

Claim Number: 0001149

Worker's Surname: Smith	First Name: Bob	Initial:
Job Title: Transit Operator	Hours per shift: 7.5 - 9 hours/shift	Shifts per week/shift rotation: 35 hours/week
Company Name: The Bus Company		Completed by: John Doe
Employer Contact: Jane Doe		Phone Number: 123-456-7890

Tasks	Date of Accident Job Demand Intensity	Date of Accident Job Demand Frequency	Comments (brief description of job tasks)
<b>Short term memory and recall</b> The ability to recall and retrieve, on demand, information that has been previously learned.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Minimal need to remember and recall information that is applied to work tasks and/or there are clear processes/instructions available to carry out work tasks. <input checked="" type="checkbox"/> <b>Moderate Demand</b> – Recall information that is harder to remember because it is not often used or there are time constraints within which to recall the information. <input type="checkbox"/> <b>High Demand</b> – Recall many different pieces of detailed information and/or sequences which may have to be recalled in demanding situations (e.g. tight timeline pressures or being out of control).	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input checked="" type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Recalling route information - Bus schedules - Timing points - Pre/post inspection protocol
<b>Attention to Detail</b> The ability to perform work tasks that require significant attention or understanding.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Minimal attention or concentration is required and this is not at an intense level. Errors made would not create serious difficulty. <input type="checkbox"/> <b>Moderate Demand</b> – Significant attention or concentration is required for many tasks. Errors made would not impact safety of others. <input checked="" type="checkbox"/> <b>High Demand</b> – Intense level of attention or concentration is required. Errors made would have detrimental consequences (e.g. safety of others).	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input checked="" type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Safe driving and operation of the bus - Awareness of road conditions and navigating traffic
<b>Completing multiple tasks</b> The ability to perform and/or monitor more than one task or function at a time, and identify when tasks or functions require attention.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Completion of one task at a time with few interruptions until completion or until further direction from a supervisor. <input checked="" type="checkbox"/> <b>Moderate Demand</b> – Completion of multiple tasks at a time with need to exercise some time management and judgement to determine priorities. <input type="checkbox"/> <b>High Demand</b> – 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.	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input checked="" type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Driving - Radio and ipad communication - Taking payments - Issuing transfers - Some responsibility for completing multiple tasks but clear guidance or cues about when to perform each task

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<b>Mental Endurance</b> 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.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Ability to take regular breaks throughout the work day and most often work shift ends at consistent time. <input checked="" type="checkbox"/> <b>Moderate Demand</b> – May need to move breaks around working extended periods of time without stopping and/or often need to work over time. <input type="checkbox"/> <b>High Demand</b> – Not able to take breaks at regular intervals, working non-stop for extended periods of time and/or performing overnight or on-call shifts.	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input checked="" type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Flexible break allowance - Operators take breaks when possible (at terminals) - Some overtime requirements (if there is an operator delay that can not be avoided) - Various shifts to cover operation between hours of 5am-12:30pm
<b>Problem solving/ Decision making</b> The ability to work effectively when analyzing problems, organizing information, resolving issues or generating solutions.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Minimal degree of judgement where any lapses would not create serious difficulty. <input type="checkbox"/> <b>Moderate Demand</b> – Some level of judgement is required but does not assume the safety of others. <input checked="" type="checkbox"/> <b>High Demand</b> – Significant level of judgement required and/or is responsible for safety of others.	<input type="checkbox"/> Not Required <input checked="" type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Operator may need to contact dispatch or an inspector if there is an unexpected route change or delay - Operator may be required to deal with bus or patron issues
<b>Self-supervision</b> The ability to work effectively without supervision, including working remotely or when a supervisor is not available.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Minimal self-supervision required and supervisor often provides work direction. <input type="checkbox"/> <b>Moderate Demand</b> – Self-supervision is required with occasional direction from supervisor. <input checked="" type="checkbox"/> <b>High Demand</b> – Pre-dominantly self-supervised with ability to contact supervisor if needed.	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input checked="" type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Operators are self-supervised while on route - Routes are pre-determined - Supervisors are available as needed
<b>Supervision of others</b> The ability to work effectively in the role of supervisor, respecting organizational values and policies while meeting objectives.	<input type="checkbox"/> <b>Not Required</b> <input checked="" type="checkbox"/> <b>Low Demand</b> – May be required to provide work direction to others with no other supervisory duties. <input type="checkbox"/> <b>Moderate Demand</b> – Provides work direction and manages some elements of work performance of others. <input type="checkbox"/> <b>High Demand</b> – Full supervisory responsibility of other employees.	<input type="checkbox"/> Not Required <input checked="" type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Showing a relief driver a route
<b>Time Pressures</b> 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.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Majority of work is self-paced with minimal time constraints. <input checked="" type="checkbox"/> <b>Moderate Demand</b> – Pressure to meet deadlines or work within time constraints and/or the volume of work is high and work pace is moderately fast. <input type="checkbox"/> <b>High Demand</b> – Most work is performed under rigid time constraints and the volume of work is high (fast work pace or worker must extend the work day to manage work volumes).	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input checked="" type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Operators need to be aware of timing points and schedules within a variable environment (i.e., weather conditions, construction, detours etc.)

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<b>Exposure to environmental distractions</b> The ability to work effectively in the presence of visual, auditory or other distractions.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Minimal distracting visual, auditory or other sensory stimuli present during some tasks or portions of the shift. <input type="checkbox"/> <b>Moderate Demand</b> – Some presence of distracting stimuli during some tasks or portions of the shift. <input checked="" type="checkbox"/> <b>High Demand</b> – Significant presence of distracting stimuli during most tasks or portions of the shift where it is essential.	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input checked="" type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Operation of the bus - Patron communication - Traffic distractions
<b>Interpersonal relationships (working cooperatively with others)</b> The ability to work well, collaborate, and cooperate with all stakeholders, including management, co-workers, or clients.	<input type="checkbox"/> <b>Not Required</b> <input checked="" type="checkbox"/> <b>Low Demand</b> – Minimal need to work cooperatively with others; however, may be in close proximity to others. <input type="checkbox"/> <b>Moderate Demand</b> – May need to work in cooperation with others for some tasks and/or consult with others to complete tasks. <input type="checkbox"/> <b>High Demand</b> – Work requires close cooperation with others and/or work within a team to complete tasks.	<input type="checkbox"/> Not Required <input checked="" type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Working apart of a team (i.e., dispatch, fueling, cleaning, maintenance, and other operators) - Not directly working with others while on route - Communication with other operators at terminal or through radio
<b>Exposure to emotional situations and/or distressed individuals</b> The ability to work effectively when exposed to emotional individuals in person or over the phone, or other communication channels such as social media.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Minimal exposure to emotionally stressful circumstances or emotionally distressed individuals and no direct interaction from worker is required to complete job duties. <input type="checkbox"/> <b>Moderate Demand</b> – 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. <input checked="" type="checkbox"/> <b>High Demand</b> – 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.	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input checked="" type="checkbox"/> Not Daily	- Dealing with the public - Operators are taught deescalation techniques - May radio inspectors or dispatch if needed - Estimated exposure to emotional situations on a weekly basis
<b>Exposure to confrontational situations</b> The ability to work effectively when confronted by an individual or when encountering confrontational situations requiring the employee to take action.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – Minimal exposure to confrontational situations and no direct interaction from worker is required to complete job duties. <input type="checkbox"/> <b>Moderate Demand</b> – Some exposure to confrontational situations with whom the worker must interact with in order to complete job duties. Assistance is available. <input checked="" type="checkbox"/> <b>High Demand</b> – 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 and/or restraining techniques is required.	<input type="checkbox"/> Not Required <input checked="" type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Dealing with patrons who do not want to pay - Operators are taught deescalation techniques for these situations

Tasks	Date of Accident Job Demand Intensity	Date of Accident Job Demand Frequency	Comments (brief description of job tasks)
<b>Verbal Communication</b> The ability to effectively comprehend and communicate with others.	<input type="checkbox"/> <b>Not Required</b> <input type="checkbox"/> <b>Low Demand</b> – 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). <input checked="" type="checkbox"/> <b>Moderate Demand</b> – Moderate communication skills required to comprehend and communicate information fluently (e.g. to work crews). <input type="checkbox"/> <b>High Demand</b> – 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).	<input type="checkbox"/> Not Required <input type="checkbox"/> Rare <input type="checkbox"/> Occasional <input checked="" type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Communicating route information to patrons - Communication with dispatch or inspectors
<b>Additional Task</b> Computer Literacy	<input type="checkbox"/> <b>Not Required</b> <input checked="" type="checkbox"/> <b>Low Demand</b> –  <input type="checkbox"/> <b>Moderate Demand</b> –  <input type="checkbox"/> <b>High Demand</b> –	<input type="checkbox"/> Not Required <input checked="" type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Basic email, iPad messages, using app - Basic data input (using a hand scanner)
<b>Additional Task</b> Writing Literacy	<input type="checkbox"/> <b>Not Required</b> <input checked="" type="checkbox"/> <b>Low Demand</b> –  <input type="checkbox"/> <b>Moderate Demand</b> –  <input type="checkbox"/> <b>High Demand</b> –	<input type="checkbox"/> Not Required <input checked="" type="checkbox"/> Rare <input type="checkbox"/> Occasional <input type="checkbox"/> Frequent <input type="checkbox"/> Constant <input type="checkbox"/> Not Daily	- Notes about patrons, email, time cards - Required to compose text in which grammatical construction and spelling are not essential (i.e., messages, forms, lists etc.)

**Describe a typical work day.**

Operate a variety of vehicles including a 40 foot Transit bus (38-42 seated passengers and up to 20 standing passengers) or a Double Decker bus with up to 80 seated passengers. Drive routes within Edmonton, Sherwood Park, and Strathcona County and includes On Demand Transit (ODT) service.

How long has this been your typical work day? 5 years 6 months

**List primary job duties/responsibilities?**

- Safe operation of a public transit vehicle
- Navigating a variety of traffic conditions as well as weather dependent road conditions
- Constant interaction with the public
- Memorization of specialized bus routes, timing and schedules

**Should the worker have limitations, what accommodations are available by the employer?**

(Please check off all that apply.)

**Workplace Accommodations:**

- ☒ No safety sensitive work (Example: working at heights, working with/around machinery, driving):
- ☒ Modify work environment (Example: minimal noise/distractibility, absence of psychological triggers – locations, sounds, smells; buildings, units)
- ☒ Modify work location (Example: buildings, units)
- ☐ No work with specific populations (Example: children, unhoused, distressed people, human suffering):
- ☒ No work with specific colleagues
- ☒ Other (Specify): Alternate routes can be assigned

**Work Task Accommodations:**

- ☒ Modify work days/hours (Example: day/night shift, on-call work, work rotation):
- ☐ Modify scheduled rest breaks (duration and/or frequency)
- ☒ Partnered/supervised work
- ☒ Monitoring and feedback provided for safety sensitive and/or decision critical tasks
- ☐ Self-pacing of work tasks
- ☒ Alternate work tasks (Specify): Dispatch, office duties
- ☐ Reduced caseload/work volume (i.e. gradual increase in level of responsibility)
- ☐ Use of external aids  
(Example: checklists for complex tasks, written notes, calendar, reference materials/manuals, audible timer, etc.)
- ☐ No/minimal time sensitive work
- ☒ No direct supervision of others (if applicable)
- ☒ Provision of relevant online courses/re-certifications  
(Example: CPR, First Aid, WHMIS, fork lift training, effective de-escalation techniques, non-violent crisis intervention, physical restraining training)
- ☐ Assigned to only independent work tasks
- ☐ Written communication only
- ☒ Other (Specify):
  - Shorter shifts can be accommodated
  - Coverage can be provided

**Is the date of accident position considered \*safety-sensitive and/or \*risk sensitive and/or \*decision critical?**

☒ **Yes** ☐ **No** (If yes, please check off all relevant job tasks that apply)

☒ **\*Safety sensitive** – a lapse in memory, attention/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 work site but that has authority to direct safety-sensitive employees or make potentially high-consequence decisions within a hazardous work site. 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, concentration may impact effective performance, productivity, financial/legal reputation, and liability of the workplace organization. This may include but is not limited to risks to property damage, digital information loss, proprietary breaches, legal liability, delayed completion of time sensitive job tasks or economic loss. Occupations may include corporate executives, supervisors/managers, lawyers, schoolteachers, information technology workers.

- ☒ Driving
- ☐ Working with and around equipment (Example: fork lift, bulldozer, crane, tractor, etc.)
- ☐ Tool usage affecting safety of self and/or others (Example: knife, grinders, torch, etc.)
- ☐ Working with animals
- ☐ Climbing or working at heights
- ☐ Providing direct care to persons
- ☐ Tasks including decision making which would affect another individual
- ☐ Tasks in which errors made would have negative consequences including privacy of information/confidentiality, legal and/or financial implications
- ☐ Other (Specify):

**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 5.5 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