

## **Job Demands Analysis – Security Attendant (Community Services)**

### **Purpose**

The Security Attendant working for the City of Vancouver’s Community Services Department is responsible for ensuring a safe and welcoming environment for patrons and staff, and the security of the premises.

### **Essential Duties**

The Security Attendant has four essential duties:

- Duty #1      Monitoring and encouraging compliance with accepted standards of behaviour
- Duty #2      Facilitate operation of the centre
- Duty #3      Information referral services
- Duty #4      Storage of Patron belongings / baggage (at The Gathering Place only)

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

The Security Attendant may be required to perform other work tasks on an occasional basis. Examples of the tasks that may be performed are:

- Minor maintenance (e.g. stand on ladder to change bulbs as required).

### **Summary of Demands**

	Sedentary	Light	Medium	Heavy	Very Heavy	Comments
<b>Physical</b>			✓	✓		Based on strength requirements
<b>Cognitive</b>			✓			Must be fully aware of surroundings at all times

Workers require **physical endurance** since they stand and walk continuously (i. e., for between 67-100 % of their shift).

## **Shift Structure**

Security Attendants work the following shifts at the three facilities:

- Carnegie Centre: 5 regular shifts (7 days): 8 am – 5 pm, 5 pm – 11:15 pm, 9:30 am – 6:30 pm, 6:30 pm – 11:15 pm, 12 noon – 9 pm; overnight shifts during construction and Christmas.
- The Gathering Place: 5 regular shifts (7 days): 9 am – 6 pm, 9:30 am – 4 pm, 10 am – 4:30 pm, 11:15 am – 8:15 pm, 4 pm – 8 pm; if opening shelter (~10 nights per year): 11:30 pm – 8 am.
- Evelyne Saller Centre: 4 regular shifts (Mon- Fri): 8:30 am – 5 pm, 10 am – 3 pm, 3 pm – 11 pm, 5 pm – 11 pm; 3 regular shifts (Sat / Sun): 9:30 am – 6 pm, 10 am – 2 pm / 6 pm – 10 pm (split shift); 1 pm – 10 pm; if opening shelter (~10 nights per year): 11:30 pm – 7 am.

## **Breaks**

Breaks vary depending on shift duration and location. The following are the break times at the three facilities:

- Carnegie Centre:
  - 9 hr shift – 1 hr lunch and two 10-min paid rest periods
  - 6.25 hr shift – ½-hr lunch and one 10-min paid rest period
  - 5.50 hr shift – ½-hr lunch and one 10-min paid rest period
  - 4.75 hr shift – ½-hr lunch and one 10-min paid rest period
- The Gathering Place:
  - A shift (9 am – 6 pm) – 40 min lunch and two 10-15-min paid rest periods
  - B shift (11:15 am – 8:15 pm) – 40-min lunch and two 10-15-min paid rest periods
  - C shift (9:30 am – 4 pm) – 30-min lunch and two 10-15-min paid rest periods
  - D shift (10 am – 4:30 pm) – 30-min lunch and two 10-15-min paid rest periods
  - E-shift (4 pm – 8 pm) – one 10-15-min paid rest period
- Evelyne Saller Centre:  
*Monday to Friday:*
  - 8:30 am to 5 pm shift - 1 hr lunch and two 10-min paid rest periods
  - 10 am to 3:00 pm shift - two 10-min paid rest periods

- 3 pm to 11 pm shift - 1 hr lunch and two 10-min paid rest periods
- 5 pm to 11 pm shift - 1 hr lunch and two 10-min paid rest periods

*Saturday and Sunday:*

- 9:30 am to 6 pm shift - 1 hr lunch and two 10-min paid rest periods
- 10 am to 2 pm shift - one 10-min paid rest period (This is a split shift) and 6 pm to 10 pm - one 10-min paid rest period
- 1 pm to 10 pm shift - 1 hr lunch and two 10-min paid rest periods

**Frequency Rating Definitions**

The frequency rating definitions used in the Summary Table are from the Dictionary of Occupational Titles (DOT, 1991, 4th edition) published by the US Department of Labor. A similar classification is used for each Essential Duty, but the percentages are changed to reflect % of Duty rather than % of shift.

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

<b>STRENGTH</b>	
<b>Strength Category</b>	<b>Weight Handled</b>
1. Limited	Up to 5 kg.
2. Light	5 kg. to 10 kg.
3. Medium	10 kg. to 20 kg.
4. Heavy	>20 kg

### Job Demands Analysis – Security Attendant: Summary Table

a. Physical Demands		Frequency During Shift					Weight		Comments	
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)		Max (kg)
<b>Strength</b>	Lifting – Floor to Knuckle		✓					10		Lifting patrons during first aid or altercations; helping patrons up if they have toppled; mop; delivery boxes; donations; patrons' belongings; moving tables / chairs; tool box - 10 kg (one-handed lifting); containers
	Lifting – Knuckle to Waist		✓							Patrons' belongings; moving tables / chairs (e.g. in patio); containers
	Lifting – Over Shoulder		✓							Fluorescent light fixtures; ceiling tiles; containers; bags
	Carrying – with Handles		✓					10		Tool box - 10 kg (one-handed carrying); containers; bags
	Carrying – without Handles		✓							Carrying patrons during first aid or altercations
	Pushing – Upper Extremity		✓							Doors
	Pushing – Hips/Legs assist		✓							During altercations with patrons; assisting in removing or constraining patrons; carts; tubs
	Pulling – Upper Extremity		✓							Doors
	Pulling – Hip/Leg Assist		✓							Carts

**Job Demands Analysis – Security Attendant: Summary Table (continued)**

a. Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Mobility	Reach - Shoulder or Above			✓				During altercations; changing light bulbs and ceiling tiles; putting up or taking down decorations; reaching for boxes in overhead shelves; tags on boxes; storing supplies
	Reach - Below Shoulder					✓		During altercations; guiding or escorting patrons; tools; equipment; bulbs; all tasks involve below shoulder reach
	Handling					✓		Patrons; keys; radio; reports; logs; paper
	Fine finger movements				✓			Using computer; writing; keys, radio controls
	Neck - Static Flexion		✓					Depends on monitor height (if too low) while using computer or reviewing security footage
	Neck – Static Neutral		✓					While using computer or reviewing security footage
	Neck – Static Extension		✓					Depends on monitor height (if too high) while using computer or reviewing security footage; changing ceiling tiles / bulbs / lighting fixtures
	Neck – Rotation					✓		Always looking around
	Throwing	✓						
	Sitting					✓		Stool / chair
	Standing					✓		
	Walking					✓		
	Running/Jumping		✓					During altercations; responding to incidents
	Climbing				✓			Ladders, stairs
	Bending/Stooping			✓				When responding to first aid incidents; waking sleepers; interacting with patrons
	Crouching		✓					When responding to first aid incidents
	Kneeling		✓					When responding to first aid incidents
	Crawling	✓						
	Twisting		✓					During altercations
	Balancing			✓				
Travelling		✓					Attend patron trips within the city or out-of-town; overnight trips (at Carnegie Centre only)	

**Job Demands Analysis – Security Attendant: Summary Table (continued)**

a. Physical Demands (continued)		Frequency During Shift						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations						✓	
	Hear/Other Sounds						✓	
	Vision/Far						✓	
	Vision/Near						✓	
	Vision/Colour						✓	
	Vision/Depth						✓	
	Perception/Spatial						✓	
	Perception/Form						✓	
	Feeling						✓	When responding to first aid incidents
	Speech						✓	
Work Environment	Inside Work						✓	
	Outside Work					✓		
	Slippery				✓			Steps - constant during inclement weather
	Congested worksite				✓	✓	✓	Occasional <-> Constant - varies day to day
	Chemical Irritants		✓					Depends on patrons' belongings
	Confined Space Entry	✓						
	Vapour Fumes					✓		Associated with traffic / vehicle use; smoking; patrons' belongings
	Noise						✓	Normal vehicular sounds; typical city noise; patrons; theatre performances; films
	Proximity to moving objects						✓	People, traffic
	Hazardous Machines	✓						
	Electrical hazard		✓					
	Hazardous objects		✓					Depends on patrons' belongings
	Radiant/Thermal Energy	✓						
	Hot/Cold						✓	Constant during inclement weather
	Humid						✓	Constant during inclement weather
	Environmental Dust					✓		Depends on patrons' belongings
	Organic Substances			✓				Spit on floors; depends on belongings
	Medical Waste			✓				Sharps; depends on belongings
	Blood Products		✓					
	Lighting – Direct						✓	Natural light outdoors
Lighting – Indirect						✓		
Vibration – Whole Body	✓							
Vibration – Hand/Arm	✓							

**Job Demands Analysis – Security Attendant: Summary Table (continued)**

b. Cognitive and Psychosocial Demands	Frequency During Shift			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		✓	✓	Depends on time of day
Time Pressure		✓		Respond to situations in a timely manner
Attention to Detail			✓	Descriptions of incidents, report-writing, increased awareness
Memory Requirements			✓	
Interact with co-workers			✓	
Interact with public			✓	
Work Alone	✓			
Reading		✓		Logs, incident reports, Communication book (Evelyne Saller Centre)
Writing		✓		Logs, incident reports, Communication book (Evelyne Saller Centre)
Irregular Hours			✓	Evenings / nightshifts
Operating Equipment		✓		Radios, video equipment, telephones, computer

## **Physical Environment**

Majority of the work takes place at indoor community centres. The Security Attendant stands for most of their shift.

## **Staffing Levels**

The staffing levels at the three facilities are as follows:

- Carnegie Centre: 1 (8 am – 9:30 am), 2 (9:30 am – 12 noon, 9 pm – 11:15 pm), 3 (noon – 9 pm). Note: Occasionally, i.e. during weekend events, there may be an additional Security Attendant.
- The Gathering Place: 1\* (9 am – 9:30 am), 2\* (9:30 am – 10 am, 6 pm – 8 pm), 3-5\* (10 am – 6 pm).

*\*These numbers include security attendants that perform reception functions.*

- Evelyne Saller Centre: 1\* (weekdays: 8:30 am – 10 am); 2^ (weekdays: 10 am – 11 pm; weekends 10 am – 10 pm)

*\*Manager / Assistant managers are back-up.*

*^Manager / Assistant managers provide relief for breaks*

## **Tools and Equipment Used**

The Security Attendant uses a variety of equipment and tools including two-way radios, camera surveillance systems (at Evelyne Saller Centre and The Gathering Place), panic button system, alarm systems on doors (at Carnegie Centre), computers (at Carnegie Centre and The Gathering Place), phones and maintenance kits.

## **Other Equipment**

At The Gathering Place and Carnegie Centre, Security Attendants are provided with security t-shirts or jackets but they are not mandatory. Security Attendants at Evelyne Saller Centre are required to wear IDs and / or sweaters, jackets or t-shirts.

## **Data Collection**

An ergonomics consultant from WorkWell Consulting (Ms. Farzana Ismail) conducted the JDA assessment on April 17<sup>th</sup> 2008. Two Security Attendants were interviewed and observed performing the job.

### **Contact for the on-site assessment**

Dan Tetrault was the management contact for the on-site assessment.

### **Description of Essential Duties**

This section describes the work tasks that comprise the 4 essential duties of the job. Tables 1 - 4 (located at the end of this report) provide the physical, cognitive and psychosocial demands for performing each of the essential duties. Appendix A provides illustrations of the four essential duties.

#### **Essential Duty 1: Monitoring and encouraging compliance with accepted standards of behaviour (100% of shift)**

The Security Attendant monitors entrances, restricts entrance to those under the influence of drugs or alcohol, exhibiting aggressive or unacceptable behaviour, or whose entry is for other reasons restricted; monitors patron behaviour to ensure that the Centre's rules and standards of behaviour are being observed; makes regular rounds of the building; asks people to leave who are disruptive; works cooperatively with police, fire and ambulance services; assists patrons in a supportive manner by providing information on both community and Centre services and activities; records problems and communicates information to other staff by way of log entries, incident reports, and communication book (at Evelyne Saller Centre).

At the Carnegie Centre, the Security Attendants are allocated to the following areas: i) front door (main floor), ii) activity areas (monitors activities throughout building and relieves other positions for breaks); and iii) patrol staff. At The Gathering Place, the Security Attendants are allocated to the following stations: i) front door; ii) 2<sup>nd</sup> floor reception desk; and iii) roving throughout the building. These Security Attendants also monitor camera surveillance systems. At the Evelyne Saller Centre, the Security Attendants are allocated to the following areas: i) front door; ii) near cafeteria cashier's station; iii) patrol staff (checks on programs and the centre on a regular basis).

The Security Attendants at the Carnegie Centre and The Gathering Place also respond to first aid incidents and administer first aid as required. At the Evelyne Saller Centre, Health Services provide emergency first aid treatment.

**Essential Duty 2: Facilitate operation of the centre (10-15% of shift)**

Duty 2 involves the following tasks:

- i) Janitorial duties as required to maintain health and safety standards
- ii) Receiving deliveries
- iii) Minor maintenance / repairs

**Essential Duty 3: Information referral services**

Information referral services represent 25-30% of shift at both The Carnegie Centre and Evelyne Saller Centre and 80-90% of shift at The Gathering Place as the Security Attendant is the Information Clerk)

The Security Attendant also assists the Information Clerk as needed and makes referrals as required.

**Essential Duty 4: Storage of Patron belongings / baggage (at The Gathering Place only) (5% of shift)**

**Table 1: Essential Duty 1 – Monitoring and encouraging compliance with accepted standards of behaviour**

a. Physical Demands		Frequency During Task *					Weight		Comments
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)	
Strength	Lifting – Floor to Knuckle		✓						Lifting patrons during first aid or altercations; helping patrons up if they have toppled
	Lifting – Knuckle to Waist		✓						
	Lifting – Over Shoulder		✓						
	Carrying – with Handles		✓						
	Carrying – without Handles		✓						Carrying patrons during first aid or altercations
	Pushing – Upper Extremity		✓						
	Pushing – Hips/Legs assist		✓						During altercations with patrons; assisting in removing or constraining patrons
	Pulling – Upper Extremity		✓						
	Pulling – Hip/Leg Assist		✓						
Mobility	Reach - Shoulder or Above		✓						During altercations
	Reach - Below Shoulder					✓			During altercations; guiding or escorting patrons; all tasks have below shoulder reach
	Handling					✓			Patrons, keys, radio, reports, logs
	Fine finger movements				✓				Typing on computer; writing; keys, radio controls
	Neck - Static Flexion		✓						While reviewing security footage; depends on monitor height (if too low)
	Neck – Static Neutral		✓						While reviewing security footage
	Neck – Static Extension		✓						While reviewing security footage; depends on monitor height (if too high)
	Neck – Rotation					✓			Always looking around
	Throwing	✓							
	Sitting					✓			Stool / chair
	Standing					✓			
	Walking					✓			
	Running/Jumping		✓						During altercations; responding to incidents
	Climbing				✓				
	Bending/Stooping			✓					When responding to first aid incidents; waking sleepers; interacting with patrons
	Crouching		✓						When responding to first aid incidents
	Kneeling		✓						When responding to first aid incidents
	Crawling	✓							
	Twisting		✓						During altercations
	Balancing	✓							
Travelling		✓						Attend patron trips within the city or out-of-town; overnight trips (at Carnegie Centre)	

\* The definitions for these frequency ratings are contained at the end of the Table 1 (page 13).

**Table 1: Essential Duty 1 – Monitoring and encouraging compliance with accepted standards of behaviour (continued)**

a. Physical Demands (continued)		Frequency During Task						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations						✓	
	Hear/Other Sounds						✓	
	Vision/Far						✓	
	Vision/Near						✓	
	Vision/Colour						✓	
	Vision/Depth						✓	
	Perception/Spatial						✓	
	Perception/Form						✓	
	Feeling						✓	When responding to first aid incidents
	Speech						✓	
Work Environment	Inside Work						✓	
	Outside Work					✓		
	Slippery				✓			Steps - constant during inclement weather
	Congested worksite				✓	✓	✓	Occasional <-> Constant - varies day to day
	Chemical Irritants		✓					
	Confined Space Entry	✓						
	Vapour Fumes					✓		Associated with traffic / vehicle use; smoking
	Noise						✓	Normal vehicular sounds; typical city noise; patrons; theatre performances; films
	Proximity to moving objects						✓	People, traffic
	Hazardous Machines	✓						
	Electrical hazard		✓					
	Hazardous objects	✓						
	Radiant/Thermal Energy	✓						
	Hot/Cold						✓	Constant during inclement weather
	Humid						✓	Constant during inclement weather
	Environmental Dust					✓		
	Organic Substances			✓				Spit on floors
	Medical Waste			✓				Sharps
	Blood Products		✓					
	Lighting – Direct						✓	Natural light outdoors
Lighting – Indirect						✓		
Vibration – Whole Body	✓							
Vibration – Hand/Arm	✓							

**Table 1: Essential Duty 1 – Monitoring and encouraging compliance with accepted standards of behaviour** (continued)

b. Cognitive and Psychosocial Demands	Frequency During Task			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		✓	✓	Depends on time of day
Time Pressure			✓	Respond to situations in a timely manner
Attention to Detail			✓	Descriptions of incidents, report-writing, increased awareness
Memory Requirements			✓	
Interact with co-workers			✓	
Interact with public			✓	
Work Alone	✓			
Reading		✓		Logs, incident reports, Communication book (Evelyne Saller Centre)
Writing		✓		Logs, incident reports, Communication book (Evelyne Saller Centre)
Irregular Hours			✓	Evenings / nightshifts
Operating Equipment		✓		Radios, video equipment, telephones, computer

**Frequency Rating Definitions for % of Task**

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

	Percentage of Task
<b>Never</b>	0 %
<b>Rare</b>	0-1 %
<b>Infrequent</b>	2-5 %
<b>Occasional</b>	6-33 %
<b>Frequent</b>	34-66 %
<b>Constant</b>	67-100 %

STRENGTH	
Strength Category	Weight Handled
1. Limited	Up to 5 kg.
2. Light	5 kg. to 10 kg.
3. Medium	10 kg. to 20 kg.
4. Heavy	>20 kg

**Table 2: Essential Duty 2 - Facilitate operation of the centre**

a. Physical Demands		Frequency During Duty *					Weight		Comments
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)	
Strength	Lifting – Floor to Knuckle		✓					10	Mop, delivery boxes, donations, patrons' belongings; moving tables / chairs; tool box - 10 kg (one-handed lifting)
	Lifting – Knuckle to Waist		✓						Patrons' belongings; moving tables / chairs (e.g. in patio)
	Lifting – Over Shoulder		✓						Fluorescent light fixtures, ceiling tiles
	Carrying – with Handles		✓					10	Tool box - 10 kg (one-handed carrying)
	Carrying – without Handles		✓						
	Pushing – Upper Extremity			✓					Doors
	Pushing – Hips/Legs assist		✓						Carts
	Pulling – Upper Extremity			✓					Doors
	Pulling – Hip/Leg Assist		✓						Carts
Mobility	Reach - Shoulder or Above			✓					Changing light bulbs and ceiling tiles; putting up or taking down decorations; reaching for boxes in overhead shelves
	Reach - Below Shoulder					✓			
	Handling						✓		Tools, equipment, bulbs
	Fine finger movements				✓				
	Neck – Static Flexion		✓						
	Neck – Static Neutral		✓						
	Neck – Static Extension		✓						Changing ceiling tiles, bulbs, lighting fixtures
	Neck – Rotation				✓				
	Throwing	✓							
	Sitting		✓						
	Standing					✓			
	Walking					✓			
	Running/Jumping	✓							
	Climbing				✓				Ladders, stairs
	Bending/Stooping				✓				
	Crouching		✓						
	Kneeling		✓						
	Crawling	✓							
Twisting		✓							
Balancing				✓					
Travelling	✓								

**Frequency Rating Definition for % of Task**

\* The definitions for these frequency ratings are contained at the end of the Table 2 (page 16).

**Table 2: Essential Duty 2 - Facilitate operation of the centre (continued)**

a. Physical Demands (continued)		Frequency During Duty						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations					✓		
	Hear/Other Sounds					✓		
	Vision/Far					✓		
	Vision/Near					✓		
	Vision/Colour		✓					
	Vision/Depth					✓		
	Perception/Spatial					✓		
	Perception/Form					✓		
	Feeling					✓		
	Speech					✓		
Work Environment	Inside Work					✓		
	Outside Work		✓					
	Slippery				✓			Steps - constant during inclement weather
	Congested worksite				✓	✓	✓	Occasional <-> Constant - varies day to day
	Chemical Irritants		✓					
	Confined Space Entry	✓						
	Vapour Fumes					✓		Associated with traffic / vehicle use; smoking
	Noise						✓	Normal vehicular sounds; typical city noise; patrons; theatre performances; films
	Proximity to moving objects						✓	People, traffic
	Hazardous Machines	✓						
	Electrical hazard		✓					
	Sharp Tools	✓						
	Radiant/Thermal Energy	✓						
	Hot/Cold						✓	Constant during inclement weather
	Humid						✓	Constant during inclement weather
	Environmental Dust						✓	
	Organic Substances			✓				Spit on floors
	Medical Waste			✓				Sharps
	Blood Products		✓					
	Lighting – Direct						✓	Natural light outdoors
Lighting – Indirect						✓		
Vibration – Whole Body	✓							
Vibration – Hand/Arm	✓							

**Table 2: Essential Duty 2 - Facilitate operation of the centre (continued)**

b. Cognitive and Psychosocial Demands	Frequency During Duty			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		✓	✓	Depends on time of day
Time Pressure			✓	Respond to situations in a timely manner
Attention to Detail			✓	Descriptions of incidents, report-writing, increased awareness
Memory Requirements			✓	
Interact with co-workers			✓	
Interact with public			✓	
Work Alone	✓			
Reading		✓		Logs, incident reports, Communication book (Evelyne Saller Centre)
Writing		✓		Logs, incident reports, Communication book (Evelyne Saller Centre)
Irregular Hours			✓	Evenings / nightshifts
Operating Equipment		✓		Radios, video equipment, telephones, computer

**Frequency Rating Definitions for % of Duty**

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

	Percentage of Duty
<b>Never</b>	0 %
<b>Rare</b>	0-1 %
<b>Infrequent</b>	2-5 %
<b>Occasional</b>	6-33 %
<b>Frequent</b>	34-66 %
<b>Constant</b>	67-100 %

STRENGTH	
Strength Category	Weight Handled
1. Limited	Up to 5 kg.
2. Light	5 kg. to 10 kg.
3. Medium	10 kg. to 20 kg.
4. Heavy	>20 kg

**Table 3: Essential Duty 3 – Information referral services**

a. Physical Demands		Frequency During Duty *					Weight		Comments
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)	
Strength	Lifting – Floor to Knuckle	✓							
	Lifting – Knuckle to Waist	✓							
	Lifting – Over Shoulder	✓							
	Carrying – with Handles	✓							
	Carrying – without Handles	✓							
	Pushing – Upper Extremity	✓							
	Pushing – Hips/Legs assist	✓							
	Pulling – Upper Extremity	✓							
	Pulling – Hip/Leg Assist	✓							
Mobility	Reach - Shoulder or Above		✓						
	Reach - Below Shoulder						✓		
	Handling				✓				Paper
	Fine finger movements					✓			Computer; writing
	Neck - Static Flexion		✓						Depends on monitor height (if too low)
	Neck – Static Neutral		✓						While viewing monitor
	Neck – Static Extension		✓						Depends on monitor height (if too high)
	Neck – Rotation					✓			Always looking around
	Throwing	✓							
	Sitting					✓			
	Standing					✓			
	Walking				✓				
	Running/Jumping	✓							
	Climbing	✓							
	Bending/Stooping		✓						
	Crouching	✓							
	Kneeling	✓							
	Crawling	✓							
	Twisting		✓						
	Balancing	✓							
Travelling	✓								

**Frequency Rating Definition for % of Task**

\* The definitions for these frequency ratings are contained at the end of the Table 3 (page 19).

**Table 3: Essential Duty 3 – Information referral services (continued)**

a. Physical Demands (continued)		Frequency During Task						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations						✓	
	Hear/Other Sounds						✓	
	Vision/Far						✓	
	Vision/Near						✓	
	Vision/Colour						✓	
	Vision/Depth		✓					
	Perception/Spatial		✓					
	Perception/Form		✓					
	Feeling		✓					
	Speech						✓	
Work Environment	Inside Work						✓	
	Outside Work			✓				
	Slippery				✓			Steps - constant during inclement weather
	Congested worksite				✓	✓	✓	Occasional <-> Constant - varies day to day
	Chemical Irritants		✓					
	Confined Space Entry	✓						
	Vapour Fumes					✓		Associated with traffic / vehicle use; smoking
	Noise						✓	Normal vehicular sounds; typical city noise; patrons; theatre performances; films
	Proximity to moving objects						✓	People, traffic
	Hazardous Machines	✓						
	Electrical hazard		✓					
	Hazardous objects	✓						
	Radiant/Thermal Energy	✓						
	Hot/Cold						✓	Constant during inclement weather
	Humid						✓	Constant during inclement weather
	Environmental Dust					✓		
	Organic Substances			✓				Spit on floors
	Medical Waste			✓				Sharps
	Blood Products		✓					
	Lighting – Direct						✓	Natural light outdoors
Lighting – Indirect						✓		
Vibration – Whole Body	✓							
Vibration – Hand/Arm	✓							

**Table 3: Essential Duty 3 – Information referral services (continued)**

b. Cognitive and Psychosocial Demands	Frequency During Task			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision		✓	✓	
Time Pressure			✓	
Attention to Detail			✓	
Memory Requirements			✓	
Interact with co-workers			✓	
Interact with public			✓	
Work Alone			✓	
Reading			✓	
Writing		✓		
Irregular Hours			✓	Evenings / nightshifts
Operating Equipment		✓		Computer

**Frequency Rating Definitions for % of Task**

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

	Percentage of Task
<b>Never</b>	0 %
<b>Rare</b>	0-1 %
<b>Infrequent</b>	2-5 %
<b>Occasional</b>	6-33 %
<b>Frequent</b>	34-66 %
<b>Constant</b>	67-100 %

STRENGTH	
Strength Category	Weight Handled
1. Limited	Up to 5 kg.
2. Light	5 kg. to 10 kg.
3. Medium	10 kg. to 20 kg.
4. Heavy	>20 kg

**Table 4: Essential Duty 4 – Storage of Patron belongings / baggage (at The Gathering Place only)**

a. Physical Demands		Frequency During Duty *					Weight		Comments
		Never	Rare	Infrequent	Occasional	Frequent	Constant	Usual (kg)	
Strength	Lifting – Floor to Knuckle					✓			Containers, bags
	Lifting – Knuckle to Waist					✓			Containers, bags
	Lifting – Over Shoulder				✓				Containers, bags
	Carrying – with Handles					✓			Containers, bags
	Carrying – without Handles				✓				
	Pushing – Upper Extremity		✓						
	Pushing – Hips/Legs assist				✓				Carts, tubs
	Pulling – Upper Extremity		✓						
	Pulling – Hip/Leg Assist				✓				Carts
Mobility	Reach - Shoulder or Above					✓			Tags on boxes; storing supplies
	Reach - Below Shoulder						✓		
	Handling						✓		
	Fine finger movements					✓			Computer
	Neck - Static Flexion		✓						Depends on monitor height (if too low)
	Neck – Static Neutral		✓						While viewing monitor
	Neck – Static Extension		✓						Depends on monitor height (if too high)
	Neck – Rotation					✓			
	Throwing	✓							
	Sitting	✓							
	Standing						✓		
	Walking					✓			
	Running/Jumping	✓							
	Climbing		✓						
	Bending/Stooping					✓			
	Crouching				✓				
	Kneeling	✓							
	Crawling	✓							
	Twisting					✓			
	Balancing		✓						
Travelling	✓								

**Frequency Rating Definition for % of Task**

\* The definitions for these frequency ratings are contained at the end of the Table 4 (page 22).

**Table 4: Essential Duty 4 – Storage of Patron belongings / baggage (at The Gathering Place only) (continued)**

c. Physical Demands (continued)		Frequency During Task						Comments
		N	R	I	O	F	C	
Sensory / Perception	Hear/Conversations						✓	
	Hear/Other Sounds						✓	
	Vision/Far		✓					
	Vision/Near						✓	
	Vision/Colour						✓	
	Vision/Depth						✓	
	Perception/Spatial						✓	
	Perception/Form						✓	
	Feeling						✓	
	Speech						✓	
Work Environment	Inside Work						✓	
	Outside Work	✓						
	Slippery		✓					
	Congested worksite						✓	
	Chemical Irritants		✓					Depends on belongings
	Confined Space Entry	✓						
	Vapour Fumes				✓			Depends on belongings
	Noise			✓				
	Proximity to moving objects						✓	People
	Hazardous Machines	✓						
	Electrical hazard	✓						
	Hazardous objects						✓	Depends on belongings
	Radiant/Thermal Energy	✓						
	Hot/Cold	✓						
	Humid		✓					
	Environmental Dust					✓		Depends on belongings
	Organic Substances			✓				Depends on belongings
	Medical Waste					✓		Depends on belongings
	Blood Products			✓				
	Lighting – Direct						✓	
Lighting – Indirect						✓		
Vibration – Whole Body	✓							
Vibration – Hand/Arm	✓							

**Table 4: Essential Duty 4 – Storage of Patron belongings / baggage (at The Gathering Place only) (continued)**

d. Cognitive and Psychosocial Demands	Frequency During Task			Comments
	Never / Rare	Infrequent / Occasional	Frequent / Constant	
Degree of Supervision	✓			
Time Pressure			✓	
Attention to Detail			✓	
Memory Requirements			✓	
Interact with co-workers		✓		
Interact with public			✓	
Work Alone	✓			
Reading			✓	
Writing			✓	
Irregular Hours			✓	Evenings / nightshifts
Operating Equipment			✓	Computer

**Frequency Rating Definitions for % of Task**

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

	Percentage of Task
<b>Never</b>	0 %
<b>Rare</b>	0-1 %
<b>Infrequent</b>	2-5 %
<b>Occasional</b>	6-33 %
<b>Frequent</b>	34-66 %
<b>Constant</b>	67-100 %

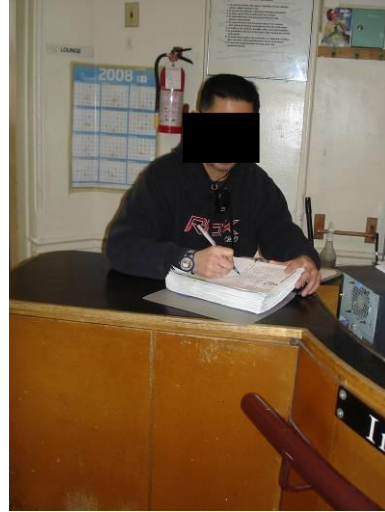
STRENGTH	
Strength Category	Weight Handled
5. Limited	Up to 5 kg.
6. Light	5 kg. to 10 kg.
7. Medium	10 kg. to 20 kg.
8. Heavy	>20 kg

## Appendix A: Essential Duty Illustrations

### Essential Duty 1: Monitoring and encouraging compliance with accepted standards of behaviour



Adjustable stool at front door station



Filling out incident report (counter height = 37.5")



Audio-visual cart



Opening / closing doors

**Essential Duty 2: Facilitate operation of the centre**



8 foot ladder (Allright Ladder Co.)

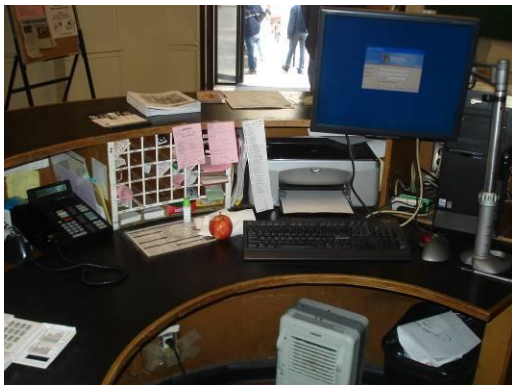


Reaching for boxes on overhead shelves



Tool box (10 kg)

**Essential Duty 3: Information referral services**



Front door station (desk height = 26")



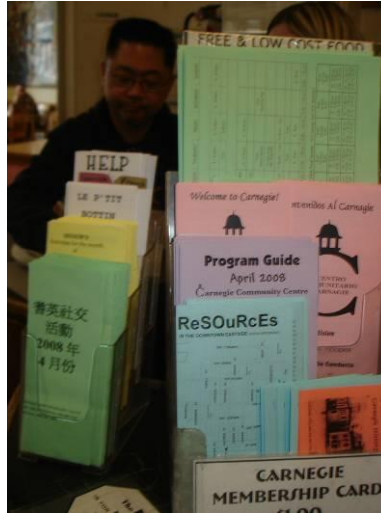
Operating computer at front door station

Job: Security Attendant  
Employer: City of Vancouver  
Reports to: Security Coordinator

Department: Community Services      Union: CUPE Local 15 (VMECW)  
Location: Carnegie Centre, The Gathering Place, Evelyne Saller Centre



Criterion adjustable chair



Resource material

**Essential Duty 4: Storage of Patron belongings / baggage (at The Gathering Place only)**



Storage of patron belongings / baggage