

CURRICULUM VITAE

KATHY KAWAJA, B.Sc., CCPE

Human Factors North Inc.

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DESIGNATION

Canadian Certified Professional Ergonomist (CCPE) – May 2001

EDUCATION

M.Sc. Candidate, Kinesiology
McMaster University, Hamilton, Ontario, Canada
Honours B.Sc. Kinesiology, Co-operative Program – 1988
University of Waterloo, Waterloo, Ontario, Canada

PROFESSIONAL EXPERIENCE

Dec. 1992 – present

Principal Ergonomics Consultant – Human Factors North Inc.

Clients – Corporate

Ability Works Consulting for Northumberland County EMS

- Conducted an ergonomic risk assessment of the 35X stretcher in center versus side-mounted ambulances and the evaluation of the design of the 35X stretcher release handle and human capability.

Actuant Canada

- Conducted an ergonomic assessment of an employee's office and computer workstation and provided short, medium and long-term recommendations to accommodate the employee's musculoskeletal injury.

Algoods

- Designed and delivered refresher training to Casting Department employees which focused on reducing low back injury risk.
- Conducted an ergonomic evaluation of the Impact Disk Area to reduce the incidence and severity of repetitive strain injuries.
- Analyzed the Roll Bond Department to reduce repetitive strain injuries, including Brazing, Packaging, Blanking, and Shearing Areas.

- Conducted ergonomic audit, training seminar and workshop focusing on back injuries in the Casting Department.
- Provided advice on data entry workstation layout to reduce repetitive strain injury.

Allseating

- Provided technical and practical information on ergonomics in relation to computer workstation and chair design to the President and Designer to enable them to better educate the company's sales team.

Baxter Corporation

- Conducted job demands analysis and ergonomic evaluation of a Customer Service Representative's position to facilitate the return to work of an employee with low back injury.

Bombardier Aerospace – Downsview

- Designed, developed and delivered a 1-day Skills Development Ergonomics Training Course for Methods Analysts for the Lear Jet Aileron Assembly Area.

British Airways

- Provided recommendations to retrofit the existing ticket counter to improve working space, awkward postures and reduce discomfort.
- Designed and delivered refresher training in office ergonomics to Telephone Sales Agents including a “self-help” tool to promote self-sufficiency.
- Conducted training for Telephone Sales Area Reservations Sales Agents as part of the implementation phase of previous report recommendations including topics such as new furniture and equipment adjustability features, proper layout and design of workstations, exercise breaks, and good work habits
- Facilitated the return to work of 3 telephone sales employees in the call centre who were experiencing work-related musculoskeletal disorders. This involved workstation assessments, individual training, and correspondence with the Workers' Compensation Board adjudicators, physicians, specialists and rehabilitation centres.
- Conducted an ergonomic evaluation of the telephone sales area call centre including implementation that involved mock-ups and user trials.

Burlodge Canada

- Assessed the design and forces to activate/deactivate a central brake system on two different meal delivery carts
- Assessed the design of several meal delivery systems in a hospital setting to ensure that push/pull requirements are acceptable, controls and displays meet human factors guidelines, and handle heights and reach requirements are within human capabilities.

- Provided ergonomic input during the conceptual design phase of a hospital cafeteria work cell including the review of design drawings at various stages including mock-ups and user trials
- Provided input for the script and actor's physical movements during the shooting of a health and safety video for best practice usage of food transportation trolleys.

Caesar's Windsor Casino

- Designed, developed and delivered a one-day MSD awareness training workshop for Joint Health and Safety/Joint Ergonomics Committee members. Distributed/tabulated a needs analysis prior to workshop development to provide an effective session.

Canada Life

- Determined suitability of the position of Adhesives Manufacturer including physical demands analysis and ergonomic evaluation.

Centennial Optical Limited

- Presented tips to sales representatives on minimizing musculoskeletal injury from bag handling and frequent and prolonged driving.

CIBC

- Designed and delivered Awareness Training in Computer Workstation Ergonomics to Client Service Advisors on practical tips and proper workstation setup in preparation for a move to new premises and the installation of new furniture.
- Provided ergonomics consulting services as part of one-year contract which included ergonomic assessments of jobs and workstations for symptomatic employees at computer workstations and delivered ergonomics awareness training to 1,000 employees and managers.

Crestline Coach Limited

- Preferred provider for ergonomics services in relation to the design of Crestline ambulances for the purpose of promoting a safe, comfortable, efficient and productive work environment for paramedics.

Devtek Corporation

- Facilitated the return to work of an Executive Secretary including an ergonomic evaluation and report recommendations on re-design, layout, furniture, and equipment requirements.

Effem Foods

- Conducted job and worksite analysis of an accounts payable workstation to reduce work-related musculoskeletal disorders.

Enercon Canada

- Conducted an ergonomic design review of the front cab of a work vehicle used by wind turbine service technicians.

Envirionics Communications

- Conducted various media events as spokesperson for General Motors' *Ergonomics behind the Wheel* campaign to promote the Malibu Maxx which features adjustable and telescopic steering wheel and brake pedal.

Goodyear Canada - Collingwood Hose Plant

- Designed, developed and delivered ergonomics training to management with topics such as introduction to ergonomics, musculoskeletal system, occupational biomechanics, and how to conduct worksite analysis.

Grand and Toy

- Assisted with the content development of the Grand and Toy Ergonomics Workspace website. Included a detailed review of existing website ergonomic content, a review of new/proposed ergonomic content and a review of the pre-release version of the site.

Great Blue Heron Charity Casino

- Designed, developed and delivered a train-the-trainer course titled *Musculoskeletal Disorder Awareness Training for Dealers*. Worked in conjunction with casino senior management, dealer trainer and pit managers for course content.
- Conducted a musculoskeletal risk assessment of dealers including the distribution of body comfort surveys, observation and interview on the gaming floor and training classroom. Based on the findings several recommendations were provided to prevent and reduce MSDs including gaming table heights and reaches, work practices, work organization, environment and psychosocial factors.

HROI Inc.

- Conducted an assessment of an employee's office and computer workstation and provided short, medium and long-term recommendations to accommodate the worker's musculoskeletal injuries.

Indigo Books & Music

- Determined job suitability and return to work solutions for an employee with a disability.

Industrial Tires Limited

- Identified ergonomic risk factors and provided solutions for all areas of the plant to improve safety, comfort, productivity, and efficiency of work.

Intria Items

- Conducted ergonomic assessments of 10 workstations for the purpose of identifying ergonomic issues re layout and design. Provided re-design solutions for implementation when the company moves to a new location.

Johnson & Johnson

- Worked together with the Ergonomics Committee, Plant manager and Team Leaders to implement the ergonomic solutions previously identified including mock-ups, test trials and worker feedback.

- Developed ergonomic solutions for a Warehouse & Distribution Centre's picking process to reduce the risk of injury and improve productivity and efficiency.

Keilhauer

- Reviewed scientific studies journals, textbooks, guidelines, international standards and best practices to provide a leading chair manufacturer with feature descriptions for a new chair design concept

Linamar Corporation – Ariss Manufacturing Division

- Conducted ergonomic audit of facility, provided training session to supervisors and joint health & safety committee on the benefits of ergonomics and implementing an ergonomics program.

Linex Manufacturing

- Designed and conducted an ergonomics training program for engineers, plant supervisors, and joint health and safety personnel, including case studies from the plant.

MD Financial Management

- Conducted an assessment of an employee's office and computer workstation and provided short, medium and long-term recommendations to accommodate the worker's musculoskeletal injuries.

MDS

- Preferred provider for office ergonomics services including individual and group assessments, employee awareness training and office design/redesign/retrofit review.
- Provided a 1-day "Ergonomics Awareness Training for Computer Users" as part of the monthly Health Fair.
- Provided ergonomic input for the re-design of a high-volume laboratory to the re-design team members with special emphasis on work flow and organization, workstation and machine design, and width of access issues.
- Provided retrofit solutions for an employee experiencing musculoskeletal discomfort in the position of Law Clerk/Coordinator of Business Administration.
- Delivered *Ergonomics Awareness Training for Computer Users* to employees to reduce their risk of developing musculoskeletal injuries.

Molson Coors Canada

- Assess various positions in the brewery including packaging, powerhouse, and QC lab for the purpose of updating existing PDAs and ergonomics risk assessments.
- Conducted original assessments of Electrician, Plumber, Mechanic and Promotional Stuffer for the purpose of identifying and reducing musculoskeletal injury risk.
- Determine male and female capability for a manual material handling position in packaging and provide possible solutions to minimize MSD risk.

Morneau Sobeco

- Conducted physical demands analyses for various parts assembly positions at Mark IV Industries and office positions at Aim Trimark for the purpose of facilitating the return to work of injured employees.

Nexient Learning Incorporated for Canada Post Corporation NJHSC

- Project Manager and Team Lead on a large scale musculoskeletal injury risk assessment of the physical requirements and psycho-social factors related to in-vehicle mail delivery to rural mail boxes. Involved in literature reviews, rural Ontario-based on-site observation and data collection, data analysis, delivery of presentations to union and management, development and review of nationally distributed employee questionnaire results, and report writing. (Phase 1)
- Project Manager and Team Lead on a 1.5 year joint study of musculoskeletal injury risk during mail delivery using right-hand drive vehicles to rural mail boxes in Ontario and Québec. Involved on-site observation and data collection, vehicle design review and testing, review of literature, data analysis delivery of presentations to union and management, and report writing. (Phase 2)

Nortel Networks

- Designed and delivered a 3-day Advanced Office Ergonomics Assessment Training Course to Nortel staff to allow them to conduct ergonomic assessments on employees experiencing complicated musculoskeletal injuries.

Novopharm

- Through focus groups with management and employees and researching industry best practice, provided a gap analysis report outlining existing elements of an ergonomics program, best practice elements and the gap that needs to be filled.

Pan-Oston Limited

- Conducted an ergonomic design review of a grocery check-out for the purpose of minimizing musculoskeletal injury risk and maximizing productivity and efficiency of work.

Pitney Bowes

- Designed and conducted a one-day office ergonomics workshop for facility planners, systems analysts and managing directors focusing on basic ergonomic principles, repetitive strain injuries, office design and layout, and furniture and equipment requirements.

Pratt & Whitney Canada

- Developed and delivered "*Ergonomic Awareness Training for the Computer Users*" consisting of a one-hour classroom session followed by a hands-on application of the tips discussed.

Progistix-Solutions

- Re-designed the Returns Area of the warehouse to improve comfort, safety, efficiency and productivity in consultation with employees, industrial engineers, union and joint health and safety committee members.

ProResp Inc.

- Conducted an MSD risk assessment to determine human capability for the maneuvering of oxygen tanks on and off delivery trucks.

Sandler HR

- Subcontracted to carry out an ergonomic audit of cashier workstations at Longo's Fruit Market to identify risk factors for possible work-related musculoskeletal disorders.
- Subcontracted to conduct job and worksite analysis of a reporter workstation at The Globe and Mail to reduce repetitive strain injury, including layout, furniture and equipment re-design options, and pricing.

Scarborough Public Utilities

- Evaluated the design of utility vehicles including cab design, seating, and exterior design and provided recommendations for the purchase of future vehicles.

Scot Young Research

- Conducted a study to evaluate the design of industrial cleaning products of two leading manufacturers.

Shorewood Packaging

- Performed an MSD risk assessment for the positions of Feeder and Catcher in a manufacturing plant to reduce and prevent musculoskeletal disorders.

Sobey's Inc.

- Performed a job demands analysis on the new Juicer position
- Conducted an ergonomic design review of the new juicer machine

Stackpole Limited

- Provided skills development training to engineers regarding the incorporation of ergonomic principles into design guidelines regarding equipment, machinery, work organization and tool design and employee awareness training to minimize musculoskeletal injury risk.

Sutton Place Hotel

- Performed an MSD risk assessment for the position of Room Attendant and provided short, medium and long-term measures to control MSD hazards.

Tetra Pak

- Evaluated the Slitting and Doctoring Areas; specifically machine and equipment design, to reduce over-reaching and overall accidents and injuries.

Vanity Software Publishing

- Consulted during the design and development of an exercise software program aimed at introducing rest breaks, stretching exercises and ergonomics awareness to reduce the risk of work-related musculoskeletal disorders for computer users.

Volkswagen Canada

- Conducted worksite and job analysis and provided recommendations to reduce repetitive strain injuries in Chromate Rack Area and Heat Treating Departments.

Zenon Environmental

- Provided skills development training to engineers regarding the incorporation of ergonomic principles into design guidelines regarding equipment, machinery, work organization and tool design and employee awareness training to minimize musculoskeletal injury risk

Clients – Educational

Centennial College

- Conducted an assessment of the position of Program Officer to accommodate an employee with musculoskeletal disorders.

Ontario College of Teachers

- Delivered *Ergonomics Awareness Training for Computer Users* to employees to reduce their risk of developing musculoskeletal injuries.

School Boards' Cooperative Inc.

- Conducted an individual ergonomic assessment of the position of Head Secretary at Trillium Lakelands District School Board for the purpose of accommodating an employee with permanent restrictions.

Clients – Government

Bruce Power

- One-year contract as preferred provider for ergonomic services.

Canada Deposit Insurance Corporation

- Conducted an ergonomic evaluation of three office workstations (lawyer, front reception, executive assistant) including short, medium and long-term recommendations and an ergonomic audit of remaining workstations for the purpose of assessing the risk for work-related musculoskeletal disorders.

Canada Post Corporation

- Conducted a comprehensive ergonomic risk assessment of the proposed shipping parcel specification taking into consideration the manual material handling requirements of the work centre and its associated work processes

- Assisted management prior to pilot testing of a prototype tool. Included designing/developing data collection documents such as a daily comment sheet, questionnaire, and user-based data collection form
- Team Lead for a nation-wide consortium of ergonomists responsible for the provision of ergonomic services for 5 years.
- Project Manager and Team Lead on a one year joint study of musculoskeletal injury risk during feeding and sorting tasks on the Multi-Line Optical Character Reader (MLOCR) machine. Involved on-site observation and data collection, machine design review and testing, data analysis delivery of presentations to union and management, and report writing.

Canadian Trucking Research Institute

- Subcontracted on a project with Instrumental Solutions to study the application of Fall Protection Regulations in the Trucking Industry.

Canadian Wind Energy Association

- Conducted a desktop study that included a gap analysis and proposed future needs for the wind energy sector for the position of wind-turbine service technician.

Centre for Leadership in Human Resource Management

- Provided expert advice regarding computer display screens used in control rooms in Ontario maximum security prisons, namely guidelines for rest breaks and eye examinations.

Grand River Transit

- Conducted a musculoskeletal risk assessment of the physical requirements associated with the use of a manual call out system including the review of the physical requirements related to i) the use of two possible microphone systems for future use; ii) stop sheet placement, and iii) vocal strain associated with manual call outs with no microphone system (i.e., back up).

GO Transit

- Provided recommendations to improve the design of Station Attendants' workstations.
- Worked with Human Resources, Engineering and Facilities departments to implement recommendations made in a previous report via mock-ups and user trials.
- Managed and performed an ergonomic assessment of over 200 workstations and provided detailed findings and recommendations.

Haliburton, Northumberland and Victoria Access Centre

- Reviewed preliminary drawings of a new office layout for the purpose of providing ergonomic input regarding space planning, people flow, width of access issues, overall layout, environment, and workstation design.

Industry Canada

- Assessed the suitability of accessing a public parking garage for an employee with a disability.

Liquor Control Board of Ontario (LCBO)

- Preferred provider of ergonomics services for the period March 2016 to March 2019
- Consulting on strategic planning for future ergonomics initiatives to reduce and prevent MSDs Delivered presentations on the topic of ergonomics, strategic planning and MSD awareness at LCBO retail and logistics conferences.
- Performed ergonomic assessments of multiple cashier workstations in retail store environments
- Provided ergonomic expertise and guidance for safe material handling techniques during on-set shooting of a lift table training video
- Provided input for the script and actors' physical movements during the writing and shooting of a safe lifting video
- Providing consultation through the conceptual, prototype and user trial phases of retrofit cashier workstations and new cash station designs
- Assessed the effect of a spring-loaded palletizer on low back injury risk during the receipt of a liquor delivery
- Conducted an ergonomic assessment of the receipt of a liquor delivery at London store 192 and 575 (old and new stores) for the purpose of assessing musculoskeletal injury risk for a hand-bomb method and pallet drop method. Control measures focusing on short, medium and long-term solutions were presented.
- Assessed new proposed productivity standards for the receipt of beer and liquor deliveries for palletized and non-palletized receiving methods.

Management Board Secretariat

- Determined job suitability for the position of Customer Service Agent for an employee with medical precautions.

Ministry of Advanced Education and Skills Development

- Conducted an ergonomic assessment of an employee's office and computer workstation and provided short, medium and long-term recommendations to accommodate the employee's musculoskeletal injury.

Ministry of Agriculture, Food and Rural Affairs

- Provided ergonomics training in conjunction with the installation of 800 keyboard and mouse arms.

Ministry of Citizenship

- Conducted an ergonomic assessment of an employee's office and computer workstation and provided short, medium and long-term recommendations to accommodate the employee's musculoskeletal injury.

Ministry of Community and Social Services

- Conducted an ergonomic evaluation of an office and computer workstation for the purpose of accommodating an employee with musculoskeletal injury.
- Conducted an ergonomic assessment of the position of Vocational Rehabilitation Counsellor for the purpose of accommodating an employee with diagnosed carpal tunnel syndrome.

Ministry of Environment and Energy

- Following an audit of 30 planners' workstations, provided sketches of the ideal workstation setup for the different styles of furniture and a report of practical tips for computer users.

Ministry of Finance

- Conducted an ergonomic evaluation of the Oshawa Employer Health Tax Office which comprised approximately 40 employees for the purpose of providing design and layout solutions to accommodate larger monitors and the introduction of a new job function. In addition to office workstations, the evaluation included an analysis of the general office layout and design.
- Conducted a study to evaluate the design of new audit bags to determine whether male and female auditors would be safe using them. Study results determined that the bag was not acceptable for female auditors and only the strongest males would be safe handling the new bag.
- On contract at the Hamilton, Oshawa and North York offices to conduct ergonomic assessments of office and computer workstations for employees experiencing musculoskeletal discomfort and to conduct ergonomic audits of job functions where ergonomic issues have been raised.
- Conducted an assessment of the computer workstations for four Designers and one Print Procurement Officer for the purpose of developing solutions to decrease musculoskeletal discomforts and returning one designer to work.

Ministry of Indigenous Relations and Reconciliation

- Conducted an ergonomic evaluation of an office and computer workstation for the purpose of accommodating an employee with musculoskeletal injury.

Ministry of Labour – Office of the Worker Advisor

- As a member of the design and accommodation team, provided input for the redesign of a reception workstation including the review of design drawings, workstation prototype, and user trial of test products including adaptive technology for an employee with physical, cognitive and perceptual limitations.

Ministry of Municipal Affairs & Housing

- Provided ergonomic solutions to accommodate an employee so that she can return to work in her position as Secretary to the Director.

Niagara Parks Commission

- Evaluated 60 office workstations in three buildings to provide workplace design and layout recommendations for computer workstations.

Ontario Hydro Nuclear

- Conducted gap analyses comparing industry best practice vs. existing for managing work-related musculoskeletal disorders through an industrial ergonomics program and for an injured worker management program.
- Conducted assessments of computer workstations for employees experiencing musculoskeletal discomfort and recommend solutions.
- Designed and developed an office ergonomics program including job and workstation analysis tools; standards and product catalogue; and Facilitator's guides re safety meetings, skills development, and leadership training
- Conducted a job demands analysis of a Fire Fighting task as part of the duties of the Emergency Response Team Volunteers to assist physicians in determining job suitability.

Ontario Legal Aid Plan

- Evaluated a Front Reception workstation and provided recommendations to accommodate an employee with back discomfort and improve overall efficiency of work.
- Assessed the workplace and physical capabilities of an individual with multiple sclerosis and developed solutions to make the workplace and personal office more accessible.
- Conducted an ergonomic evaluation of an area supervisor's job and workstation to improve layout and design
- Conducted train-the-trainer sessions and workshops on office ergonomics.

Office of Legislative Counsel

- Provided ergonomic solutions for employees experiencing musculoskeletal discomfort in a variety of positions.
- Delivered *Ergonomics Awareness Training for Computer Users* to employees to reduce their risk of developing musculoskeletal injuries

Ontario Power Generation

- Facilitated “Employee Ergonomics Awareness Training” to workers. This consists of a classroom awareness component, a practical group assessment of a workstation using a checklist, competency testing, and individual follow-ups following self-assessments.
- Assessed ergonomic risk factors associated with the design and layout of the Sortomatic and Inserter machines for the purpose of ensuring productivity and efficiency and minimizing musculoskeletal injury risk.
- Delivered *Ergonomics Awareness Training for Computer Users* to employees to reduce their risk of developing musculoskeletal injuries.

Ontario Public Service

- Conducted a home and workplace ergonomic evaluation to facilitate the return to work of an individual with chronic back pain including a report of recommendations and individual return-to-work training.

Ontario Realty Corporation

- In response to Ontario Ministry of Labour orders, an assessment of the Control Room at the North Bay Jail was carried out for the purpose of providing recommendations for its re-design.

Ontario Service Safety Alliance (OSSA)

- Project Lead for a nine-month study in conjunction with the Canadian Council of Grocery Distributors (CCGD) to establish ergonomics best practice for the Ontario grocery industry with respect to MSD prevention and reduction in warehouse and distribution centres for truck driver and material handler/selector (Phase 1)
- Project Lead for a 5-month study in conjunction with the Canadian Council of Grocery Distributors (CCGD) to establish ergonomics best practice for the Ontario grocery industry with respect to musculoskeletal injury prevention and reduction in retail stores for the positions of Cashier, Butcher/Meat Cutter, and Grocery Clerk/Shelf Stocker.
- Developed/delivered a full-day workshop pertaining to ergonomics and Ontario MSD guidelines for OSSA consulting staff and management. Distributed/tabulated a needs analysis prior to workshop development to promote an effective and productive session.
- Researched, designed and developed Chapter 3: Understanding Ergonomic Hazards as part of the Ergonomic Hazards Training for Certification Part II Participant Workbook.
- Preferred provider for ergonomic services in the service sector. Clients included:
 - Centennial Optical Limited
 - Writers' Union of Canada
 - Pearson Canada
 - Beverly Tire
 - Westin Harbour Castle Hotel
 - Value Village
 - Tim Hortons
 - Ontario Produce Marketing Association
 - Ian Martin Group
 - Dolce International
 - Delta Toronto East Hotel
 - CN Tower
 - Cambridge Suites Hotel
 - Stitch It
 - Caesars Windsor Casino
 - Renaissance Toronto Airport Hotel
- Designed and developed an Accident Reporting Form and Guidebook which involved reliability, validity and usability testing.

- Designed and developed a ½-day course “Musculoskeletal Injuries in the Supermarket Industry: An Awareness Training Course for SERSIG” which included a facilitator’s and participant’s manual. This course was geared towards Ministry of Labour and Workplace Safety and Insurance Board employees who were working on a sprains and strains reduction project that targeted supermarkets across Ontario.
- Designed and developed a 2-day course “Ergonomics Training for the Reduction of Musculoskeletal Injuries in the Service Sector” which included a facilitator’s and participant’s manual. This skills development course gave OSSA service sector consultants the core knowledge they require to assist their clients in reducing the incidence and severity of musculoskeletal injuries

Ontario Science Centre

- Following an ergonomic assessment of the Box Office ticket counter, worked with internal resources and a 3rd party architectural firm and interior designer to design a new ticket counter. Universal design and ergonomics principles were applied through the review of drawings, mock-up and user trials.
- Recorded and evaluated light measurements for a number of sample window films to provide guidance in determining the best option for balancing glare reduction and light transmittance in the area surrounding the Membership Desk

Regional Municipality of Peel for Peel Regional Paramedic Services

- Project Lead for a comprehensive ergonomic risk assessment of Advanced Care Paramedic and Primary Care Paramedic positions for the purpose of reducing and preventing musculoskeletal injury risk. A systems approach was applied including an evaluation of EMS equipment (stretcher, stair chair), ambulance vehicle design, paramedic work practices, environmental factors and the organization of work and culture. Phase 2 involved designing, developing and delivering a train-the-trainer ergonomics program for paramedics to help reduce the incidence and severity of musculoskeletal disorders.

Technical Standards and Safety Authority (TSSA)

- Designed and delivered two Train-the-Trainer Courses to allow Joint Health & Safety Committee Members to deliver ergonomics awareness training to supervisors/managers and employees on the risks associated with working on computers.
- Conducted an ergonomic assessment of all job functions within the organization and provided practical and economical solutions based on the available budget. Recommendations were prioritized and were successfully implemented by TSSA using mock-ups and user test trials.

The Ontario Greenhouse Alliance (TOGA) and Farm Safety Association (FSA)

- Project Manager and Team Lead on a five-month study of musculoskeletal injury risk from commonly performed tasks in floral and vegetable greenhouses in Ontario. Involved in literature reviews, on-site observation and data collection, data analysis, development/delivery of a presentation of findings, and report writing.

Toronto Transit Commission (TTC)

- Assessed the design of a protective barrier for bus drivers and driver cockpit comfort
- Conducted an ergonomic evaluation of the design of ticket counters to mitigate MSD risk
- Assessed the physical demands associated with securing and releasing mobility devices in Wheel Trans vehicles
- Team Lead for two whole-body vibration studies in conjunction with Hatch Engineering for the evaluation of overhead utility vehicles and fire trucks mounting curbs.
- Project Lead for a 4-month joint study with the Occupational Hygiene and Environment Section of the Safety Department at the Toronto Transit Commission (TTC) and the Amalgamated Transit Union including Operators of the Orion VII and NOVA bus vehicles. Based on a number of ergonomic and human factors concerns, HFN was contracted to conduct an ergonomic study of the reported concerns in addition to identifying any additional issues.
- Assessed an issue of low headroom clearance on Nova 8400 series buses.

Toronto Public Library

- Assessed ergonomics-related hazards and provided recommendations to successfully re-design a call centre through the use of user trials and employee involvement.

Town of Richmond Hill

- Assessed ergonomics-related risk factors and physical demands associated with the position of Parking Enforcement Officer for the purpose of accommodating an employee with a back injury; report recommendations included tips on ergonomics and driving.

Clients – Healthcare

Fraser Health Authority

- Conducted an analysis of human factors issues related to contaminated sinks at Surrey Memorial Hospital.

Relay Medical Corporation

- Conducting usability testing to assist in the development of a medication management tool.

Riverdale Hospital

- Determined suitability of the position of Business Office Intermediate Clerk which included an ergonomic evaluation resulting in the re-design of the front reception counter.

St. Joseph's Health Centre

- Conducted a study of various positions in the Environmental Services department for the purpose of identifying ergonomics-related risk factors. Recommendations included a dry cleaning system to replace the current method of wet cleaning.

St. Michael's Hospital

- Conducted physical demands analysis of the laundry position to compare capabilities of male and female workers.

The Toronto Hospital

- Conducted a physical demands analysis of the Biochemistry Lab comparing day, evening, and night shifts.
- Conducted a physical demands analysis (PDA) of a nursing job in the Multi-Organ Transplant Unit.

Queen West Community Health Centre

- Conducted ergonomic assessments of two buildings involving 34 job functions followed by employee awareness training for computer workers.

VHA Home Health Care

- Worked with Human Resources and designers at Intercede to provide ergonomic input into the planning of additional office space.
- Conducted ergonomic assessments of 10 job functions including a call centre and provided short, medium and long-term recommendations for workstation improvement.

York Central Hospital

- Conducted ergonomic assessments of 11 workstations in Financial Services and provided short, medium and long-term solutions.

Clients – Legal

Camporese Sullivan DiGregorio LLP

- Providing an ergonomic opinion on job suitability for a legal case involving an injured worker in an industrial work setting

Bergeron Clifford LLP

- Provided an ergonomic opinion on stair design for a case involving a miss-step and fall accident

Claudio Tapia, Paralegal

- Provided ergonomic opinion on job suitability for a legal case involving an injured worker in an industrial work setting

Dutton Brock LLP

- Provided an ergonomic opinion on behalf of Loblaw regarding the findings of an engineering report for an incident involving a woman who sustained a musculoskeletal injury while separating grocery carts.

Fraser & Milner LLP

- Conducted a walkthrough of 10 workstations with Purchasing Agents for the purpose of providing retrofit solutions.
- Delivered "Lunch & Learn" Awareness Training for Computer Users including walkthroughs of employees' workstations.

Goodmans LLP

- Worked with the Facilities Department to recommend workstation layout and design changes for an employee with musculoskeletal injury.

Lerners LLP

- Provided an ergonomic opinion for a legal case involving a patient and physician and a fall injury while being examined.

Neinstein & Associates LLP

- Provided an ergonomic opinion for a miss-step and fall accident while exiting a public transit bus

Norton Rose Fulbright LLP

- Provided an ergonomic opinion following the review of an ergonomics report on mail delivery methods.

Simard & Associates

- Provided an ergonomic opinion for a drowning accident involving the operation of a Terex PT50 track steer loader.

Thomas Gold Pettingill LLP

- Provided a verbal opinion for a legal case involving a fall accident while opening a door at a bakery.

Torys LLP

- Assisting the firm to develop policies and procedures for the accommodation of employees with disabilities and/or musculoskeletal disorders.

Wingate Law Firm

- Retained as an expert witness in a legal case involving musculoskeletal injury and the work position of cruise ship casino dealer

Clients – Engineering & Architecture

Osburn Associates

- Working with an architectural firm, conducted an assessment of the Cells Office at the Monteith Correctional Facility in Iroquois Falls, Ontario for the purpose of providing ergonomic input for re-design.

Precision Engineering

- Designed, developed and delivered manual materials handling training to front line operators.

Roger duToit Architects

- Conducted an annual walkthrough for architects to provide practical tips for safe computing.
- Provided individual instruction for architects using AutoCADD to reduce their risk of developing musculoskeletal disorders.
- Advised on the design of a front reception desk to improve layout, comfort, and efficiency.

Shore Tilbe Irwin

- Provided ergonomic input while working jointly with architects for the re-design of the Pickering Nuclear Generating Station cafeteria including people/product flow issues, overall layout, environmental factors, working heights and reaches.

Tyne Engineering for Atomic Energy of Canada Limited – Chalk River

- Provided ergonomic and human factors expertise during the initial design phase of a proposed light water detritiation facility for Atomic Energy of Canada Limited. Included developing supporting documents such as a program plan, verification and validation plan, and design guides, as well as reviewing conceptual design drawings (building and control room) and providing consultation to designing engineers.

PROFESSIONAL ASSOCIATIONS

- Association of Canadian Ergonomists – Full Member
- Ontario Chapter, HFAC/ACE – Past Director, 1996

COMMITTEES

- IEA'94 – International Ergonomics Association Annual Conference Organization Committee
- Human Factors Association of Canada '92 Annual Conference Organization Committee

PRESENTATIONS

Peer review:

- Association of Canadian Ergonomists' 45nd Annual Conference. Lessons Learned from an Unsuccessful Research Project: Preventing Musculoskeletal Disorders in Emergency Medical Services. October 9, 2013.
- Association of Canadian Ergonomists' 42nd Annual Conference. Rural Mail Box Delivery: Ergonomic Risk Assessment and the Evaluation of Right-Hand Drive Vehicles. October 7, 2010.
- Association of Canadian Ergonomists' 38th Annual Conference. Panel expert for Designing for a Diverse Population. October 15, 2007.

- Association of Canadian Ergonomists' 38th Annual Conference. Musculoskeletal Injury Risk in Ontario Floral and Vegetable Greenhouses: Findings, Gaps and Future Needs. October 16, 2007.
- Human Factors Association of Canada 30th Annual Conference. An Analysis of Wayfinding in an Employment Insurance Office. October 19 – 22, 1998.
- Human Factors Association of Canada 27th Annual Conference. An Ergonomic Analysis of Telephone Sales Area: Minimizing Workplace Injuries through Re-Design and Training. October 22 – 25, 1995.

Non-Peer Review:

- Guest speaker at the Professional Writers' Association of Canada, Toronto Chapter meeting. Computer Workstation Ergonomics: Tips for working safe and smart. January 9, 2017.
- Guest speaker at the Ontario Hygiene Association of Ontario Fall 2014 PDC 1. Ergonomics in the Ontario Greenhouse Industry: Findings, Gaps & Future Needs. October 22, 2014
- University of Toronto 4th year class, Case Studies in Ergonomics – Ergonomics in the Ontario Greenhouse Industry: Findings, Gaps & Future Needs. 2008-2012
- Guest speaker at the Ontario Dental Association quarterly meeting – Dental Ergonomics. October 21, 2008.
- Keynote speaker at the Institute of Industrial Engineers' Annual General Meeting – Physical Ergonomics: A Systems Approach. September 17, 2008.
- Guest speaker on ergonomics to MDS Inc. employees world-wide during a quarterly teleconference. June 6, 2008.
- Lecture and tutorial for University of Toronto 3rd year Mechanical and Industrial Engineering students on Musculoskeletal Injury Risk in Ontario Floral and Vegetable Greenhouses – Finding, Gaps and Future Needs. November 23, 2007 and November 7, 2008.
- The Ontario Greenhouse Alliance HR Day – a presentation for floral growers on Musculoskeletal Injury Risk in Ontario Floral Greenhouses – Findings, Gaps and Future Needs. November 16, 2007.
- Radio interviews live and live to tape on various Canadian AM and FM stations including CFRB 1010 and CBC Radio for media campaign for The Ergonomics of Sleep for Environics Communications – May, 2007.
- Television interviews including live (CBC Newsworld) and live to tape (CHTV, Rogers Daytime) discussing favourite sleep positions and tips to optimize physical comfort while sleeping - The Ergonomics of Sleep for Environics Communications – May, 2007.
- Print interview for the Ottawa Citizen discussing favourite sleep positions and tips to optimize physical comfort while sleeping - The Ergonomics of Sleep for Environics Communications – May, 2007.
- Sobeys Inc. Ergonomics-related Issues and Best Practice for Warehouse and Distribution Centres. April 30, 2007.

- Liquor Control Board of Ontario (LCBO) – Assessing Manual Materials Handling Tasks at the LCBO. A presentation to Senior Management and District Managers as part of Retail University. March 22, 2007.
- Molly Maid International – Ergonomics-related Tips for Home Service Professionals. A presentation to Ontario Franchise Owners. March 14, 2007.
- IIDEX/Neo Con Canada 2006 – Panel expert for ErgoForum Panel Discussion on Office Ergonomics: Designing for an Ergonomically Sound Workspace. September 28-29, 2006.
- Ergonomics in Restaurant & Food Industries – a presentation at the OSSA’s Advisory Committee Meeting, February, 2006.
- CBC TV – A television segment discussing the musculoskeletal health effects of computer and video gaming on children – aired January, 2006.
- Rogers Daytime – Ergonomics behind the Wheel. . A live television segment discussing good car design features that help make the drive more comfortable and safe for commuters – Environics Communications, October, 2005.
- CITY TV’s Breakfast Television – Ergonomics behind the Wheel. A live television segment with Liza Fromer discussing good car design features that help make the drive more comfortable and safe for commuters – Environics Communications, September, 2005.
- Radio interviews live and live to tape on various Ontario AM and FM stations for media blitz featuring Ergonomics behind the Wheel – Environics Communications, September, 2005.
- Newspaper interviews by phone and in-person for Toronto Star, Victoria Times, Toronto Sun and Ming Pao for media blitz featuring Ergonomics behind the Wheel – Environics Communications, September, 2005.
- Durham Today – Ergonomics Behind the Wheel. . A live television segment with Paula Beebe discussing good car design features that help make the drive more comfortable and safe for commuters – Environics Communications, September, 2005.
- Back to Basics – presented to the OSSA Health & Safety Networking Group, Cambridge Holiday Inn, February 2005.
- CBC Venture – What are you carrying to work? A television segment discussing bag handling with live interviews at the corner of King and Bay Streets in Toronto – aired June 2003.
- Elements of a Good Ergonomics Program – presented to OSSA Tourism & Hospitality Advisory Committee, May 2002.
- Back to Basics – presented as part of Safety in Motion – the 4th Annual OSSA Health & Safety Conference, September 23 & 24, 2002.
- Modified Work and Lower Extremity Injuries – presented as part of the School Board Co-operative Inc. seminar The Nitty Gritty of Modified Work, Sheraton Parkway Hotel, November 5, 2001.
- Thinktank on Aging Workforce and Disability Management. Ergonomic Issues in Housekeepers. Toronto Marriott Hotel. June 21, 2001.
- Canadian Society of Industrial Engineers (CSIE) Conference. Ergonomics in Practice: An Ergonomic Approach to Preventing Back Injuries. January 26, 2001.

- University of Toronto Continuing Engineering Education, 1st Intensive Workshop in Ergonomics – Managing Work-related Musculoskeletal Disorders. October 31, 1997.
- Eighth Annual Schedule 2 Employers' Seminar on Workers' Compensation – The Role of Ergonomics in Managing RSIs. September 22 and 23, 1997.
- Telemedicine Canada – Fitting the Job to the Worker: Uncommon Common Sense. October 3, 1996.
- CTV-TV Homestyle – Ergonomics in the Kitchen and the Ergonomic Home Office. September, 1996.
- Denis O'Connor Catholic School, OAC Class – Jobs in Ergonomics. April, 1996.
- Roger DuToit Architects Limited Monthly Meeting – An Introduction to Applied Ergonomics in Office and Industrial Environments. August 1995.
- Toronto Club of Clothing Designers Monthly Meeting – Ergonomics in the Garment Industry. December 1994.
- Ryerson Polytechnic University Graduate Class – Selling Ergonomics to Industry. November 1994.
- University of Toronto 4th year class, Case Studies in Ergonomics – How to Assess Back Injury Risk and Ergonomics at Volkswagen Canada. 1994 – 2000, 2005, 2006.
- University of Toronto Continuing Engineering Education, Indoor Air Quality Seminar – Correction Strategies for Buildings (Human Factors). September 1994.
- Health & Safety '94 Conference and Trade Show – Assessing Stresses on the Lower Back. May 1994.

WORKSHOPS DELIVERED

- Caesars Windsor Casino – MSD Skills Development Training for Joint Ergonomics Committee, November 13 and 14, 2008.
- Ontario Service Safety Alliance – Musculoskeletal Disorders (MSD) Workshop for OSSA Staff, February 8, 2007.
- Human Factors North Inc. – Physical Demands Analysis and Office Ergonomics Workshops, May 8 and 9, 2000.
- Human Factors North Inc. – Conducting a Physical Demands Analysis. Workshop presented at the Holiday Inn, Oshawa, Ontario. October 23, 1997.
- The Canadian Institute – Cutting the Cost of Repetitive Strain Injuries. June 21 and 22, 1995. Hotel Plaza II, Toronto, Ontario.

PROFESSIONAL DEVELOPMENT COURSES

- Association of Canadian Ergonomists – Webinar Series – Make Sense of Occupational STFs: A practical guide to factors that affect balance recovery in the workplace by Dr. Duncan & Dr. Komisar. 2018.

- Association of Canadian Ergonomists – Webinar Series – Ergonomic Methods to Assess Complex Jobs – Determining the Cumulative Effect of Multiple Subtasks by Dr. Jim Potvin. 2017.
- Association of Canadian Ergonomists – Webinar Series – When and Where to Make Ergonomic Assessments: An introduction to sampling strategy for practitioners by Dr. Catherine Trask. 2016.
- Association of Canadian Ergonomists – Webinar Series – Forensic Biomechanics by Dr. Rob Parkinson. 2015.
- Association of Canadian Ergonomists – Behaviour Change Workshop, instructed by Dr. Claire Williams and Mr. Andrew Baird, Whistler, British Columbia. October 7, 2013.
- CRE-MSD - Reducing Fatigue and Preventing MSDs in the Workplace, December 4th, 2012.
- Association of Canadian Ergonomists - Setting Acceptable Ergonomic Limits for the Upper Extremities during Repetitive Tasks, instructed by Dr. Jim Potvin, Webinar, October 9, 2012.
- Association of Canadian Ergonomists – Engineering for Ergonomists, instructed by Stephen Bao, Kelowna, British Columbia. October 4, 2010.
- Ryerson University – Virtual Production Planning and the Human Factor, instructed by Dr. Patrick Neumann and Dr. Jim Potvin, Toronto, Ontario. June 9, 2009.
- Association of Canadian Ergonomists – Upper Extremity Musculoskeletal Injuries in the Workplace, instructed by Dr. Peter Keir, Mississauga, Ontario. November 30, 2006

PUBLICATIONS

Peer Review:

- Kawaja, K.M. and Smith, S. Ergonomic Design Review of a New Ambulance Prototype Model. Proceedings of the 47nd Annual Conference of the Association of Canadian Ergonomists. October 18, 2016.
- Kawaja, K.M. and Potvin, J.R. Lessons Learned from an Unsuccessful Research Project: Preventing Musculoskeletal Disorders in Emergency Medical Services. Proceedings of the 45th Annual Conference of the Association of Canadian Ergonomists. October 7-10, 2013.
- Kawaja, K.M. and Smith, S. Rural Mail Box Delivery: Ergonomic Risk Assessment and the Evaluation of Right-Hand Drive Vehicles. Proceedings of the 42nd Annual Conference of the Association of Canadian Ergonomists. October 7, 2010.
- Kawaja, K.M. and Smith, S. Musculoskeletal Injury Risk in Ontario Floral and Vegetable Greenhouses. Proceedings of the 39th Annual Conference of the Association of Canadian Ergonomists. October 16, 2007.
- Kawaja, K.M. An analysis of wayfinding in an employment insurance office. Proceedings of the 30th Annual Conference of the Human Factors Association of Canada. October 19 – 22, 1998.
- Kawaja, K.M. An ergonomic evaluation of telephone sales area: minimizing workplace injuries through workplace re-design and training. Proceedings of the 27th Annual Conference of the Human Factors Association of Canada. October 22 – 25, 1995.

Non-Peer Review:

- Print interview for OHS Canada magazine – Change from Inside Out, July/August 2013 issue, page 44-45.
- Print interview for Smooth Sailing – Keep your vacation from going south with these road-trip must-haves. Spree Living, summer 2007 issue, page 17.
- Print interview for Smart Slumber – City Life, August/September 2007 issue.
- An Interview with Kathy Kawaja – Preventing Strains & Sprains. The Safety Mosaic, Vol. 5, No. 1, pp. 2 and 3. 2002.
- Kawaja, K.M. In the driver's seat: Ergonomic principles of heavy equipment vehicle design – critical to purchasers, operators and service people. Occupational Health & Safety. January/February 1998 issue.
- Kawaja, K.M. The big picture: An ergonomic approach to preventing back injuries. Accident Prevention, Vol. 42(2), pp. 36 – 44. March/April, 1995.
- Kawaja, K.M. The high cost of low back injuries: how an ergonomic approach can provide the most effective relief. Canadian Occupational Safety, Vol. 31(6), pp. 10 – 15. Nov./Dec. 1993.

SPECIALIZED TRAINING

- Half-day media training including successful techniques and tips for television, radio and print interviews, Environics Communications, August 2005

AWARDS

- Best Paper Presentation for an Analysis of Wayfinding in an Employment Insurance Office. Human Factors Association of Canada 30th Annual Conference, October 19 – 22, 1998.