.25 hours	34-66 %
Constant	5.26 - 8 hours	67-100 %



Table 6: BSW 1 (Residential) Essential Duty 6 - Resident Room Cleaning

a) Physical Demands		Frequency During Shift					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
Strength	Lifting - Floor to Knuckle			V	V	V		1-9	30	Varies from infrequent to frequent
	Lifting - Knuckle to Waist			V	V	V		1-9	30	"
	Lifting - Over Head		V	V				1-9	30	Varies from rare to infrequent
	Carrying - with Handles	X								
	Carrying - without Handles		V	V	V	V		1-9	30	Varies from rare to frequent
	Pushing - Upper Extremity		V	V	V	V		1-9	36	"
	Pushing - Hips/Legs assist		V	V	V	V		1-9	36	"
	Pulling - Upper Extremity		V	V				1-9	36	Varies from rare to infrequent
	Pulling - Hip/Leg Assist		V	V				1-9	36	"
	Reach - Shoulder or Above		V	V				Varies from rare to infrequent		
	Reach - Below Shoulder			V	V	V		Varies from infrequent to frequent		
	Handling			V	V	V		Varies from occasional to frequent		
	Fine finger movements	X								
Mobility	Neck - Static Flexion					X				
	Neck - Static Neutral					X				
	Neck - Static Extension		V	V			Varies from rare to infrequent			
	Neck - Rotation					X				
	Throwing		V	V			Varies from rare to infrequent			
	Sitting	X								
	Standing					X				
	Walking					X				
	Running/Jumping	X								
	Climbing	X								
	Bending/Stooping			V	V	V	Varies from infrequent to frequent			
	Crouching		V	V	V		Varies from rare to occasional			
	Kneeling		V	V	V		"			
	Crawling	X								
	Twisting									
Balancing	X									
Travelling	X									



Table 6 (continued): BSW 1 (Residential) Essential Duty 6 - Resident Room Cleaning

a) Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations			X				Receive instructions from supervisor
	Hear/Other Sounds	X						
	Vision/Far						X	
	Vision/Near		X					
	Vision/Colour			X				
	Vision/Depth						X	
	Perception/Spatial						X	
	Perception/Form			X				
	Feeling			X				
	Speech			X				
	Work Environment	Inside Work						
Outside Work		X						
Slippery				V	V	V		Varies from infrequent to frequent
Congested worksite		X						
Chemical Irritants			V	V				Varies from rare to infrequent
Confined Space Entry		X						
Vapour Fumes			V	V				Varies from rare to infrequent
Noise		X						
Proximity to Moving Objects		X						
Hazardous Machines		X						
Electrical		X						
Sharp Tools		X						
Radiant/Thermal Energy		X						
Hot/Cold		X						
Humid		X						
Dust				V	V	V		Varies from infrequent to frequent
Organic Substances				V	V	V		"
Medical Waste		X						
Blood Products		X						
Lighting - Direct				X				
Lighting - Indirect			X					
Vibration - Whole Body	X							
Vibration - Hand/Arm	X							



Table 6 (continued): BSW 1 (Residential) Essential Duty 6 - Resident Room Cleaning

b) Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		X		
Time Pressure			X	Frequent occasions with time pressure
Attention to Detail			X	Need to clean dirty surfaces
Memory		X		
Interact with co-workers		X		Dependent upon the shift, some BSWs work in teams.
Interact with public	X			
Work Alone		X		Dependent upon where cleaning.
Reading	X			
Writing	X			
Irregular Hours	X			
Operating Equipment	X			

Frequency rating definitions

The frequency rating definitions are from the Dictionary of Occupational Titles (DOT, 1991, 4rth edition) published by the US Department of Labor.

	Time per Day	Percentage of Shift
Never	0 minutes	0 %
Rare	0 - 5 minutes	0-1 %
Infrequent	6 - 25 minutes	2-5 %
Occasional	26 minutes - 2.5 hours	6-33 %
Frequent	2.6 - 5.25 hours	34-66 %
Constant	5.26 - 8 hours	67-100 %

