

PHYSICAL DEMANDS ASSESSMENT

FREIGHT
CLAIMS
SPECIALIST

PHYSICAL DEMANDS ASSESSMENT (PDA)

FREIGHT CLAIMS SPECIALIST

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?

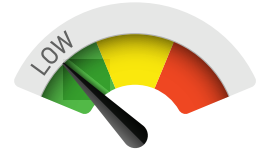
Physical Demands Assessments (PDAs) identify the physical job requirements for specific occupations. Once employers are aware of the physical requirements of the job, current employees and new hires can be assessed to determine if they can perform the physical duties. If required, potential accommodations 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: Freight Claims Specialist

Freight Claims Specialists are responsible for investigating and resolving customers' freight issues, which may include claims for damaged or lost freight. They must use effective communication and conflict resolution skills, while adhering to company policies for handling freight claims, to ensure that issues are resolved in a way that is fair for the customer and for their own companies. They are employed by transportation companies, manufacturing and distribution companies and moving companies.

Most physical aspects of the job:

The most commonly performed actions requiring physical **STRENGTH** include:

SELDOM Performed Actions:

- Lifting and Lowering
- Carrying
- Pushing/Pulling (Unilateral)

Physical strength requirements (maximum and usual):

- Lifting and Lowering - Maximum 7.7 kg (17 lb.); Usual 0 kg (0 lb.)
- Carrying
 - Weight - Maximum 7.3 kg (16 lb.); Usual 3.6 kg (8 lb.)
- Pushing/Pulling Force:
 - Unilateral - maximum 4.5 kgf (10 lbf); Usual 1 kgf (2.2 lbf)

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

<p>CONSTANTLY Performed Actions:</p> <ul style="list-style-type: none"> • Sitting • Neck Movements • Wrist Movements • Fine Finger Movements (e.g. Keying) 	<p>OCCASIONALLY Performed Actions:</p> <ul style="list-style-type: none"> • Balancing • Reaching (Forward/Side) • Elbow movements 	<p>RARELY Performed Actions:</p> <ul style="list-style-type: none"> • Standing • Walking • Kneeling • Crouching/Squatting • Low Back Movements 	<p>SELDOM Performed Actions:</p> <ul style="list-style-type: none"> • Climbing (Stairs) • Reaching (Up/Down) • Gripping
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Legend:

	% of Shift	4hr Shift	8hr Shift	12hr Shift
SELDOM	Not daily	Not daily	Not daily	Not daily
RARE	0-5%	1-12 min	1-24 min	1 - 36 min
OCCASIONAL	6%-33%	13 min- 1hr 19 min	25 min - 2hr 38 min	37 min - 3hr 58 min
FREQUENT	34%-66%	1hr 20 min - 2hr 40 min	2hr 39 min - 5hr 15 min	3hr 59 min - 8hr
CONSTANT	67%-100%	2hr 41 min - 4hr	5hr 16 min - 8hr	8hr 1 min - 12hr

ESSENTIAL JOB FUNCTIONS:

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

The Essential Job Function of the Freight Claims Specialist is:

- Reviewing claims (including receipt, review, compiling, etc.)

Freight Claims Specialists spend upwards of 70% of their day reviewing claims.

ESSENTIAL PHYSICAL JOB REQUIREMENTS

The Freight Claims Specialist 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 authorized 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 physical **STRENGTH**:

- **Lifting/Lowering; Carrying; Pushing and Pulling** – use of assistive pulleys, levers or tools (situation specific)

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

- **Sitting** – ergonomically-fitted workstation (including chair, desk)
- **Elbow/Wrist movements** – supportive braces, ergonomic keyboard tray and keyboard
- **Neck movements** – ergonomic workstation and positioning, headsets

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

Job Title	Freight Claims Specialist	NOC	1312 - Insurance adjusters and claims examiners
Report Completed By	CBI Workplace Solutions		

JOB OBJECTIVE:

Freight Claims Specialists are responsible for handling incoming claims call, and ensuring that claims detail are recorded and communicated accordingly. Taking necessary steps to mitigate loss, monitoring and updating the status of a file to its conclusion then filing appropriately.

KEY PHYSICAL JOB TASKS

1. Receive claims

- a. Receive claims for various points of contact
- b. Compile claims information
- c. Input claims into corporate claims system

2. Review claims

- a. Communicate plan of action to appropriate parties to initiate
- b. Obtain original report from driver
- c. Compile claim file

3. Investigate accident claims

- a. Examine accident scenes
- b. Determine losses
- c. Review photos and inspection reports
- d. Interview drivers and witnesses

4. Process claims

- a. Develop claims packages
- b. Collaborate with insurance adjusters
- c. Collaborate with carriers

5. Settle claims

EQUIPMENT	PERSONAL PROTECTIVE EQUIPMENT
Computer; keyboard; mouse; desk; desk chair; telephone; four wheel dolly with strap	Safety boots and safety vest when going in the yard

STRENGTH REQUIREMENTS		Frequency					Mass (KG)		Task #	Comments
		S	R	O	F	C	Max	Usual		
Lifting/Lowering	Floor to Bench (0-88 cm)	✓					7.7	3.6	4,5	<ul style="list-style-type: none"> Closed file boxes range in weight from 7.3 kg – 7.7 kg. Boxes are stored anywhere from floor to >152.2 cm in storage room.
	Bench to Shoulder (89-149 cm)	✓					7.7	3.6	4,5	
	Floor to Shoulder (0-149 cm)	✓					7.7	3.6	4,5	
	Above Shoulder (>150 cm)	✓					7.7	3.6	4,5	
Carrying	Weight (kg)		✓				7.3	3.6-7.3	1,2,3,4,5	<ul style="list-style-type: none"> Typically carry ½ box worth of files, approximately 3.6 kg between office and storage room (distance of approximately 88.4 m). Boxes of disposable cameras 3.6 kg each; typically carry 1 or 2 boxes from storage room to office.
	Distance (meters)							88.4		
Pushing/Pulling	Up/Down									Not Required.
	Unilateral						10 kgf	4.5 kgf	2	<ul style="list-style-type: none"> Boxes (stock) of cameras comes in 2x per year Use four-wheel dolly with strap to move them, approximately 4.5 force kg.
	Bilateral									Not Required.

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MOBILITY AND POSTURAL REQUIREMENTS	Frequency					Task #	Comments
	S	R	O	F	C		
Standing		✓				2,3,4	• Photocopying, standing at colleague's desk to discuss a situation.
Walking		✓				2,3,4,5	• Interact with other team members within office, walk to shop or yard to take photos, approximately 182.8 m.
Sitting					✓	1,2,3,4,5	• Working at desk - computer, telephone.
Climbing	Stairs	✓				2,3,4	• Facility stairs from one area to another.
	Ladders						Not Required.
	Other						Not Required.
Balancing		✓					• Level ground.
Kneeling		✓				4	• Potentially to access bottom drawer of file cabinets.
Crouching/Squatting		✓				4	• Potentially to access bottom drawer of file cabinets.
Crawling							Not required.
Neck Movements					✓	1,2,3,4,5	• Flexion (head down) to look down at materials on desk, rotation (turning head) to view dual computer screens.
Low Back Movements		✓				4	• Flexion (bending over), potentially to access low file cabinets.

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MOBILITY AND POSTURAL REQUIREMENTS		Frequency					Task #	Comments
		S	R	O	F	C		
Reaching	Horizontal (Forward)			✓			1,2,3,4,5	• To access materials on desk.
	Vertical (Up/Down)	✓					4	• Reaching closed file boxes in storage room.
	Extension (Behind)							Not Required.
	Lateral (Side)			✓			1,2,3,4,5	• To access materials on desk.
Elbow movements				✓			1,2,3,4,5	• To access materials on desk, otherwise elbows typically at 90° flexion, full pronation for typing.
Wrist movements							✓	• Minimal range of motion, as required for typing.
Gripping		✓					4	• Carrying files, cameras.
Pinching								Not Required.
Fine finger movements (e.g. keying)						✓	1,2,3,4,5	• Entering data into the computer system, typing communications (email, letters); use of phone.
Striking with hand								Not Required.
Foot action								Not Required.

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ADDITIONAL CONCERNS AND DEMANDS

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Environmental Conditions		Hot	✓	Adequate lighting	<ul style="list-style-type: none"> Potential glare caused by computer screens and indoor lighting
		Cold		Moving objects	
		Outdoor		Working at heights	
	✓	Indoor		Slippery surface	
		Dry		Congested area	
		Humid		Sharp edges	
		Noise		Fumes/vapours/gases	
		Vibration		Electromagnetic fields	
	✓	Glare			
Psychological/Mental Demands		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	
Sensory Demands	✓	Hearing		Spatial perception	
	✓	Speech	✓	Tactile	
		Colour vision		Smell	
	✓	Near vision		Taste	
		Far vision			