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

<table>
<thead>
<tr>
<th></th>
<th>Sedentary</th>
<th>Light</th>
<th>Medium</th>
<th>Heavy</th>
<th>Very Heavy</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>Based on strength requirements</td>
</tr>
<tr>
<td>Cognitive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>Must be fully aware of surroundings at all times</td>
</tr>
</tbody>
</table>

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
Job: Security Attendant  Department: Community Services  Union: CUPE Local 15 (VMECW)
Employer: City of Vancouver  Location: Carnegie Centre, The Gathering Place, Evelyne Saller Centre
Reports to: Security Coordinator

- 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.

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

**STRENGTH**

<table>
<thead>
<tr>
<th>Strength Category</th>
<th>Weight Handled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Limited</td>
<td>Up to 5 kg.</td>
</tr>
<tr>
<td>2. Light</td>
<td>5 kg. to 10 kg.</td>
</tr>
<tr>
<td>3. Medium</td>
<td>10 kg. to 20 kg.</td>
</tr>
<tr>
<td>4. Heavy</td>
<td>&gt;20 kg</td>
</tr>
</tbody>
</table>
Job Demands Analysis – Security Attendant: Summary Table

<table>
<thead>
<tr>
<th>Physical Demands</th>
<th>Frequency During Shift</th>
<th>Weight</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never</td>
<td>Rare</td>
<td>Infrequent</td>
</tr>
<tr>
<td>Lifting – Floor to Knuckle</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifting – Knuckle to Waist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifting – Over Shoulder</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying – with Handles</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying – without Handles</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pushing – Upper Extremity</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pushing – Hips/Legs assist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pulling – Upper Extremity</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pulling – Hip/Leg Assist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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
Patrons’ belongings; moving tables / chairs (e.g. in patio); containers
Fluorescent light fixtures; ceiling tiles; containers; bags
Tool box - 10 kg (one-handed carrying); containers; bags
Carrying patrons during first aid or altercations
Doors
During altercations with patrons; assisting in removing or constraining patrons; carts; tubs
Doors
Carts
Job Demands Analysis – Security Attendant: Summary Table (continued)

<table>
<thead>
<tr>
<th>Mobility</th>
<th>Frequency During Shift</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reach - Shoulder or Above</td>
<td>✓</td>
<td>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</td>
</tr>
<tr>
<td>Reach - Below Shoulder</td>
<td>✓</td>
<td>During altercations; guiding or escorting patrons; tools; equipment; bulbs; all tasks involve below shoulder reach</td>
</tr>
<tr>
<td>Handling</td>
<td>✓</td>
<td>Patrons; keys; radio; reports; logs; paper</td>
</tr>
<tr>
<td>Fine finger movements</td>
<td>✓</td>
<td>Using computer; writing; keys, radio controls</td>
</tr>
<tr>
<td>Neck – Static Flexion</td>
<td>✓</td>
<td>Depends on monitor height (if too low) while using computer or reviewing security footage</td>
</tr>
<tr>
<td>Neck – Static Neutral</td>
<td>✓</td>
<td>While using computer or reviewing security footage</td>
</tr>
<tr>
<td>Neck – Static Extension</td>
<td>✓</td>
<td>Depends on monitor height (if too high) while using computer or reviewing security footage; changing ceiling tiles / bulbs / lighting fixtures</td>
</tr>
<tr>
<td>Neck – Rotation</td>
<td>✓</td>
<td>Always looking around</td>
</tr>
<tr>
<td>Throwing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Sitting</td>
<td>✓</td>
<td>Stool / chair</td>
</tr>
<tr>
<td>Standing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Running/Jumping</td>
<td>✓</td>
<td>During altercations; responding to incidents</td>
</tr>
<tr>
<td>Climbing</td>
<td>✓</td>
<td>Ladders, stairs</td>
</tr>
<tr>
<td>Bending/Stooping</td>
<td>✓</td>
<td>When responding to first aid incidents; waking sleepers; interacting with patrons</td>
</tr>
<tr>
<td>Crouching</td>
<td>✓</td>
<td>When responding to first aid incidents</td>
</tr>
<tr>
<td>Kneeling</td>
<td>✓</td>
<td>When responding to first aid incidents</td>
</tr>
<tr>
<td>Crawling</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Twisting</td>
<td>✓</td>
<td>During altercations</td>
</tr>
<tr>
<td>Balancing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Travelling</td>
<td>✓</td>
<td>Attend patron trips within the city or out-of-town; overnight trips (at Carnegie Centre only)</td>
</tr>
</tbody>
</table>
Job Demands Analysis – Security Attendant: Summary Table (continued)

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

<table>
<thead>
<tr>
<th>b. Cognitive and Psychosocial Demands</th>
<th>Frequency During Shift</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never / Rare</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Infrequent / Occasional</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Frequent / Constant</td>
<td></td>
</tr>
<tr>
<td>Degree of Supervision</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Time Pressure</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Attention to Detail</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Memory Requirements</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Interact with co-workers</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Interact with public</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Work Alone</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reading</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Writing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Irregular Hours</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Operating Equipment</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
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 17th 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) 2nd 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

<table>
<thead>
<tr>
<th>a. Physical Demands</th>
<th>Frequency During Task *</th>
<th>Weight</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Never</strong></td>
<td>Rare</td>
<td>Infrequent</td>
</tr>
<tr>
<td>Lift – Floor to Knuckle</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lift – Knuckle to Waist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lift – Over Shoulder</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carry – with Handles</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carry – without Handles</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Push – Upper Extremity</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Push – Hips/Legs assist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pull – Upper Extremity</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pull – Hip/Leg Assist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reach - Shoulder or Above</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reach - Below Shoulder</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handle</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fine finger movements</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neck - Static Flexion</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neck – Static Neutral</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neck – Static Extension</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neck – Rotation</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Throw</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sit</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stand</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Run</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Climb</td>
<td>✓</td>
<td></td>
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</tr>
<tr>
<td>Bend/Stoop</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>Crawling</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kneel</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Twist</td>
<td>✓</td>
<td></td>
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</tr>
<tr>
<td>Bore</td>
<td>✓</td>
<td></td>
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</tr>
<tr>
<td>Travell</td>
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</table>

* 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)

<table>
<thead>
<tr>
<th>a. Physical Demands (continued)</th>
<th>Frequency During Task</th>
<th>Comments</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>NRIOFC</td>
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</tr>
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<td>Sensory / Perception</td>
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<td></td>
</tr>
<tr>
<td>Hear/Conversations</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hear/Other Sounds</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Far</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Near</td>
<td>✓</td>
<td></td>
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<tr>
<td>Vision/Colour</td>
<td>✓</td>
<td></td>
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<tr>
<td>Vision/Depth</td>
<td>✓</td>
<td></td>
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<tr>
<td>Perception/Spatial</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Perception/Form</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Feeling</td>
<td>✓</td>
<td>When responding to first aid incidents</td>
</tr>
<tr>
<td>Speech</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Work Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inside Work</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Outside Work</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Slippery</td>
<td>✓</td>
<td>Steps - constant during inclement weather</td>
</tr>
<tr>
<td>Congested worksite</td>
<td>✓ ✓ ✓</td>
<td>Occasional &lt;-&gt; Constant - varies day to day</td>
</tr>
<tr>
<td>Chemical Irritants</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Confined Space Entry</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vapour Fumes</td>
<td>✓</td>
<td>Associated with traffic / vehicle use; smoking</td>
</tr>
<tr>
<td>Noise</td>
<td>✓</td>
<td>Normal vehicular sounds; typical city noise; patrons; theatre performances; films</td>
</tr>
<tr>
<td>Proximity to moving objects</td>
<td>✓</td>
<td>People, traffic</td>
</tr>
<tr>
<td>Hazardous Machines</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Electrical hazard</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hazardous objects</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Radiant/Thermal Energy</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hot/Cold</td>
<td>✓</td>
<td>Constant during inclement weather</td>
</tr>
<tr>
<td>Humid</td>
<td>✓</td>
<td>Constant during inclement weather</td>
</tr>
<tr>
<td>Environmental Dust</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Organic Substances</td>
<td>✓</td>
<td>Spit on floors</td>
</tr>
<tr>
<td>Medical Waste</td>
<td>✓</td>
<td>Sharps</td>
</tr>
<tr>
<td>Blood Products</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Lighting – Direct</td>
<td>✓</td>
<td>Natural light outdoors</td>
</tr>
<tr>
<td>Lighting – Indirect</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vibration – Whole Body</td>
<td>✓</td>
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</tr>
<tr>
<td>Vibration – Hand/Arm</td>
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Table 1: Essential Duty 1 – Monitoring and encouraging compliance with accepted standards of behaviour (continued)

<table>
<thead>
<tr>
<th>b. Cognitive and Psychosocial Demands</th>
<th>Frequency During Task</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never / Rare</td>
<td>Infrequent / Occasional</td>
</tr>
<tr>
<td>Degree of Supervision</td>
<td>✓ ✓</td>
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</tr>
<tr>
<td>Time Pressure</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Attention to Detail</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Memory Requirements</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Interact with co-workers</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Interact with public</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Work Alone</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reading</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Writing</td>
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<td></td>
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<tr>
<td>Irregular Hours</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Operating Equipment</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

**Frequency Rating Definitions for % of Task**


<table>
<thead>
<tr>
<th>Percentage of Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
</tr>
<tr>
<td>Rare</td>
</tr>
<tr>
<td>Infrequent</td>
</tr>
<tr>
<td>Occasional</td>
</tr>
<tr>
<td>Frequent</td>
</tr>
<tr>
<td>Constant</td>
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</tbody>
</table>

### STRENGTH

<table>
<thead>
<tr>
<th>Strength Category</th>
<th>Weight Handled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Limited</td>
<td>Up to 5 kg.</td>
</tr>
<tr>
<td>2. Light</td>
<td>5 kg. to 10 kg.</td>
</tr>
<tr>
<td>3. Medium</td>
<td>10 kg. to 20 kg.</td>
</tr>
<tr>
<td>4. Heavy</td>
<td>&gt;20 kg</td>
</tr>
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</table>
### Table 2: Essential Duty 2 - Facilitate operation of the centre

<table>
<thead>
<tr>
<th>Frequency During Duty *</th>
<th>Weight</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strength</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifting – Floor to Knuckle</td>
<td>✓</td>
<td>10</td>
</tr>
<tr>
<td>Lifting – Knuckle to Waist</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Lifting – Over Shoulder</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Carrying – with Handles</td>
<td>✓</td>
<td>10</td>
</tr>
<tr>
<td>Carrying – without Handles</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Pushing – Upper Extremity</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Pushing – Hips/Legs assist</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Pulling – Upper Extremity</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Pulling – Hip/Leg Assist</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reach - Shoulder or Above</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reach - Below Shoulder</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Handling</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Fine finger movements</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Neck – Static Flexion</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Neck – Static Neutral</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Neck – Static Extension</td>
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<td></td>
</tr>
<tr>
<td>Neck – Rotation</td>
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<td></td>
</tr>
<tr>
<td>Throwing</td>
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<td></td>
</tr>
<tr>
<td>Sitting</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Standing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Running/Jumping</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Climbing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Bending/Stooping</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Crouching</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Kneeling</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Crawling</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Twisting</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Balancing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Travelling</td>
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</table>

**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)

<table>
<thead>
<tr>
<th>a. Physical Demands (continued)</th>
<th>Frequency During Duty</th>
<th>Comments</th>
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<tbody>
<tr>
<td></td>
<td>N R I O F C</td>
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</tr>
<tr>
<td>Sensory / Perception</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hear/Conversations</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hear/Other Sounds</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Far</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Near</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Colour</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Depth</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Perception/Spatial</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Perception/Form</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Feeling</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Speech</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inside Work</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Outside Work</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Slippery</td>
<td>✓</td>
<td>Steps - constant during inclement weather</td>
</tr>
<tr>
<td>Congested worksite</td>
<td>✓ ✓ ✓</td>
<td>Occasional &lt;-&gt; Constant - varies day to day</td>
</tr>
<tr>
<td>Chemical Irritants</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Confined Space Entry</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vapour Fumes</td>
<td>✓</td>
<td>Associated with traffic / vehicle use; smoking</td>
</tr>
<tr>
<td>Noise</td>
<td>✓</td>
<td>Normal vehicular sounds; typical city noise; patrons; theatre performances; films</td>
</tr>
<tr>
<td>Proximity to moving objects</td>
<td>✓</td>
<td>People, traffic</td>
</tr>
<tr>
<td>Hazardous Machines</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Electrical hazard</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Sharp Tools</td>
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</tr>
<tr>
<td>Radiant/Thermal Energy</td>
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<td></td>
</tr>
<tr>
<td>Hot/Cold</td>
<td>✓</td>
<td>Constant during inclement weather</td>
</tr>
<tr>
<td>Humid</td>
<td>✓</td>
<td>Constant during inclement weather</td>
</tr>
<tr>
<td>Environmental Dust</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Organic Substances</td>
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<td>Spit on floors</td>
</tr>
<tr>
<td>Medical Waste</td>
<td>✓</td>
<td>Sharps</td>
</tr>
<tr>
<td>Blood Products</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Lighting – Direct</td>
<td>✓</td>
<td>Natural light outdoors</td>
</tr>
<tr>
<td>Lighting – Indirect</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vibration – Whole Body</td>
<td>✓</td>
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</tr>
<tr>
<td>Vibration – Hand/Arm</td>
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</table>
### Table 2: Essential Duty 2 - Facilitate operation of the centre (continued)

<table>
<thead>
<tr>
<th>b. Cognitive and Psychosocial Demands</th>
<th>Frequency During Duty</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never / Rare</td>
<td>Infrequent / Occasional</td>
</tr>
<tr>
<td>Degree of Supervision</td>
<td>✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Time Pressure</td>
<td>✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Attention to Detail</td>
<td>✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Memory Requirements</td>
<td>✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Interact with co-workers</td>
<td>✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Interact with public</td>
<td>✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Work Alone</td>
<td>✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Reading</td>
<td>✓ ✓</td>
<td>Logs, incident reports, Communication book (Evelyn Saller Centre)</td>
</tr>
<tr>
<td>Writing</td>
<td>✓ ✓</td>
<td>Logs, incident reports, Communication book (Evelyn Saller Centre)</td>
</tr>
<tr>
<td>Irregular Hours</td>
<td>✓ ✓</td>
<td>Evenings / nightshifts</td>
</tr>
<tr>
<td>Operating Equipment</td>
<td>✓ ✓</td>
<td>Radios, video equipment, telephones, computer</td>
</tr>
</tbody>
</table>

### Frequency Rating Definitions for % of Duty


<table>
<thead>
<tr>
<th>Percentage of Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
</tr>
<tr>
<td>Rare</td>
</tr>
<tr>
<td>Infrequent</td>
</tr>
<tr>
<td>Occasional</td>
</tr>
<tr>
<td>Frequent</td>
</tr>
<tr>
<td>Constant</td>
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</tbody>
</table>

### STRENGTH

<table>
<thead>
<tr>
<th>Strength Category</th>
<th>WeightHandled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Limited</td>
<td>Up to 5 kg.</td>
</tr>
<tr>
<td>2. Light</td>
<td>5 kg. to 10 kg.</td>
</tr>
<tr>
<td>3. Medium</td>
<td>10 kg. to 20 kg.</td>
</tr>
<tr>
<td>4. Heavy</td>
<td>&gt;20 kg</td>
</tr>
</tbody>
</table>
Table 3: Essential Duty 3 – Information referral services

<table>
<thead>
<tr>
<th>a. Physical Demands</th>
<th>Frequency During Duty</th>
<th>Weight</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never (kg)</td>
<td>Max (kg)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rare</td>
<td>Infrequent</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

**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)

<table>
<thead>
<tr>
<th>a. Physical Demands (continued)</th>
<th>Frequency During Task</th>
<th>Comments</th>
</tr>
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<td>N</td>
<td>R</td>
</tr>
<tr>
<td><strong>Sensory / Perception</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hear/Conversations</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hear/Other Sounds</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Far</td>
<td>✓</td>
<td></td>
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<tr>
<td>Vision/Near</td>
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<tr>
<td>Vision/Colour</td>
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<td></td>
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<tr>
<td>Vision/Depth</td>
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<td></td>
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<tr>
<td>Perception/Spatial</td>
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</tr>
<tr>
<td>Perception/Form</td>
<td>✓</td>
<td></td>
</tr>
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<td>Feeling</td>
<td>✓</td>
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<tr>
<td>Speech</td>
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<tr>
<td><strong>Inside Work</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside Work</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Slippery</td>
<td>✓</td>
<td>Steps - constant during inclement weather</td>
</tr>
<tr>
<td>Congested worksite</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Chemical Irritants</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Confined Space Entry</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vapour Fumes</td>
<td>✓</td>
<td>Associated with traffic / vehicle use; smoking</td>
</tr>
<tr>
<td>Noise</td>
<td>✓</td>
<td>Normal vehicular sounds; typical city noise; patrons; theatre performances; films</td>
</tr>
<tr>
<td>Proximity to moving objects</td>
<td>✓</td>
<td>People, traffic</td>
</tr>
<tr>
<td>Hazardous Machines</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Electrical hazard</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hazardous objects</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Radiant/Thermal Energy</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hot/Cold</td>
<td>✓</td>
<td>Constant during inclement weather</td>
</tr>
<tr>
<td>Humid</td>
<td>✓</td>
<td>Constant during inclement weather</td>
</tr>
<tr>
<td>Environmental Dust</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Organic Substances</td>
<td>✓</td>
<td>Spit on floors</td>
</tr>
<tr>
<td>Medical Waste</td>
<td>✓</td>
<td>Sharps</td>
</tr>
<tr>
<td>Blood Products</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Lighting – Direct</td>
<td>✓</td>
<td>Natural light outdoors</td>
</tr>
<tr>
<td>Lighting – Indirect</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vibration – Whole Body</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vibration – Hand/Arm</td>
<td>✓</td>
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</table>
Table 3: Essential Duty 3 – Information referral services (continued)

<table>
<thead>
<tr>
<th>b. Cognitive and Psychosocial Demands</th>
<th>Frequency During Task</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never / Rare</td>
<td>Infrequent / Occasional</td>
</tr>
<tr>
<td>Degree of Supervision</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Time Pressure</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Attention to Detail</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Memory Requirements</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Interact with co-workers</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Interact with public</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Work Alone</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reading</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Writing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Irregular Hours</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Operating Equipment</td>
<td>✓</td>
<td></td>
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</tbody>
</table>

Frequency Rating Definitions for % of Task


<table>
<thead>
<tr>
<th></th>
<th>Percentage of Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>0 %</td>
</tr>
<tr>
<td>Rare</td>
<td>0-1 %</td>
</tr>
<tr>
<td>Infrequent</td>
<td>2-5 %</td>
</tr>
<tr>
<td>Occasional</td>
<td>6-33 %</td>
</tr>
<tr>
<td>Frequent</td>
<td>34-66 %</td>
</tr>
<tr>
<td>Constant</td>
<td>67-100 %</td>
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</tbody>
</table>

STRENGTH

<table>
<thead>
<tr>
<th>Strength Category</th>
<th>Weight Handled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Limited</td>
<td>Up to 5 kg.</td>
</tr>
<tr>
<td>2. Light</td>
<td>5 kg. to 10 kg.</td>
</tr>
<tr>
<td>3. Medium</td>
<td>10 kg. to 20 kg.</td>
</tr>
<tr>
<td>4. Heavy</td>
<td>&gt;20 kg</td>
</tr>
</tbody>
</table>
Table 4: Essential Duty 4 – Storage of Patron belongings / baggage (at The Gathering Place only)

<table>
<thead>
<tr>
<th>a. Physical Demands</th>
<th>Frequency During Duty</th>
<th>Weight</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never</td>
<td>Rare</td>
<td>Infrequent</td>
</tr>
<tr>
<td>Lifting – Floor to Knuckle</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifting – Knuckle to Waist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifting – Over Shoulder</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying – with Handles</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying – without Handles</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pushing – Upper Extremity</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pushing – Hips/Legs assist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pulling – Upper Extremity</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pulling – Hip/Leg Assist</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Strength**

<table>
<thead>
<tr>
<th>Mobility</th>
<th>Frequency</th>
<th>Weight</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reach - Shoulder or Above</td>
<td>✓</td>
<td>Tags on boxes; storing supplies</td>
<td></td>
</tr>
<tr>
<td>Reach - Below Shoulder</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handling</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fine finger movements</td>
<td>✓</td>
<td>Computer</td>
<td></td>
</tr>
<tr>
<td>Neck - Static Flexion</td>
<td>✓</td>
<td>Depends on monitor height (if too low)</td>
<td></td>
</tr>
<tr>
<td>Neck – Static Neutral</td>
<td>✓</td>
<td>While viewing monitor</td>
<td></td>
</tr>
<tr>
<td>Neck – Static Extension</td>
<td>✓</td>
<td>Depends on monitor height (if too high)</td>
<td></td>
</tr>
<tr>
<td>Neck – Rotation</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Throwing</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sitting</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Running/Jumping</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Climbing</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bending/Stooping</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crouching</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kneeling</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crawling</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Twisting</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balancing</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travelling</td>
<td>✓</td>
<td></td>
<td></td>
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</tbody>
</table>

**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)

<table>
<thead>
<tr>
<th>c. Physical Demands (continued)</th>
<th>Frequency During Task</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N R I O F C</td>
<td></td>
</tr>
<tr>
<td><strong>Sensory / Perception</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hear/Conversations</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hear/Other Sounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vision/Far</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Near</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Colour</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vision/Depth</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Perception/Spatial</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Perception/Form</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Feeling</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Speech</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Work Environment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inside Work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside Work</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Slippery</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Congested worksite</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Chemical Irritants</td>
<td>✓</td>
<td>Depends on belongings</td>
</tr>
<tr>
<td>Confined Space Entry</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vapour Fumes</td>
<td>✓</td>
<td>Depends on belongings</td>
</tr>
<tr>
<td>Noise</td>
<td>✓</td>
<td>People</td>
</tr>
<tr>
<td>Proximity to moving objects</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hazardous Machines</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Electrical hazard</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hazardous objects</td>
<td>✓</td>
<td>Depends on belongings</td>
</tr>
<tr>
<td>Radiant/Thermal Energy</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Hot/Cold</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Humid</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Environmental Dust</td>
<td>✓</td>
<td>Depends on belongings</td>
</tr>
<tr>
<td>Organic Substances</td>
<td>✓</td>
<td>Depends on belongings</td>
</tr>
<tr>
<td>Medical Waste</td>
<td>✓</td>
<td>Depends on belongings</td>
</tr>
<tr>
<td>Blood Products</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Lighting – Direct</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Lighting – Indirect</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vibration – Whole Body</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Vibration – Hand/Arm</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
Table 4: Essential Duty 4 – Storage of Patron belongings / baggage (at The Gathering Place only) (continued)

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

**Frequency Rating Definitions for % of Task**


<table>
<thead>
<tr>
<th>Percentage of Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
</tr>
<tr>
<td>Rare</td>
</tr>
<tr>
<td>Infrequent</td>
</tr>
<tr>
<td>Occasional</td>
</tr>
<tr>
<td>Frequent</td>
</tr>
<tr>
<td>Constant</td>
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**STRENGTH**

<table>
<thead>
<tr>
<th>Strength Category</th>
<th>Weight Handled</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Limited</td>
<td>Up to 5 kg.</td>
</tr>
<tr>
<td>6. Light</td>
<td>5 kg. to 10 kg.</td>
</tr>
<tr>
<td>7. Medium</td>
<td>10 kg. to 20 kg.</td>
</tr>
<tr>
<td>8. Heavy</td>
<td>&gt;20 kg</td>
</tr>
</tbody>
</table>
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
Essential Duty 4: Storage of Patron belongings / baggage (at The Gathering Place only)