



taylor'd

ERGO TIMES



Were you blitzed?

As you probably heard, the Ontario Ministry of Labour (MOL) carried out a “blitz” with an ergonomics focus, in February, 2012. In fact, they were targeting industry, construction, mining, and healthcare.

At press time, it was too early to report on the outcome of this year’s blitz, but two of our regular ongoing clients did receive visits from the MOL inspectors. Here’s what one of them reported to me:

The inspector came and asked if we had MSDs. I showed him our stats, which indicate that, since launching our ergonomics program in 2005, we’ve gone from 51% MSDs, to 15% in 2011. They asked what we were doing and I described our ergo team, how we work with an ergonomist, and how we’ve been working on design projects. I showed him our action register. The meeting took about 10 minutes. Then we spent about 10 minutes in the plant. I showed him the ergo bulletin board, and some of the projects that we’ve worked on. He said that he saw lots of best practices in place, and was very pleased with our program. No orders were issued.

Here is an account from the second client who had a visit:

The inspector came in and asked a few questions about our MSD program. We went through our injury statistics and I explained that we have been working with Taylor’d to address our problem areas. He was quite familiar with Taylor’d, and from there just kind of assumed we were in good hands. We went to the floor and the focus of his tour was on jobs requiring heavy lifting and push-carts. He saw a few issues and recommended some follow-up with [the ergonomist] on push forces of the carts. That was not an order though. We got four orders:

- Fix a rut in the floor – a gouge in the concrete made it difficult to push a rack of goods
- Create a product weight chart which indicates the parts that require a two-person lift
- Conduct safe lifting training for associates in departments where heavy lifting is required.
- Conduct training on recognizing the signs and symptoms of MSDs

The inspector did place a lot of faith in the work that Taylor’d does. After the tour around the plant floor, he called his boss in London to review the findings. He had personally seen [the ergonomist’s] reports and had faith that we would be able to handle the orders. Hence they decided it won’t be necessary to follow-up with another personal visit.

Of course, we’ve also been getting calls from companies who were not so “lucky”. The inspectors have the ability to issue orders, just as they have for many years, when they see MSD hazards. Workplace Safety Prevention Services (<http://www.healthandsafetyontario.ca/Resources/Articles/WSPS/MSDs--first-MOL-blitz-of-2012.aspx>) reported on previous MSD blitz results as follows:



Our mission:

Inspiring, building, and supporting partnership between your organisation and our innovative team to advance ergonomics excellence.

Our team:

Carrie Taylor Van Velzer
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Principal Ergonomist

Karen Hoodless
M.Eng., CCPE, CPE
Operations Manager/Ergonomist

Annie Barnwell
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Andrea Miklavcic
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Ergonomist, Mississauga, ON

Samantha Amy
B.Sc. (Hon.Kin.) AE
Ergonomist, Ayr, ON

Colin McKinnon
MSc., AE
Ergonomist, Ayr, ON

All of our ergonomists are members of:





2009—1593 visits, resulting in 4541 orders. The most common orders involved providing information, instruction and supervision to workers, conducting a risk assessment, having a written policy or program for doing certain hazardous tasks, ensuring workers are not endangered when handling materials, developing measures / procedures in consultation with the JHSC, and putting measures and procedures in writing.

2010—3550 visits, resulting in 8851 orders. (More than double 2009's visits, and almost double the number of orders!) The most common orders included training, maintaining equipment, keeping floors free from obstacles, materials handling, and taking every precaution reasonable under the circumstances for protecting workers.

Note that our on-site ergo clients are in pretty good shape—our annual audit ensures that their programs are documented, their employees are trained, and jobs are assessed. Please call us if we can help you to meet these objectives! For help with the training, please see our training calendar on the back page of this newsletter—all of these courses can be run on-site at your facility. For help with awareness training for employees at your site, consider using the puzzle on the bottom of page 3, about the early signs and symptoms of MSDs.

Free Ergo Speaker for Professional Groups



If your professional association is looking for a speaker on an “ergo” topic, please contact Carrie in our office. We would be happy to come out to speak with your colleagues! In fact, if you are within an hour radius of one of our offices, we can likely come at no charge!

Our Customers Love Us!



We have been doing customer satisfaction surveys for a few years now. They not only make us feel appreciated (thank you!), but they also help us to fine tune our service offerings, and help us to provide feedback to our ergonomists, so we can all learn and grow. This year, we sent out 60 requests to fill out our customer satisfaction survey, and 27 people generously took the time to do so. (We think that's a pretty good response rate!) Here's what this year's survey revealed about us:

- 100% of respondents reported that they were **satisfied with the value of our work**.
- 100% rated us as “very” or “extremely” **professional**.
- 100% reported that they were “satisfied” with **management services at TEI** (quoting, letting them know what to expect, timely report review, activity log summaries, invoicing, etc.). (In fact 89% reported that they were “extremely” satisfied; and no one was “dissatisfied” at all!)
- 100% of respondents said they were “very” or “extremely” **likely to recommend us** to people they know.
- Half of the respondents had used our competitor's services in the past. Of those, 100% said that our pricing was **more reasonable**, or at least “as reasonable”, as our competition.

And here's the fun part. These are a few of the quotes that were submitted via the survey:

“Carrie and Sam provided fantastic support and customer service as we embarked on a large scale project to upgrade the ergonomic status of our employees. I appreciated their flexibility and willingness to work with what we had to maximize staff comfort.” *Anne Marie Simpson*

“Comprehensive reports were provided. Good brainstorming opportunities, with good outcomes.” *Kim Jenereaux*

“Having worked with Taylor'd Ergonomics for a few years, I have placed them at the top of my list for ergonomics advice, assessments and training. I have worked with several other ergonomists over the years, from other organizations, but have never reaped the same results that I have with Taylor'd Ergonomics. Taylor'd is the first organization to take in the needs of the individual, their work style and the restrictions within the organization. This holistic approach provides a positive and trusting relationship that enables managers to make sound decisions when assessing employee needs. The knowledge I have gained by observing Taylor'd Ergonomists and attending one of their workshops has prepared me to identify problems and make some corrections often rectifying them before a lasting medical problem occurs. When ergonomic issues arise outside my area of knowledge, I do not hesitate to recommend an assessment from Taylor'd. I trust them and know my client will receive recommendations that are suited to them and their work environment and style.” *Jannette Fisher*



Check your mailing label...win a shirt!

We held a draw to give a sweatshirt to one of the many people who sent us address updates. Congratulations to **Anjie Davis**, of Kraft Canada, who earned a sweatshirt this month. If your mailing label is incorrect, please fax (519 632 7469) or email us (info@taylordergo.com) with a correction.

If you would like to receive an electronic copy of our newsletter instead of a hard copy, please let us know. We can email you the newsletter as a pdf document, or you can download it from our website. We're happy to keep mailing the newsletter to you if you are more likely to read a paper copy.



Our 2012 Training Calendar

◆ Ergo Design March 21, or October 3, 2012

Participants, including engineers, safety coordinators, and ergo team members, will learn to incorporate effective ergonomic design features into new workstations, jobs, and layouts, using our detailed design guidelines. [You will learn to:](#)

- Describe and use **“anthropometric (body size) data”**.
- Use design guidelines to identify the **specifications** of a solution. In particular, you will learn to apply the guidelines for working **height, reach, and clearance**, through a variety of case studies.
- The course also includes **detailed ergo design guidelines** for the following:

Carts	Design for repair	Hand work	Mechanical assists	Work design
Containers	Displays	Hand tool design	Personal protective equipment	Work flow/conveyors
Controls	Floor surface	Lighting	Seating	

◆ Ergo Hazard Identification April 18, 2012

This one-day course will help participants to use the Ontario MSD Prevention Guidelines tools. This is a great course for your ergo team or JHSC. [You will learn to:](#)

- Use key tools included in the MSD Prevention Guidelines Tool Box, such as **discomfort surveys, feedback surveys, workplace inspection checklists, computer work station checklists**, and more.
- Effectively use the **risk assessment checklist**. This will include learning to quantify and evaluate force, awkward posture, and repetitive movements.
- Identify when and how an **in-depth risk assessment** should be done.
- Set an action plan for **implementing** the MSD Prevention Guidelines.

◆ Physical Demands Description May 8-9, or September 11-12, 2012

This two-day session will allow participants, including ergo co-op students, nurses, safety coordinators, and return-to-work coordinators, to collect data and write a concise physical demands description report for the WSIB, employee's doctor, physiotherapist, or for internal company use. [You will learn to:](#)

- Identify a **primary job objective**.
- Discriminate between **essential** and non-essential duties.
- Use tools to measure **force, posture, and repetition**.
- Learn to take **photos** effectively. (Bring a digital camera from your facility, or use one from our class set.)
- Measure and document **workstation** parameters.
- Describe environmental, sensory, and mobility demands.
- Write a **concise physical demands description report** including a summary of the “functional requirements” that matches the WSIB's FAF form.
- Validate** the report, obtaining worker and management verification.

◆ Ergo Hazard Control Toolbox, May 30, 2012

◆ Driver Ergo, June 6, 2012

◆ Lifting Tips Train-the-Trainer, Oct 24, 2012

◆ Return-to-Work, November 14, 2012

◆ Office Ergo, November 21, 2012

Please see our web page for more info on future courses!

To register, complete and fax this page to 519 632 7469, with your purchase order number, or mail it with a cheque to Taylor'd Ergonomics, Box 1107, Ayr, ON N0B 1E0. Your registration will be **confirmed by fax or email, 1-2 weeks before the course**. Register early, as space is limited. We do not accept credit card payment. Cancellations within one week of the workshop are subject to a \$100 charge; substitutions are always welcome.

Name(s):	Company:		
Phone:	e-mail:	P.O.#	(if no PO, please send cheque with registration)

Please register me for the: **Ergo Design** on March 21, \$425+hst **Ergo Hazard Identification** on April 18, \$355+hst
 Physical Demands Descriptions on May 8-9, \$785+hst **HST#89765 6377**



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