



2016 On-site Ergo Program

\$720-850/day*
plus hst and expenses
See page 2 for price range info.

What services are available to you when we're on-site?

Essentially, we'll take care of whatever ergonomics projects you line up for us, including any of the following:

Physical demands analyses - A PDA is a concise description of job demands. Each step of the job includes a digital photograph, a description of postural demands for each body part, measurements of force demands, work parameters, and task description. The PDA includes a "functional requirements summary", which follows the criteria in the WSIB's functional abilities form.

Physical demands profiles - A PDP is a shorter, quicker summary of job demands. They take only 4-12 hours to complete (including the report), and are therefore more easily done "on demand".

Ergonomics assessments - The ergonomics risk analysis prioritises concerns using a risk index. Once we have established the level of risk, we work closely with your internal resources to develop feasible solutions to address concerns. An optional employee survey involves employees in the process of risk identification, and provides a baseline discomfort score.

Office ergonomics and sit-fit (driver) assessments - The ergonomist can assess and adjust office and vehicle "workstations" to improve comfort, safety and productivity, and provide detailed recommendations for improvement.

Demands-abilities evaluations - The ergonomist can support your return-to-work program by quantitatively reviewing the match between a worker and the jobs available. S/he provides an objective third-party opinion on the suitability of the jobs offered.

Rapid ergo directives (RED) - This format, available *only* to on-site ergo clients, allows us to provide quick one-page direction on ergo or return-to-work issues. We know we'll be there next week if you have questions or need more help, so we can give "directives" without doing formal analyses/reports.

Face-2-face worker ergo training - Our one-hour ergo workshops are specifically aimed at office workers, drivers, manual handlers, and "industrial" (general) workers. Participants get hands-on experience in how ergonomics affects them at work. Employers value the competency-based training, including certificates upon successful completion.

Customised ergo policies - We can help you to set up an ergonomics policy and procedures, heat stress prevention program, ergo suggestion program, equipment purchasing guidelines, etc. With the on-site package, our policy templates are available to you at no extra cost!

Ergo program development and support - We have experience in all aspects of program development and management. We can audit your current ergo program to identify gaps and provide recommendations for new program elements. We can train and support your ergo team, supervisors, workers, and engineers. We can analyse injury statistics and surveys to help to focus priorities. We can help you to set product standards for tools and equipment. We can trial or assess new interventions.

Implementation support - One of the strongest features of the on-site ergo service is that it allows us to support each project through the implementation phase. We help you make changes, by providing vendor resources, getting quotes, working with maintenance or facilities staff, cost-justifying changes, tracking implementation, conducting buy-offs, providing implementation coaching, and completing follow up. We can use status logs to monitor the process of recommendations and implementation. We have a library of research and vendor resources at the ergonomist's disposal. What we don't have in our office, we can get!

(Please contact us for further information on any of these services.)

Why use our on-site ergo approach?

Traditional ergonomics "consultants" can assess a job and provide recommendations, but rarely have the opportunity to facilitate change. Our "On-Site Ergo" program offers the support of a dedicated ergonomist to companies that are not large enough to warrant a hiring a full-time staff ergonomist. The program includes many free "bonus" services, which would not be included with a traditional consulting approach.

Other advantages include:

Flexibility. Since your ergonomist is available on a regular basis, you can prioritise projects, day-by-day. For example, s/he can handle risk assessments, design projects, and return-to-work issues, without a separate quote for each project. S/he can help carry projects right through the implementation phase.

Immediate reports. Our clients appreciate our quick report turnaround time. Even better, since we're at your site on a regular basis, we can use a quicker "Rapid Ergo Directive" format to provide quick written feedback on a project. If you have questions or need a full analysis, we can continue with the project on our next visit. This approach saves time and provides an immediate response to urgent issues.

More effective solutions. Being on-site allows more employees to get involved with ergonomics. The ergonomist develops relationships with your internal resources, ultimately resulting in more effective solutions.

Leveraged experience. A certified ergonomist with 25+ years of experience provides feedback on reports, and researches technical and vendor issues for you. We often involve our entire team in brainstorming client projects at our bi-weekly team meetings.

Ergo program support. The "program" aspects of your on-site ergo program, including bulletin board material, "ergo extras" (handouts), and awareness contests, are developed in our office, on "our" time.

"Bonus" services

More info on bonus services can be found later in this document.

In addition to the on-site services provided by "your" ergonomist, you will be eligible to receive all of these free "bonus" services:

Ergo bulletin board with weekly and monthly updates. We start with an intro to the ergo program, and update the board's theme monthly, with materials developed in our office. We also provide an "ergo thought of the week".

Quarterly awareness contests. Every quarter, you will be offered an awareness contest for your employees, including handouts (puzzles or other challenges) and great prizes.

Unlimited awareness seminars. Our ergonomist can customise and present short sessions on a host of topics for your employees.

Unlimited access to our one-page "ergo extras". We maintain a binder of articles and puzzles that you are welcome to copy for in-house use. We add to this binder on frequent basis, so we always have new material to share with your employees.

Progress reports. Your ergonomist will summarise the program activities every month or two (at your preference), as well as any obstacles we have encountered. We include "success stories" with our progress reports, whenever possible.

Discount on Taylor'd Ergo training and posters. You will be eligible for a discount for all Taylor'd Ergo workshops, including open enrolment and on-site training, as well as our e-learning program, and printed stretching and lifting tips posters.

"The team has helped us to keep our PDAs up to date, and has also been very flexible, ready to respond to changes in business priorities and get the job done. A great team. Able to work on the floor and get the respect and buy-in from all involved."

Shane Williston

On-site Ergo Terms & Conditions (“The fine print”)

What is Taylor'd Ergonomics responsible for?

Our ergonomist will be responsible for conducting work site analyses, developing reports, and providing services as outlined in this document. We will regularly advise you on the status of the current projects, and provide support from our main office as indicated. Should we need to transfer a project from one ergonomist to another, we will schedule sufficient overlap (at no charge to you) to bring the new ergonomist fully up to speed.

What are you responsible for?

The client assumes some responsibility for the success of the program, as outlined below:

- To provide background information as requested, or to connect the ergonomist with the appropriate resources so that s/he can obtain the information directly, and to make key resource people available to meet with the ergonomist as needed.
- To advise of scheduling plans and changes within a reasonable time frame. If you cancel the program before the end of your term, you will be responsible for *providing at least four weeks' notice*. Dates cancelled within four weeks are subject to a 50% cancellation penalty.
- To make space available for the ergonomist. Your ergonomist will bring all of the equipment that s/he will need to perform assessments. S/he will need a table or desk and electrical outlet. A secure space to store project files is also helpful.
- You acknowledge that our consultants are an integral part of our business. You agree that for a period of two years following termination of our last contract with your company, you will not either directly or indirectly solicit our consultants for the purpose of employment with your company or for the purpose of providing the same or similar services as provided by Taylor'd Ergonomics.

How will you be invoiced?

Your invoice will be generated at the beginning of each month, for work completed in the previous month. Each invoice includes a detailed summary of all work performed by the ergonomist and our management staff. Invoices will be due within 30 days. The minimum commitment required to launch a program is 16 days of consulting. Fees outlined below are guaranteed for 2016. This contract will continue into the next calendar year, although your rates may be adjusted in January of each year. You will be advised of rate adjustments by the end of November each year. Mileage will be charged at the current rate from our London, St. Mary's, Mississauga or Cambridge office, depending on which ergonomist is assigned to your project. Travel requiring more than one hour (one-way) will be billed at the current rate (in addition to mileage). Clients outside a one hour radius of the ergonomist's office usually choose to schedule two-day site visits, with food and accommodation charged as reimbursable expenses.

When might additional charges apply?

Under some conditions, additional charges may apply. These conditions are:

- When you want us to work on off-shifts, like evenings (after 6:00 p.m.), early mornings (before 7:00 a.m.) or weekends (pending ergonomist availability). An overtime surcharge of 25% will apply to work performed on off-shift hours.
- When you cancel dates with short notice. Cancellation charges of 50% of the scheduled fee apply for dates cancelled with less than one week's notice. Cancelling the program with less than 4 weeks' notice will result in a 50% cancellation charge for all dates within 4 weeks of cancellation, and an adjustment for discounts offered that did not apply with the shorter term.
- When you ask us to work on your projects between our site visits. Rates for work done in our office are described at the bottom of this page.
- When you want us to provide training. We offer many different workshops, which are outside the scope of the regularly scheduled visits. These workshops are typically scheduled on additional days. Training rates, including discounts, are outlined later in this document. (Note our one-hour "awareness sessions" and "face-2-face" sessions are charged as regular days (handouts at additional cost), as long as the ergonomist prepares for the session at your site.)

What is ergonomics certification?

For information on ergonomics certification in Canada, please see www.cccpe.ca. A "certified ergonomist" has a relevant degree, including courses in all key competencies, and four or more years of full-time ergonomics experience, including one year of mentored work. An associate ergonomist (AE) has the degree, and is in the process of acquiring the experience. An AE "Candidate" has applied and is awaiting approval from the CCCPE board.

When can we start?

Taylor'd Ergonomics is prepared to begin this project usually within 2 weeks, but no later than six weeks after approval is obtained, as indicated a signature on this contract, or a purchase order.

How is confidentiality protected?

Any information divulged to Taylor'd Ergonomics by the client during the course of this contract will be regarded as confidential. Taylor'd Ergonomics will not use or disclose any such information to any person during or after the period of this agreement. Project files are stored for a minimum of four years.

How does copyright apply?

Taylor'd Ergonomics Incorporated maintains copyright for the format of all reports, and all training materials. Reports will be provided electronically in a "read-only" format. The contents of the reports must never be altered without our involvement, as we hold responsibility for the integrity of the data contained in the reports. Materials provided (e.g. bulletin boards, "ergo extras") are for use within your facility, during the term of our contract with you. Contact us for pricing information for corporate programs and opportunities to share this program between sister facilities.

2016 Fees - On-site Ergo Authorization (“The commitment”)

Your signature or purchase order confirms acceptance of the fees and terms and conditions indicated within this proposal. Please sign and email or fax this sheet back to our office at (519) 623-9164. We look forward to working as your on-site ergonomist!

As needed (typically one day every second week): Certified Ergonomist: \$850/day, Associate Ergonomist: \$770/day

SAVE! One day per week: Certified Ergonomist: \$830/day, Associate Ergonomist: \$750/day

SAVE MORE! Two or more days per week: Certified Ergonomist: \$800/day, Associate Ergonomist: \$720/day

Work conducted in our office is charged at your regular per day rate. (i.e. 2 hours = 0.25 days)

Mileage: \$0.55/km. Travel time (only charged when one way travel time exceeds 1 hour, and total travel time exceeds 2 hours/day): \$55/hr

Hotel/food/travel expenses: as incurred.

Please schedule _____ days of on-site ergo service.


Carrie Taylor, M.Sc., CCPE
Taylor'd Ergonomics Incorporated

Your signature

Your name (please print)

Company

Date

Purchase order number or signature of approver

Purchase order value

Bonus services for 2016 (the “details”)

In addition to the on-site services provided by “your” ergonomist while s/he is on-site, we encourage you to take advantage of these “bonus” services, developed by our team, *at no additional cost*.

Ergo bulletin board with weekly and monthly updates. New clients start with an introduction to the ergo program. The ergonomist updates the board’s theme monthly, with materials developed in our office. We also include info about how to contact the ergonomist, and an “ergo thought of the week”. The boards are developed by our ergonomists, with topics that are timely and of interest. We intersperse “general interest” topics, such as car design and gardening, with more technical topics, such as heat stress prevention and lifting tips. Every year, we include themes on heat stress prevention, early recognition of MSD symptoms, and MSD hazard recognition. The “ergo thought” ensures that the board is continually changing. For 2016, our planned bulletin board themes are as follows (subject to change):

January	Wheelie, wheelie bad carts (why we need to pay attention to casters and wheels)
February	Boots and gloves: why it’s critical to keep your extremities warm
March	Is it too heavy? (It depends)
April	Tech terrors: Postures you should be wary of
May	Minimum required force: How a torque wrench can help
June	If “sitting is killing us”, is standing really saving us?
July	Lessons from a landscaper (how to prevent heat stress)
August	The eyes have it: Where you look affects how your neck feels
September	Planning for success at school (organising study and storage spaces, knapsacks, lockers)
October	Stretch (the top 5 most effective stretches)
November	Why does this hurt? (Understanding the body’s response to a new activity)
December	Sugar plum dreams: How to get the best night’s sleep

Some clients have asked for multiple bulletin boards; this option is available at a one-time cost of \$100 per extra board. (The first board is included in your on-site ergo fees.) The theme panels and “ergo thought of the week” updates for additional boards are provided at no additional charge. Replacement boards are also available, where needed, for \$100 each. (Boards remain the property of Taylor’d Ergo and are returned to us if you terminate or suspend our services.)

Quarterly awareness contests. Every quarter, we will develop and provide your staff with an awareness contest. Contests include handouts and great prizes, which change throughout the year. The contests are typically puzzles, designed to appeal to a broad audience; we try to ensure that language and literacy barriers are bridged through graphics and puzzles that can be solved with basic language skills. Currently planned contest themes for 2016 include:

Winter:	How can YOU make a difference in your own work? (word search)
Spring:	Push it! (choose the photo that shows the easiest way to push a load)
Summer:	Ergo chef (select kitchen features and tools that would be best for cooks and dishwashers in a restaurant kitchen)
Fall:	Aging with grace (word puzzle)

Face-2-Face worker ergo training. Schedule your ergonomist to provide hands-on, skilled-based one-hour training for workers. We offer four different topics: office, driving, lifting, and “industrial” (general). The course can be scheduled on a regularly scheduled day at no extra charge, as long as the ergonomist has some time to prepare for the session on-site. Course materials are charged at a rate of \$5 per person (includes a booklet, pen, and quiz/certificate).

Unlimited awareness seminars. Seminar topics (approximately one hour in length except where otherwise noted) can be selected from our topic list (please ask your ergonomist). The ergonomist prepares and presents to an audience in your facility, on a regularly scheduled consulting day, at no additional charge. If you’d like the ergonomist to customise our “off-the-shelf” program, s/he can do that during his/her regularly scheduled time on-site.

Unlimited access to our “Ergo Extras”. We’ve taken our most interesting newsletter articles, contests, and bulletin boards from the past 20 years and created one-page summaries. Your ergonomist will occasionally bring an indexed binder of potential handouts for you to review and select. Articles and contests are available to on-site ergo clients to use as handouts for safety week or safety talks, material for your company newsletter, or safety bulletin boards. We try to add new items to our ergo extras binders each month, so we always have something new to offer!

Monthly or bi-monthly progress reports. We provide regular updates on activities, obstacles, and plans, so you can monitor the progress of your ergo program. Whenever possible, we include an “ergo success story” with the progress report. These can be posted on the bulletin board, shared with your management team, or even shared with corporate or sister facilities. A very detailed monthly activity log summary is also provided with your invoice. This summary shows how all of your ergonomist’s time was spent, as well as time spent by other ergonomists, and time spent in our office to develop “on-site ergo” services.

Program templates. Many program components have already been developed by our staff, and these are available to your ergonomist to customise for your facility. Templates include:

- **Ergo policy template.** We’ve created an ergo policy and procedures document, based on our experience, and integrating resources from the new MSD Prevention Guidelines.
- **Ergo program audit.** We can review your current ergo initiatives and provide you with a score and a report, highlighting areas for potential improvement. Many of our clients perform this audit annually, as a “score card” that helps them to focus and plan for the next year.
- **Heat stress prevention program.** This program is updated annually to reflect the most current ACGIH guidelines.
- **PDA “key”.** We’ve developed a template handout that shows where to find the most commonly-referenced information in our physical demands analysis reports. The ergonomist can insert a copy of one of your PDAs, creating a very useful summary for supervisors, your modified work committee, HR, and others.
- **Ergo priority systems.** We use a “risk index” to help you prioritise projects. The optional “Ergo Priority Score” also integrates data about injury history, employee discomfort, and employee exposure.
- **Lifting tips coaching plans.** We’ve created a series of 15 lifting tips. Our ergonomists can customise the lifting tips, and deliver a series of highly applicable, hands-on coaching sessions to your employees. (If you’d prefer your staff to roll out effective lifting training, we also offer a train-the-trainer program. Your staff, or our ergonomist, can customise the coaching plans for delivery to your facility.)
- **Project status logs.** Our ergonomists can track your projects, recommendations, and implementation, using this spreadsheet.

20% discount on open enrolment Taylor'd Ergo training. We offer open enrolment workshops on the following topics:

- **Physical demands analyses.** This 2-day program should be attended by anyone who is responsible for coordinating a return-to-work program using our PDAs, and by co-op students who are expected to complete PDAs in the Taylor'd Ergo template.
Regular price: \$785 **Your price: \$628.00 + hst**
Scheduled for: January 6-7, May 11-12, and September 7-8, 2016
Target audience: Occupational health nurses, Return-to-work coordinator or committees, Ergo co-op students, Safety coordinators
- **Office ergo.** This 1-day course teaches participants to evaluate an office workstation, and to identify and implement cost-effective solutions to ergonomics issues. This course includes one free copy of our stretching poster for each participant.
Regular price: \$375 **Your price: \$300.00 + hst**
Scheduled for: April 6, and November 24, 2016
Target audience: Safety coordinators, Facility management, IT staff, office JHSC members, Occupational health nurses
- **Ergo Design.** This one-day course is aimed directly at engineering staff, but safety, ergo, kaizen teams, and maintenance staff will find it helpful tool. It teaches participants to design work with appropriate working heights, reaches, and clearance. It also provides an overview of many other ergo design guidelines, including hand tool design, mechanical assists, seating, containers, displays, carts, and more.
Regular price: \$425 **Your price: \$340.00 + hst**
Scheduled for: April 21, and October 20, 2016
Target audience: Engineers, Safety coordinators, Maintenance staff, Kaizen teams
- **101 Ergo Solutions** – We've packed all kinds of ideas and case studies into this course, including machine principles (levers, wheels, pulleys, etc) and how they apply to ergonomics, job rotation, ways of optimizing working heights and reaches, innovative tools, vehicle features, and more.
Regular price: \$360 **Your price: \$288.00 + hst**
Scheduled for: February 18, and November 17, 2016
Target audience: JHSC members, Ergo team members, Safety coordinators, Maintenance staff
- **Driver ergo.** This 1-day program provides resources to drivers and managers to address the ergo issues associated with driving. Includes a quick reference guide (checklist).
Regular price: \$365 **Your price: \$292.00 + hst**
Scheduled for: June 1, 2016
Target audience: Safety coordinators, Fleet coordinators, Material handling supervisors, HR and Managers for transportation companies
- **Lifting tips Train-the-trainer.** This 1-day train-the-trainer program provides the skills to lift safely, as well as template coaching plans that can be used to roll out an ongoing safe lifting campaign. This course includes one free copy of our lifting tips poster for each participant.
Regular price: \$370 **Your price: \$296.00 + hst**
Scheduled for: September 28, 2016
Target audience: Safety coordinators, JHSC members, Supervisors in material handling departments
- **Return to Work** – This workshop reviews how to effectively bring injured workers back to work. Participants will learn how to use physical demands analyses to evaluate the match between the worker's capabilities and the job demands, how to communicate with Health Care Providers to seek clarification, how to identify appropriate accommodations, and when and how to use (or not use) job coaching.
Regular price: \$350 **Your price: \$275.00 + hst**
Scheduled for: March 30, 2016
Target audience: RTW coordinators, Safety coordinators, HR coordinators, Occupational health staff
- **NEW! Health care ergo** – This workshop is aimed at people who provide care to others in a home setting. Participants will learn to prepare an environment that is safe and efficient, and to transfer people between bed and chair. We will also review tips for improving the tasks of providing care.
Regular price: \$340 **Your price: \$270.00 + hst**
Scheduled for: May 18, 2016
Target audience: Anyone who provides care to loved ones, patients or clients in a home or residence setting

Any of the above programs can also be conducted **on site at your facility**, at a discounted "on-site ergo" rate of \$1975.00 + hst per day, plus course materials and expenses, for up to 12 participants per session. In addition to the courses listed above, we also offer highly *customised* sessions: 1-day "**Ergo Design Guidelines for your facility**", and an 8-day **Ergo Team** workshop which includes analysis and "ergo priority score", job improvement process, design guidelines, and ergo "team" building. We can also customise our face-2-face one-hour sessions to include case studies from your facility.

Discounts on our Stretching, Safe Lifting, Office Ergo, and Driver Ergo posters

Our **colour posters**, including professionally drawn graphics, are available at discounted rates.

Regular price: \$5.00 each **Your price: \$4.00 each + hst and shipping**
Volume discounts: 10-24 posters, \$3.40 each, 25-99 posters, \$2.80 each, 100+ posters, \$2.20 each + hst/shipping

Discounts on our promotional products

Promotional items are used to promote ergonomics in your facility. Your ergonomist will bring a complimentary selection of items when you run your quarterly awareness contests. These items can also be purchased at the following discounted prices (volume discounts may also apply – please ask!):

- Four white golf tees with ball marker \$2 + hst/shipping
- Jar opener, \$3 + hst/shipping
- Blue carabiner stopwatch \$4 + hst/shipping
- 1-litre water bottle with "ergo" graphics, \$6 + hst/shipping
- Grocery tote, \$5 + hst/shipping
- Sling bag, \$5 + hst/shipping
- Blue 8.5" x 11" clipboard with retainer clip, \$8 + hst/shipping
- Lunch bag, \$9 + hst/shipping
- Travel tumbler with "driver ergo" graphics, \$10 + hst/shipping
- Black shoulder tote bag with navy trim, \$10 + hst/shipping
- Tool light (screwdriver, level, and flashlight), \$6 + hst/shipping

Team brainstorming. Our bi-weekly team meetings are also used for brainstorming whenever an ergonomist wants additional input on particularly challenging projects, to take advantage of over 50 years of collective experiences. Your ergonomist reviews the concern with the team, shows photos or video, and the team participates in a brainstorming session to help generate new ideas

Peer-reviewed reports. A certified ergonomist with over 25 years of experience reviews all of "your" ergonomist's reports, ensuring quality control, and a "second opinion", at no extra charge to you. (Reports written by a CCPE may be reviewed by an Associate Ergonomist.)

"We have been using Taylor'd Ergonomics for the last year and have been very pleased with the quality of the DAEs, PDAs, and PDPs completed. The reports have been used effectively for return-to-work plans, WSIB claims, and accommodations. Their staff is pleasant to work with and is excellent when communicating with front line staff and management. We will definitely be using Taylor'd for future projects."

Jennifer Rose
City of Woodstock