



# taylor'd ERGO TIMES



## How much will it cost?

To provide a quote for a specific project, we ask a lot of questions about the job to be assessed, what is “driving” the project, and what the client hopes to get out of the process. We’ve never aimed to be the cheapest provider, but we have always strived to provide the best value. We often wish clients would come to us and say, “I have this much money to put toward ergonomics. Here are my problems and goals. What can you do with my budget?”

Fifteen years ago, we developed a program that we called “**On-Site Ergo**.” It provides the services of an ergonomist to clients with large projects, or ongoing needs. Most of our On-Site Ergo clients are mid-sized organisations: large enough to need ergonomics support, but not large enough to hire a full-time ergonomist. The program offers our lowest rates, and it also includes free “bonus” services, which we develop for all of our “On-Site Ergo” clients at once. We LOVE giving away our bonus services – awareness materials, ergo contests with prizes, bulletin boards, etc.

Most On-Site Ergo clients schedule weekly or biweekly dates with us throughout the year. Employees come to expect us on that day every week. On-site ergo clients typically have goals for the year – for example:

- ☐ To update the PDA/CDAs in assembly
- ☐ To train all employees in material handling (driver and lifting tips workshops)
- ☐ To complete ergo assessments for 5 jobs in the paint department

A few clients prefer to bunch dates together during a particular time of the year (e.g. heat stress preparation), or to get a specific project completed (e.g. PDA/CDA updates).

Within this program, we can use our “RED” reporting format: a “Rapid Ergo Directive” is a quick, short report. It provides guidance or feedback on a specific issue, without the detail or time investment of a full assessment. It’s a great way to leverage the ergonomist’s time.

Faced with the challenge to provide more for less, we’ve also worked hard to optimise our “face-2-face” training. A typical F2F day would include one or two sessions of one-hour, hands-on ergo workshops, and then individual job coaching for participants at their workstations for the rest of the day. A client who initially asked for 30 office assessments (which could take weeks), might be satisfied with one day of training and job coaching, and a much smaller number of individual assessments for employees with specific needs. The F2F training comes in five “flavours”: office, lifting, industrial, driving and, now, supervisors.

So, “How much does it cost?” If you book our services in full days, our rates range from \$720-1150 per day, plus expenses and HST. (The lowest rate is for big projects, with a less experienced ergonomist. The highest rate, for face-2-face training, includes prep time.) We can usually finish two full office assessments in a day, including reports. A PDA/CDA or an ergo (risk) assessment in an industrial environment, with detailed recommendations, takes 1.5-4 days, including reports. Schedule bi-weekly visits (26 days) for a full year for as little as \$20000, or weekly visits (48 days) for \$36000, plus expenses and HST. Call 519 623 7733, or email [carrie@taylordergo.com](mailto:carrie@taylordergo.com), for info.



Improving work design to exceed your goals for productivity, quality, and employee health.

## SAVE A TREE!

You'll get more info, more often, if you **convert to e-news**. Just send us an email at [info@taylordergo.com](mailto:info@taylordergo.com), call 519 623 7733, or text 905 979 0356 to provide your email address.

When you move, please update our list, and leave our contact info for the person who replaces you!

## Our team

**Carrie Taylor**  
M.Sc., CCPE, CPE, R.Kin.  
Principal Ergonomist

**Karen Hoodless**  
M.Eng., CCPE, CPE  
Ergonomist, St. Marys

**Josie Blake**  
B.Sc.(Hon.Kin.), AE  
Ergonomist, London

**Kristina Zucchiatti**  
B.A.(Hon.Kin.), AE  
Ergonomist, Mississauga

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All of our ergonomists are members of:





## Bus'ting at the seams: What does the push toward public transit mean for ergonomics?

Many cities are actively planning expanded public transit, in an effort to:

- accommodate a rapidly expanding population.
- support environmental initiatives by reducing the number of cars on city roads, encouraging more people to use public transit, and improving access to activities around the city
- move people quickly and efficiently to their destinations
- support the development of industry and small business by ensuring that transit routes will be available and convenient for employees and customers
- connect cities within Ontario and Canada

What does this widespread push toward public transit mean for ergonomics? Growth in the public transit sector. (And, since we provide services to several of them, we welcome that growth!) The London Transit Commission (LTC), for example, currently employs 582 people, including 412 bus drivers, 99 garage and maintenance employees, and the rest in administration, transportation, and planning. In 2015, over 119,000 Canadians were employed in the bus and urban transit industry, with the large majority of employees (70%) hired as drivers. (Statistics Canada, Table 23-10-0083-01). As the demand for public transit increases, so do employment opportunities in this area.

### What does this mean for ergonomics?

Hiring new transit drivers with no bus driving experience means new employees transition from driving a car for short periods, to navigating busy city streets with a 40' or 60' "monster vehicle". If experienced drivers can be found, they may be driving with outdated driving habits, and they may bring a medical history of back, neck, or shoulder pain.



Transit drivers sit for prolonged periods of time, often in awkward postures. (Take a look, the next time you're parked at a stop light beside a bus! The driver probably looks more like the drawing at left than the trained LTC driver, above right. In particular, note the shoulder, upper back, and neck postures.) You might be surprised at how many interventions are available to reduce awkward postures, and improve comfort while driving. Many drivers do not know how to use the adjustability features of their vehicles, or what the optimum driving posture looks like. (This is not unique to bus drivers—truck drivers, delivery drivers, salespeople, and more, can

benefit from training to optimise vehicle adjustments and to use "ergonomic" driving practices.)

When a transit acquires more buses, it's important to ensure that the new buses will accommodate drivers with specific needs. A seat with a deeper seat pan may accommodate a driver with long legs, but create awkward postures for a smaller driver. Getting the ergonomist involved with the purchase process helps to ensure that the selected vehicle fits most people. The ergonomist measures and compares the vehicles' dimensions and adjustability ranges with the existing fleet, and helps to resolve any fit issues for drivers that have particular needs. Ergo issues with new vehicles may also occur in the garage—new maintenance tasks may have different or greater demands.

What can Taylor'd Ergo do to support city transit services? We:

- quantify job demands for drivers and service employees by completing **physical and cognitive demands analyses**
- conduct **sit-fit assessments** to evaluate and optimise drivers' working postures. Through research and practice, Taylor'd Ergo has developed a "sit fit" process to standardise the evaluation of workers in their driving posture, and a checklist to help workers optimise their fit in the vehicle. The sit-fit process is now part of London Transit's new employee orientation. Very occasionally, we identify a bus/driver fit that can't be corrected through adjustments, and these we address with other interventions.
- **quantify the design differences between bus models** (e.g. seat pan slide and height -adjustability, steering wheel height and telescopic capabilities, forces and step heights



## Missed our blog?

Here's what we've been talking about lately:

- What is the supervisor's role in an ergo program?
- Lean and mean—How the elimination of "waste" from production is increasing the risk of musculoskeletal disorders
- Right-click on my neck, please—What if your body came with online ergonomics help?
- On the road—Lessons on driving comfort from a new ergonomist
- Cognitive demands and concussions—when worlds collide

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- to access the bus, mirror, pedal and signal locations, etc.) that may affect the ability to accommodate bus operators
- **compare bus and seat design dimensions against industry standards** to ensure that the demands of the bus driver are within recommended design guidelines, and to help transit authorities select design features on new buses that optimise driver usability and comfort
- **identify and control MSD hazards in current and future bus designs** for not only drivers, but also the employees that service the buses and support the drivers
- provide **ergo training for existing and new drivers, driver trainers, and supervisors**, to ensure that drivers adjust the driver compartment optimally, use “ergonomic” work practices, report hazards, and address signs and symptoms of MSDs
- Provide **training and ergonomics support** for office staff and support employees in the garage and other areas of the organisation

If your community's transit, or your company's transportation department, is not doing all of these things, contact us. We can help.

“We've been working with Taylor'd Ergonomics since 2007; they have completed many PDA/CDAs, sit-fits, ergonomics assessments, and demands-abilities evaluations for our drivers and mechanics. Our experience has been very positive; the assessments and evaluations have provided us with valuable, useful information which we frequently refer to. The staff at Taylor'd are easy to work with, professional, and very competent in their area of expertise. Their “on-site ergo program” keeps our staff thinking about ergonomics and engages them through related contests, all year round.”

Joanne Galloway  
Director of Human Resources  
London Transit Commission

## More FREE stuff

### Ergo speakers

If your *professional association* is looking for a speaker on an “ergo” topic, please contact Carrie. We would be happy to come out to speak with groups of human resources professionals, safety professionals, disability managers, production managers, or engineers! If you are within an hour radius of one of our offices, we'll come at no charge! (We also offer many seminars and workshops for groups of *employees*—call for pricing.)



### Coffee with an ergonomist

If you can spare a half hour to chat about your ergo program, one of us would be happy to meet you for coffee, or even chat on the phone. We'd love to hear about how you're currently handling MSDs, quality issues related to worker performance, and productivity bottlenecks. Maybe we can help you to improve!



### E-news

Get insightful news about ergonomics, every 2-3 weeks, including this newsletter.



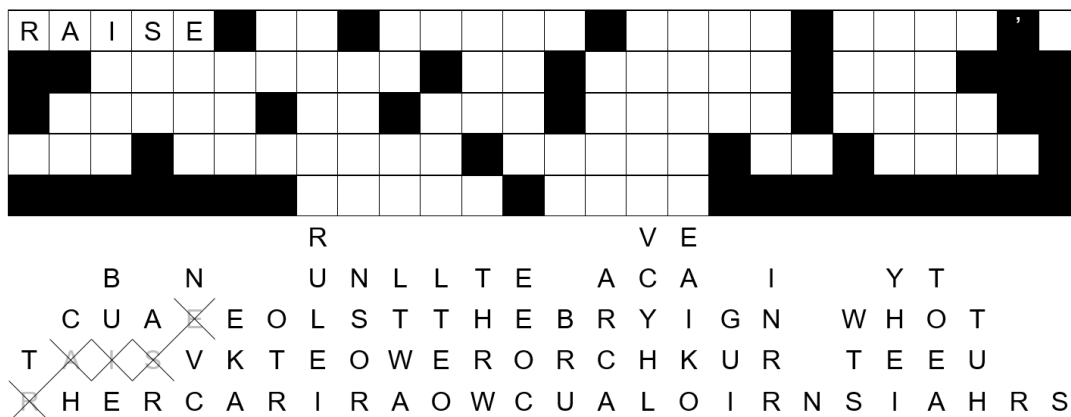
**Become an on-site ergo client.** Our regular ongoing clients get loads more free stuff, including:

- an ergo contest every 3 months, including prizes
- a monthly ergo bulletin to share with workers, as a slide show or on a bulletin board
- access to hundreds of one-page info sheets and puzzles on a huge variety of topics



## If we could suggest just one thing today...

Here is your ergo tip for the day, in a “fallen phrase” puzzle. The spaces for our tip are provided at the top. The letters are directly below the column in which they will fit, but jumbled within the column. We've found the first word for you.



### Did you know?

The new CSA standard (Z412-17)

states that, “Chairs shall have a height-adjustable lumbar support....of such a height and shape as to support the user's lower back.” During assessments, our ergonomists often find that backrests are too low.

(created with <http://puzzlemaker.discoveryeducation.com>)



## Fall is our busiest season for training. Sign up now!

For more details, or to register online, please visit our website [www.taylordergo.com/workshop/](http://www.taylordergo.com/workshop/)



Please register me for:



### ☐ **Physical and Cognitive Demands Analysis**, Wed-Thurs, September 5-6, 2018

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 an objective, concise physical and cognitive demands analysis report for the WSIB, employee's doctor, physiotherapist, or for internal company use. Participants learn how to measure forces, quantify "repetition", and obtain useful workstation and task photos. They also learn how to identify and quantify cognitive, behavioural, sensory, and communication demands.

\$795+hst HST#89765 6377



### ☐ **Office Ergo**, Wednesday, September 19, 2018

This one-day session will allow you to identify MSD hazards at office work stations, and develop cost-effective recommendations to address them. Includes suggestions for using and carrying laptops, introducing sit/stand stations, and more.

\$385+hst HST#89765 6377



### ☐ **Lifting train-the-trainer** Wednesday, October 3, 2018

In this one-day session, participants get hands-on practice, learning how and why to lift using 15 proper lifting techniques. They will also learn to effectively coach others to use these tips. Participants get coaching plans with sample "takeaways" to reinforce each of the 15 techniques.

\$380+hst HST#89765 6377



### ☐ **Ergo Design** Wednesday, November 7, 2018

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 ergo design guidelines. Guidelines include height, reach, clearance, tool selection, work flow, and more. This course has been recently overhauled to include more guidelines, and better graphics.

\$475+hst HST#89765 6377

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Name(s): \_\_\_\_\_ Company: \_\_\_\_\_

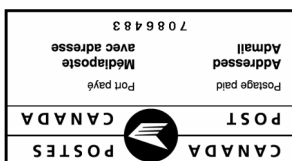
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

e-mail: \_\_\_\_\_ P.O.# \_\_\_\_\_ (if no PO, please send cheque with registration)



**NEW supervisor face-2-face ergo training!** Our hands-on, skill-based one-hour "face-2-face" sessions (driver, office, industrial, lifting, or supervisors) can be provided for as little as \$275/group (4 sessions in one day), plus materials (\$5 per person), and mileage. Provide targeted training for employees and supervisors, and then focus in on the supervisor's responsibilities specifically. Call, or find more info under the "training" tab at [www.taylordergo.com](http://www.taylordergo.com).

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