

# PHYSICAL DEMANDS ASSESSMENT

DISPATCHER

# PHYSICAL DEMANDS ASSESSMENT (PDA)

## DISPATCHER

As a national organization mandated to identify and support HR needs for Canada's trucking and transportation sector, Trucking HR Canada (THRC) plays a pivotal role in designing and completing projects that directly address HR challenges to support a vibrant and thriving trucking workforce. A key concern is the attraction, recruitment and retention of skilled workers to keep the wheels of the industry turning.

### What is the Issue?

Diversity and inclusion lead to strong, skilled workplaces; however, many industries - including the trucking sector - experience difficulties and barriers in engaging and retaining individuals that require accommodations to perform their jobs to their full potential.

### How Can Physical Demands Assessments Help Employers?

Physical Demands Assessments are an invaluable HR tool for employers to ensure diverse workplaces in which all workers can effectively perform essential and valuable work.

PDAs help to identify the physical requirements of a position that can then serve as the basis for implementing accommodations to allow workers to perform their jobs effectively and efficiently.

### What are Physical Demands Assessments?

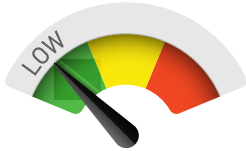
**Physical Demands Assessments (PDAs)** identify the physical job requirements for specific occupations. Once employers are aware of the physical requirements of the job, current employees and new hires can be assessed to determine if they can perform the physical duties. If required, potential accommodations can be put in place to allow workers from various under-represented groups to not only perform, but thrive, in their roles - a mutually beneficial outcome for both workers and employers.

## When are Physical Demands Assessments Useful for Employers?

Employers can use Physical Demands Assessments when working with the following diverse groups in the workplace:

- Workers with different physical body strength capabilities than their coworkers in the same role.
- Workers who may not have the same strength, balance, stamina or coordination as their co-workers.
- Employees who are returning to work after experiencing an injury that causes temporary impairment of physical ability or functioning.
- Employees or new hires who have permanent medical restrictions or disabilities that alter the way they perform certain physical tasks.

Physical Demands Assessments are useful for EVERY employee. PDAs promote the consideration of inclusive practices that help all workers to perform their jobs as effectively, safely and comfortably as possible.



# PDA OVERVIEW

## Job Description: Dispatcher

Dispatchers process and transmit information and instructions to coordinate the activities of Professional Drivers operating Class 1/A vehicles while transporting goods over urban, interurban, provincial/territorial and international routes. They are employed by transportation companies, manufacturing and distribution companies, moving companies and employment service agencies. In some companies, the dispatch function is shared between two or more individuals with the following job titles: Fleet Manager; Customer Service Representative; Planner; Trip Coordinator; Driver Manager; and Dispatcher.

### Most physical aspects of the job:

No physical activities requiring **STRENGTH** were identified during the assessment.

The most commonly performed actions requiring **MOBILITY AND PHYSICAL POSITIONING** include:

<p><b>CONSTANTLY Performed Actions:</b></p> <ul style="list-style-type: none"> <li>■ Sitting</li> <li>■ Reaching (Forward/Up and Down)</li> </ul>	<p><b>FREQUENTLY Performed Actions:</b></p> <ul style="list-style-type: none"> <li>■ Wrist Movements</li> <li>■ Fine Finger Movements (e.g. Keying)</li> </ul>	<p><b>OCCASIONALLY Performed Actions:</b></p> <ul style="list-style-type: none"> <li>■ Neck Movements</li> <li>■ Elbow Movements</li> <li>■ Gripping</li> </ul>	<p><b>RARELY Performed Actions:</b></p> <ul style="list-style-type: none"> <li>■ Standing</li> <li>■ Walking</li> <li>■ Climbing (Stairs)</li> </ul>
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### Legend:

	% of Shift	4hr Shift	8hr Shift	12hr Shift
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## ESSENTIAL JOB FUNCTIONS:

Essential job functions are the fundamental duties required of Dispatchers. In other words, they are the duties that the incumbent ***absolutely must be able to do*** to perform the job.

The Essential Job Functions of the Dispatcher are:

- Managing Human Resources (namely Drivers)- through computerized dispatching software, radio, and telephone
- Servicing Customers - through computerized and telephone conversation

Dispatchers spend upwards of 60% of their day Managing Human Resources and upwards of 20% of their day Servicing Customers.

## ESSENTIAL PHYSICAL JOB REQUIREMENTS

The Dispatcher position has limited physical requirements, none of which are deemed to be essential for the job. In most cases, accommodations can be made (in keeping with the capabilities of the company) to allow an individual to perform required job functions.

## POTENTIAL ACCOMMODATIONS

Please note that the accommodations referenced are high-level suggestions for employers. However, any individual requiring accommodations to perform their job tasks should be assessed by an accredited and/or certified professional (e.g. Registered Kinesiology, Ergonomist, Physio/Occupational Therapist) to develop an accommodation plan that is right for the individual.

Potential accommodations for actions requiring **MOBILITY AND PHYSICAL POSITIONING**:

- **Sitting** - ergonomically-fitted seat and workstation
- **Reaching** - supportive hooks, bars or grabbing tools; ergonomic workstation
- **Wrist movements** - supportive braces
- **Fine finger movements** - ergonomic keyboard
- **Neck movements** - ergonomic workstation, braces and supports
- **Elbow movements** - ergonomic workstation, braces and supports

#### Universal Inclusive Practices and Accommodations:

- Ensuring a low-scent or scent-free environment (e.g. in vehicles, loading/unloading areas and offices)
- Providing frequent breaks to allow workers experiencing non-visible disabilities to conserve energy (e.g. workers experiencing chronic fatigue, chronic pain, needing to take medication, needing to eat at specific times, needing to take more frequent bathroom breaks)
- Using electronic devices (e.g. tablet computers or smartphones with touchscreens) to complete administrative tasks requiring fine finger movements or wrist movement
- Providing ergonomic chairs during periods of sitting or when at rest during breaks
- Providing ice packs or heating pads (in-cab or in-office) to assist in pain management
- Stretching during breaks
- Wearing orthotic footwear
- Outfitting computer monitors with screen protection to prevent glare and prevent headaches
- Ensuring all step ladders, step stools and ladders are equipped with grips to ensure stability and prevent slips and falls, as well as grab grips and vision reflection strips.
- Providing headsets for desk jobs that require wrist movement or neck and neck movement
- Utilizing grip holders for use of devices – such as phones or clipboards – that require an open grip
- Using ear plugs to block out excess noise but maintain hearing ability to assist workers with noise sensitivity, post-concussion or auditory processing issues
- Using sunglasses or darkened lenses to manage light sensitivity issues.

# PHYSICAL DEMANDS PROFILE

<b>Job Title</b>	<b>Dispatcher</b>	<b>NOC</b>	<b>1475.1 - Dispatcher</b>
<b>Report Completed By</b>	CBI Workplace Solutions		

## JOB OBJECTIVE:

Dispatchers process and transmit information and instructions to coordinate activities of professional drivers.

## KEY PHYSICAL JOB TASKS

### 1. Service customers

- a. Prepare customer’s order and requests
  - i. Record customer’s order information into dispatch operating system
  - ii. Update customer profile with new information and inform drivers of particular needs or expectations
- b. Ensure customer satisfaction
  - i. Share information about customer’s expectations and needs with company personnel
  - ii. Maintain accessibility outside of business hours
- c. Reply to inquiries from internal and external customers
  - i. Remain up to date with e-mail and satellite images

### 2. Manage human resources

- a. Maintain regular communication with drivers.
  - i. Provide drivers with trip information and documents
  - ii. Dispatch drivers
  - iii. Advise drivers of route and schedule changes
- b. Monitor driver performance
  - i. Recognize signs of issues
  - ii. Prepare non-conformance reports
  - iii. Prepare accurate and concise details of non-conformance and follow-up action required
- c. Oversee drivers
  - i. Schedule drivers for re-certifications and training
  - ii. Maintain awareness of training records and certification/renewal requirements

### 3. Manage information

- a. Manage data
  - i. Review driver files, shift log books, and drivers' daily logs
  - ii. Control trip documents when drivers return
  - iii. Provide records and data to supplier and business partners
  - iv. Document major overages, shortages, or damage incidents
- b. Prepare reports
- c. Utilize various information management systems
  - i. Use dispatch operating systems, telecommunications systems, administrative systems, customer-specific computer systems

EQUIPMENT	PERSONAL PROTECTIVE EQUIPMENT
Computer; keyboard; mouse; desk; desk chair; telephone; radio; headset	Safety boots



STRENGTH REQUIREMENTS		Frequency					Mass (KG)		Task #	Comments
		S	R	O	F	C	Max	Usual		
Lifting/Lowering	Floor to Bench (0-88 cm)									Not Required.
	Bench to Shoulder (89-149 cm)									
	Floor to Shoulder (0-149 cm)									
	Above Shoulder (>150 cm)									
Carrying	Weight									Not Required.
	Distance (meters)									
Pushing/Pulling (Force)	Up/Down									Not Required.
	Unilateral									
	Bilateral									

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MOBILITY AND POSTURAL REQUIREMENTS		Frequency					Task #	Comments
		S	R	O	F	C		
Standing			✓				3	<ul style="list-style-type: none"> <li>Assisting drivers at the reception desk.</li> </ul>
Walking			✓				3	<ul style="list-style-type: none"> <li>Assisting drivers at the reception desk.</li> </ul>
Sitting						✓	1,2,3	<ul style="list-style-type: none"> <li>Desk work; seat pan height (50 cm); arm rest height (70 cm).</li> <li>Meetings.</li> </ul>
Climbing	Stairs		✓					<ul style="list-style-type: none"> <li>Facility stairs.</li> </ul>
	Ladders							Not Required.
	Other							Not Required.
Balancing								Not Required.
Kneeling								Not Required.
Crouching/Squatting								Not Required.
Crawling								Not Required.
Neck Movements					✓			<ul style="list-style-type: none"> <li>May be required to hold phone between neck and shoulder when typing or writing.</li> </ul>
Low Back Movements								Not Required.
Reaching	Horizontal (Forward)					✓	1,2,3	<ul style="list-style-type: none"> <li>Keyboard (10 cm).</li> <li>Phone (40 cm).</li> <li>Assisting drivers at the counter (104 cm).</li> <li>Paper work (76 cm).</li> </ul>
	(Up/Down)					✓	1,2,3	<ul style="list-style-type: none"> <li>Keyboard (76 cm).</li> <li>Phone (76 cm).</li> <li>Assisting drivers at the counter (112 cm).</li> </ul>
	Lateral (Side)							Not Required.

MOBILITY AND POSTURAL REQUIREMENTS	Frequency					Task #	Comments
	S	R	O	F	C		
Elbow movements			✓			1,2,3	<ul style="list-style-type: none"> <li>Picking up phone.</li> <li>Organizing paper work.</li> </ul>
Wrist movements				✓		1,2,3	<ul style="list-style-type: none"> <li>Typing/mousing.</li> <li>Paperwork (e.g. preparing customer orders and requests).</li> <li>Writing.</li> </ul>
Gripping			✓			1,2,3	<ul style="list-style-type: none"> <li>Phone.</li> <li>Writing.</li> <li>Paperwork.</li> </ul>
Pinching				✓		1,2,3	<ul style="list-style-type: none"> <li>Using writing utensils.</li> </ul>
Fine finger movements (e.g. keying)		✓				4,7	<ul style="list-style-type: none"> <li>Writing.</li> <li>Typing.</li> </ul>
Striking with hand							Not Required.
Foot action							Not Required.

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## ADDITIONAL CONCERNS AND DEMANDS

<b>Environmental Conditions</b>		Hot	✓	Adequate lighting
		Cold		Moving objects
		Outdoor		Working at heights
	✓	Indoor		Slippery surface
		Dry		Congested area
		Humid		Sharp edges
	✓	Noise		Fumes/vapours/gases
	✓	Vibration		Electromagnetic fields
<b>Cognitive Demands</b>	✓	Work under pressure (deadlines)		Influence people
	✓	Fast pace work	✓	Confrontation situations
	✓	Deal with multiple tasks		Incentive/piece work
	✓	Perform complex and varied tasks		Irregular hours
	✓	Attain precise standards/attention to detail		Overtime
		Control of work pace	✓	Reading
	✓	Direct control/plan of work	✓	Working alone
	✓	Close supervision	✓	Working in a group
	✓	Follow instructions		Travelling
<b>Sensory Demands</b>	✓	Hearing		Spatial perception
	✓	Speech	✓	Tactile
	✓	Colour vision		Smell
	✓	Near vision		Taste
		Far vision		