



Cognitive-Psychosocial Job Demands Analysis

WCB claim number

WORKER DETAILS

Surname		First name and initial	
Job title		Hours per shift	Shifts per week or shift rotation
Company name		Report completed by	
Employer contact	Telephone number	Email	

SUMMARY OF JOB DEMANDS

 These columns populate automatically when detailed job demands section (below) is completed			 Complete only this column
Tasks	Date of accident demand intensity	Date of accident demand frequency	Modified work available
1. Short-term memory and recall			
2. Attention to detail			
3. Completing multiple tasks			
4. Mental endurance			
5. Problem solving and decision making			
6. Self-supervision			
7. Supervision of others			
8. Time pressures			
9. Exposure to environmental distractions			
10. Interpersonal relationships (working cooperatively with others)			
11. Exposure to emotional situations and/or distressed individuals			
12. Exposure to confrontational situations			
13. Verbal communication			
14. Additional tasks:			
15. Additional tasks:			

THIS DOCUMENT MAY BE EXAMINED BY ANY PERSON WITH DIRECT INTEREST IN A CLAIM THAT IS UNDER REVIEW.

Worker's (Surname)	(First name)	Claim number
--------------------	--------------	--------------

DETAILED JOB DEMANDS				
Task	Job demand intensity	Intensity definitions	Job demand frequency	Brief description of job tasks and additional comments (If multiple frequencies, please indicate and explain)
<p>1. Short-term memory and recall</p> <p>The ability to recall and retrieve, on demand, information that has been previously learned.</p>		<p>Low demand: Minimal need to remember and recall information that is applied to work tasks and/or there are clear processes and instructions available to carry out work tasks.</p> <p>Moderate demand: Recall information that is harder to remember because it is not often used or there are time constraints within which to recall the information.</p> <p>High demand: Recall many difference pieces of detailed information and/or sequences which may have ot be recalled in demanding situations (e.g., tight timeline pressures or being out of control).</p>		
<p>2. Attention to detail</p> <p>The ability to perform work tasks that require significant attention of understanding.</p>		<p>Low demand: Minimal attention or concentration is required, and this is not an intense level. Errors made would not create serious difficulty.</p> <p>Moderate demand: Significant attention of concentration is required for many tasks. Errors made would not impact safety of others.</p> <p>High demand: Intense level of attention or concentration is required. Errors made would have detrimental consequences (e.g., safety of others).</p>		
<p>3. Completing multiple tasks</p> <p>The ability to perform and/or monitor more than one tasks or function at a time and identify when tasks or functions require attention.</p>		<p>Low demand: Completion of one task at a time with few interruptions until completion or until further direction from a supervisor.</p> <p>Moderate demand: Completion of multiple tasks at a time with need to exercise some time management and judgement to determine priorities.</p> <p>High demand: Completion of multiple, concurrent tasks with need to exercise a high degree of time management and judgement to determine when to attend to each task.</p>		
<p>4. Mental endurance</p> <p>The ability to effectively perform work tasks for a long period of time with little opportunity for breaks due to the nature of the work being performed. This also includes the ability to work regular, rotating, overnight or on-call shifts.</p>		<p>Low demand: Ability to take regular breaks throughout the workday and most often work shift ends at a consistent time.</p> <p>Moderate demand: May need to move breaks around, working extended periods of time without stopping and/or often need to work overtime.</p> <p>High demand: Not able to take breaks at regular intervals, working non-stop for extended periods of time and/or performing overnight or on-call shifts.</p>		
<p>5. Problem solving and decision making</p> <p>The ability to work effectively when analyzing problems, organizing information, resolving issues or generating solutions.</p>		<p>Low demand: Minimal degree of judgment where any lapses would not create serious difficulty.</p> <p>Moderate demand: Some level of judgement is required but does not assume the safety of others.</p> <p>High demand: Significant level of judgment required and/or is responsible for safety of others.</p>		
<p>6. Self-supervision</p> <p>The ability to work without supervision, including working remotely or when a supervisor it not available.</p>		<p>Low demand: Minimal self-supervision required and supervisor often provides work direction.</p> <p>Moderate demand: Self-supervision is required with occasional direction from supervisor.</p> <p>High demand: Predominantly self-supervised with ability to contact supervisor if needed.</p>		

THIS DOCUMENT MAY BE EXAMINED BY ANY PERSON WITH DIRECT INTEREST IN A CLAIM THAT IS UNDER REVIEW.

Worker's (Surname)	(First name)	Claim number
--------------------	--------------	--------------

DETAILED JOB DEMANDS				
Task	Job demand intensity	Intensity definitions	Job demand frequency	Brief description of job tasks and additional comments (If multiple frequencies, please indicate and explain)
7. Supervision of others The ability to work effectively in the role of supervisor, respecting organizational values and policies while meeting objectives.		Low demand: May be required to provide work direction to others with no other supervisory duties. Moderate demand: Provides work direction and manages some elements of work performance of others. High demand: Full supervisory responsibility of other employees.		
8. Time pressures The ability to complete tasks within a given time period, work quickly when required and/or manage time effectively so that all tasks are completed on time and at an acceptable level of quality.		Low demand: Majority of work is self-paced with minimal time constraints. Moderate demand: Pressure to meet deadlines or work within time constraints and/or the volume of work is high, and work pace is moderately fast. High demand: Most work is performed under rigid time constraints and the volume of work is high (fast work pace or worker must extend the workday to manage work volumes).		
9. Exposure to environmental distractions The ability to work effectively in the presence of visual, auditory or other distractions		Low demand: Minimal distracting visual, auditory or other sensory stimuli present during some tasks or portions of the shift. Moderate demand: Some presence of distracting stimuli during some tasks or portions of the shift. High demand: Significant presence of distracting stimuli during most tasks or portions of the shift where it is essential.		
10. Interpersonal relationships (working cooperatively with others) The ability to work well, collaborate and cooperate with all interested parties, including management, coworkers or clients.		Low demand: Minimal need to work cooperatively with others; however, may be in close proximity to others. Moderate demand: May need to work in cooperation with others for some tasks and/or consult with others to complete tasks. High demand: Work requires close cooperation with others and/r work within a team to complete tasks.		
11. Exposure to emotional situations and/or distressed individuals The ability to work effectively when exposed to emotional individuals in-person or over the phone, or other communication channels such as social media.		Low demand: Minimal exposure to emotionally stressful circumstances or emotionally distressed individuals and no direct interaction from worker is required to complete job duties. Moderate demand: Some exposure to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact with in order to complete job duties. Assistance is available. High demand: Significant exposure to emotionally stressful circumstances or emotionally distressed individuals with whom the worker must interact with in order to complete job duties. Assistance is not available, and implementation of de-escalation techniques is required.		

THIS DOCUMENT MAY BE EXAMINED BY ANY PERSON WITH DIRECT INTEREST IN A CLAIM THAT IS UNDER REVIEW.

Worker's (Surname)	(First name)	Claim number
--------------------	--------------	--------------

DETAILED JOB DEMANDS				
Task	Job demand intensity	Intensity definitions	Job demand frequency	Brief description of job tasks and additional comments (If multiple frequencies, please indicate and explain)
<p>12. Exposure to confrontational situations</p> <p>The ability to work effectively when confronted by an individual or when encountering confrontational situations requiring the employee to take action.</p>		<p>Low demand: Minimal exposure to confrontational situations and no direct interaction from worker is required to complete job duties.</p> <p>Moderate demand: Some exposure to confrontational situations with whom the worker must interact with in order to complete job duties. Assistance is available.</p> <p>High demand: Significant exposure to confrontational situations or hostile individuals with whom the worker must interact with in order to complete job duties. Assistance is not available, and implementation of de escalation techniques is required.</p>		
<p>13. Verbal communication</p> <p>The ability to effectively comprehend and communicate with others.</p>		<p>Low demand: Basic communication skills required to comprehend and communicate information at a basic level within well defined parameters (e.g., communicate status of job or job task with supervisor to work crews).</p> <p>Moderate demand: Moderate communication skills required to comprehend and communicate information fluently (e.g., to work crews).</p> <p>High demand: Highly developed communication skills are required to comprehend and communicate complex information and ideas or communicate effectively in complex situations (e.g., explaining the design of a complex system, exchange information with physicians regarding public health issues, policy discussions, conflict resolution).</p>		
<p>14. Additional task</p>		<p>Low demand:</p> <p>Moderate demand:</p> <p>High demand:</p>		
<p>15. Additional task</p>		<p>Low demand:</p> <p>Moderate demand:</p> <p>High demand:</p>		

Worker's (Surname)	(First name)	Claim number
--------------------	--------------	--------------

Describe a typical workday:

How long has this been the worker's typical workday? years months

List primary job duties and responsibilities:

Is the position considered **safety-sensitive, risk sensitive or decision critical?**

Yes

No

If yes, please select a job description below that most accurately describes the position.

- Safety-sensitive:** A lapse in memory, attention or concentration, or problem-solving that may impact safety of oneself and/or safety of others. (I.e., a performance error results in a high likelihood of direct harm.) Occupations may include nurse, correctional officer, pilot, professional driver, etc.
- Risk sensitive:** A position or class of positions identified by the employer normally remote from a worksite but that has authority to direct safety-sensitive employees or make potentially high-consequence decisions within a hazardous worksite. They include supervisors, technical experts, etc. who reside off-site but make safety-critical decisions and direct on-site employees conducting potentially dangerous tasks in potentially dangerous work environments. Performance limitations (e.g., due to substance use) could result in an incident or near-miss as described above.
- Decision critical:** A lapse in memory, attention or concentration may impact effective performance, productivity, financial or legal reputation, and liability of the workplace organization. This may include, but is not limited to, risks to tasks or economic loss. Occupations may include corporate executives, supervisors or managers, lawyers, schoolteachers, information technology workers, etc.

Select all relevant job task descriptions that apply to the position:

- | | |
|---|---|
| <input type="checkbox"/> Driving | <input type="checkbox"/> Working with and around equipment
(e.g., forklift, bulldozer, crane, tractor, etc.) |
| <input type="checkbox"/> Working with animals | <input type="checkbox"/> Tool usage affecting safety of self and/or others
(e.g., knife, grinder, torch, etc.) |
| <input type="checkbox"/> Climbing or working at heights | <input type="checkbox"/> Tasks including decision making which would affect another individual |
| <input type="checkbox"/> Providing direct care to persons | <input type="checkbox"/> Tasks in which errors made would have negative consequences including privacy of information or confidentiality, legal and/or financial implications |
| <input type="checkbox"/> Other, please specify: | |

Worker's (Surname)	(First name)	Claim number
--------------------	--------------	--------------

If the worker has limitations, what accommodations does the employer have available? *(Select all that apply)*

Workplace accommodations

- Modified work environment (e.g., minimal noise or distractions, absence of psychological triggers – locations, sounds or smells)
- Modified work location (e.g., buildings, units)
- No work with specific colleagues
- No safety-sensitive work (e.g., working at heights, working with or around machinery, driving)
Describe:
- No work with specific populations (e.g., children, unhoused, distressed people, human suffering)
Describe:
- Other, please describe:

Work task accommodations

- Reduced caseload or work volume (i.e., gradual increase in level of responsibility)
- Modified workdays or hours (e.g., day or night shift, on-call work, work rotation)
Describe:
- Modified scheduled rest breaks, duration and/or frequency
- Partnered or supervised work
- Assigned to only independent work tasks
- Self-pacing of work tasks
- Alternate work tasks
Describe:
- No or minimal time-sensitive work
- Monitoring and feedback provided for safety sensitive and/or decision critical tasks
- No direct supervision of others, if applicable
- Use of external aids (e.g., checklists for complex tasks, written notes, calendar, reference materials or manuals, audible timer, etc.)
- Provision of relevant online courses or recertifications (e.g., CPR, First aid, WHMIS, forklift training, effective de-escalation techniques, non-violent crisis intervention, physical restraining training, etc.)
- Written communication only
- Other, please describe:

Worker's (Surname)	(First name)	Claim number
--------------------	--------------	--------------

ADDENDUM – FREQUENCY KEY

Frequency	% of workday	Duration of a 4-hour workday	Duration of an 8-hour workday	Duration of a 12-hour workday
Not required (N/R)	0%	0	0	0
Rare	1 – 5%	1 to 12 minutes	< 25 minutes per day	1 to 36 minutes per day
Occasional	6 – 33%	13 minutes to 1 hour 19 minutes per day	25 minutes to 2 hours 40 minutes per day	37 minutes to 3 hours 58 minutes per day
Frequent	34 – 66%	1 hour 20 minutes to 2 hours 38 minutes per day	2 hours 41 minutes to 5.51 hours per day	3 hours 59 minutes to 7 hours 55 minutes per day
Constant	67 – 100%	2 hours 39 minutes to 4 hours per day	5.51 hours to 8 hours per day	7 hours 56 minutes to 12 hours per day
Not daily	Tasks not required on a daily basis	N/A	N/A	N/A

Source: Workers' Compensation Board – Alberta Recommendations