

CURRICULUM VITAE

STEVEN SMITH

Human Factors North Inc.

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DESIGNATION

Canadian Certified Professional Ergonomist (CCPE) – October 2007

EDUCATION

Bachelor of Science, Kinesiology (Ergonomics and Human Factors concentration) – 2001
Simon Fraser University, Burnaby, British Columbia, Canada

PROFESSIONAL EXPERIENCE

Nov. 2005 – present

Ergonomics Consultant – Human Factors North Inc.

Current and Completed Projects

407ETR

- Performed detailed office assessments for a variety of positions to identify and control risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance
- Completed numerous ergonomic reviews to identify and control MSD hazards in office environments
- Delivered a three part ergonomic awareness training seminar directed at office-based work and provided support through the design and implementation phase of an ergonomics program

Accuristix

- Completed ergonomic audits of two different office locations to assess current ergonomic status versus standards/guidelines, and identify and control potential MSD hazards in an office environment

- Provided guidance to help develop a corporate office furniture and equipment standard

ACTRA Toronto

- Conducted a detailed office assessments for commercial coordinator, membership representative and data entry clerk positions

Agropur, Division Natrel

- Performed numerous detailed office assessments of managerial and clerical positions to identify and mitigate risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance
- Delivered *Ergonomic Awareness Training for Computer Users Seminar*

Alberta Investment Management Corp. (AIMCO)

- Completed an ergonomic review of a computer workstation for a portfolio manager

Amazon/Workspace Development

- Completed several ergonomic reviews of computer workstations to identify and mitigate MSD hazards

Amica Mature Lifestyles

- Conducting a Job Demands Analysis for a director of care position

Appleby College

- Completed an office workstation review for a manager and executive assistant to identify and mitigate MSD hazards

BA Consulting Group

- Completed a high level office workstation review for a transportation engineer to identify and mitigate MSD hazards

bcpBank Canada

- Conducted a detailed office assessment for a banking officer

Bell Temple LLP

- Conducted a detailed office assessments for lawyer and partner positions
- Completed an office workstation review for a law clerk to identify and mitigate MSD hazards

Bentall Kennedy

- Delivered *Ergonomic Awareness Training for Computer Users Seminar* to in-house staff members, consisting of an interactive classroom component and walkthroughs of computer workstations

Birch Hill Equity

- Delivered *Ergonomic Awareness Training for Computer Users Seminar* to in-house staff members, consisting of an interactive classroom component and walkthroughs of computer workstations

Black's Photography

- Performed detailed office assessments of customer service, computer programming, operations and resource protection, and logistics positions

Blue Mountain Resort

- Carried out a musculoskeletal disorders (MSD) risk assessment to recognize, assess and control MSD hazards associated with the task of opening, closing and making of pull-out couches

Brampton Transit

- Conducted an ergonomic assessment for the purpose of job accommodation. Specific aspects of the Bus Operator position were reviewed, as it pertained to an individual's reports of discomfort while operating buses
- Conducted Job Demands Analyses (JDA) for several positions including bus operator, transit mechanic, general service person, stock keeper/buyer, facilities, and supervisor of transit services

Burlodge Canada

- Assessed the design and forces to activate/deactivate a central brake system on two different meal delivery carts
- Evaluated push/pull forces of several different models of meal delivery carts in a hospital environment
- Delivered *Ergonomic Awareness Training for Computer Users Seminar* to in-house staff members, consisting of an interactive classroom component and walkthroughs of office and computer workstations
- Performed an ergonomic design review of a meal delivery system
- Designed and developed best practice materials regarding the handling (pushing/pulling) of meal delivery systems

Business Development Bank of Canada (BDC)

- Performed detailed office assessments for director, vice president, and senior account manager positions

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 Colours and Chemicals Ltd. (CCC)

- Performed detailed office assessments of executive assistant and Bi analyst/technology education coordinator positions
- Completed several ergonomic reviews of computer workstations to identify and mitigate MSD hazards

Canaccord Genuity Corp.

- Performed multiple office assessments for various positions
- Delivered *Ergonomic Awareness Training for Computer Users Seminar* to in-house staff members, consisting of an interactive classroom component and walkthroughs of computer workstations

Canadian Hearing Society

- Performed multiple detailed office assessments of administrative positions

Canada Pension Plan (CPP) Investment Board

- Completed multiple high level office workstation reviews to identify and mitigate MSD hazards

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
- Conducted an ergonomic risk assessment of the proposed shipping parcel specification in a bulk mail processing plant
- Conducted a comprehensive ergonomic review of a file room. This included reviewing layout and design (current and proposed changes) to promote safe and efficient work.
- Primary ergonomist on a one year joint study of musculoskeletal injury risk during feeding and sorting tasks on the Multi-Line Optical Character Reader 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.

Carmanah Technologies

- Performed detailed office assessment for a systems designer

Cassels, Brock and Blackwell LLP

- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstations

- Completed numerous high level office workstation reviews to identify and mitigate MSD hazards

CCL Industries

- Performed detailed office assessments for senior executive, reception and financial analyst positions

Centennial Optical Limited

- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstations
- Designed and delivered safe lifting, manual materials handling and work practice training for warehouse and production workers

CH2M Hill

- Performed an ergonomic review of the tasks and process required to overhaul subway car trucks using truck stand and hydraulic hoist methods. The purpose of the project was to evaluate work/equipment design to advise on which design was most ergonomically suitable.

CIBC

- Performed an ergonomic audit to evaluate the lighting levels in a call centre environment. Conducted a follow-up assessment to determine the effectiveness office space lighting changes.

CN Rail

- Conducted Job Demands Analyses (JDA) for positions including thermite welder, heavy machine operator, track maintainer, and signals and communications maintainer (yard/field)

CNIB

- Conducted a musculoskeletal disorder (MSD) risk assessment of a Lotto Booth Attendant job function

College Compensation and Appointments Council for the Colleges of Applied Arts and Technology

- Performed multiple detailed office assessments for human resources, secretarial and consulting positions. Conducted follow-up office assessments to assist with implementation and/or address concerns.

Community Living South York

- Delivered *Ergonomic Awareness Training for Computer Users Seminar* to in-house staff members at two sites, consisting of an interactive classroom component and walkthroughs of office and computer workstations

Connexim Network Management

- Performed multiple detailed office assessments for managerial and administrative position

CPP Investment Board

- Completed office workstation reviews to identify and mitigate MSD hazards

Creative Matters Inc.

- Delivered *Ergonomic Awareness Training for Computer Users Seminar* to in-house staff members, consisting of an interactive classroom component and walkthroughs of office and computer workstations

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. Examples of services have included ergonomic design review of ambulance design; participation in multiple focus groups with industry stakeholders to discuss/improve existing designs; evaluate future conceptual design concepts for ergonomics-related issues.

Daimler Buses North America

- Conducted an evaluation of the driver's area of a fully finished and operational Orion VII Next Generation bus. The scope of work was specifically focused on ensuring that the layout and design of the driver's area meets ergonomic guidelines and standards for the majority of the user population.

Davenport-Perth Neighbourhood and Community Health Centre

- Completed multiple office workstation reviews to identify and control MSD hazards

Davies Ward Phillips & Vineberg Services Partnership/MPHM Project Managers Inc.

- Provided ergonomic consultation to a law firm relocating to a new office space during the design phase. Included making recommendations on the selection of furniture and accessories, reviewing design drawings and office layouts.

Delta Chelsea Hotel Toronto

- Conducted an ergonomic assessment for the job tasks and workstation associated with the position of cashier in the Market Garden Restaurant

Detour Gold

- Performed an ergonomic review of an office and computer workstation for legal counsel

Doctors Without Borders / Médecins Sans Frontières

- Performed a detailed office assessment for an administrative assistant

Dundee Precious Metals

- Performed a detailed office assessment for a senior executive

Durham Catholic District School Board

- Performed an ergonomic assessment of the design of canister vacuums used by custodial staff

du Toit Architects Limited

- Completed multiple high level office workstation reviews to identify and control MSD hazards
- Performed a detailed office assessment for a landscape architect

Environment Canada

- Completed multiple office workstation reviews to identify and control MSD hazards

Exclusive Fabrics

- Performed an ergonomic assessment for the warehouse task of manually moving and storing large bolts (rolls) of fabrics

Farmer's Mutual Insurance Company

- Completed an ergonomic audit to assess current ergonomic status versus standards/guidelines, and identify potential MSD hazards in an office environment
- Performed detailed office assessments of underwriting positions
- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*

Goodmans LLP

- Performed a detailed office assessment for a law clerk

Government of Ontario Ministries

(Ministry of Aboriginal Affairs, Ministry of the Attorney General, Ministry of Citizenship and Immigration, Ministry of Community Safety and Correctional Service, Ministry of Education, Ministry of the Environment, Ministry of Training, Colleges and Universities, Ministry of Health and Long-term Care, Ministry of Government Services, Ministry of Municipal Affairs and Housing, Ministry of Children and Youth Services, Ontario Labour Relations Board, Ontario Shared Services)

- Performed countless detailed office assessments for a variety of positions to identify and control risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance
- Conducted follow-up office assessments to assist with implementation and/or address other concerns
- Performed an ergonomic assessment of the legal clerk, legal referral clerk and account clerk positions
- Completed numerous ergonomic reviews to identify and control MSD hazards in office environments

- Delivered *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstation

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

- Carried out an ergonomics assessment for housekeeper position to identify, assess and control MSD hazards and promote an efficient and productive work environment. Included a presentation of findings, conclusions and recommendations to workplace parties (management and union). An anonymous body comfort survey was distributed to housekeeping staff and tabulated to collect information regarding the frequency and severity of musculoskeletal discomfort.
- Design, developed and delivered job-specific MSD awareness training to housekeepers with focus on techniques for safe and effective material handling, work practices, injury prevention and back care. Included classroom and practical learning components.
- Performed a high level ergonomic review of the Steward position and associated work area
- Conducted 80 Job Demands Analyses (JDA) for a wide range of casino-based positions including supervisory/management, gaming, food and beverage service/preparation, maintenance, shipping/receiving, information technology, finance/human resources, and housekeeping

GrowthWorks Capital Limited

- Completed an ergonomic review to identify MSD hazards in an office environment.

Halton Children's Aid Society

- Performed an ergonomic audit to evaluate the lighting levels in an office environment. Specifically, light levels were recorded at particular areas where staff members have cited concerns with lighting.

Harry Rosen

- Performed a detailed office assessment for a director

H.E.L.P. Safety Services for Stringer Brisbin Humphrey Management Lawyers

- Carried out a third-party MSD risk assessment to examine the methods used to handle steel and plastic drums

IBI Group

- Participated as a researcher in laboratory experiments to determine reading time requirements and message comprehension for bilingual changeable message signs

Interfleet Technologies

- Delivered *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of computer workstations
- Completed a review of an office and computer workstation for a project and bid coordinator

Intier – Mississauga Seating Systems

- Conducted detailed Physical Demands Analyses (PDA) on multiple assembly lines within an automotive seating manufacturing environment (130 total positions)

Irving Tissue, Toronto

- Conducted a musculoskeletal disorder (MSD) risk assessment for the specific job task of loading corrugate into a hopper

Israel Foulon LLP

- Completed a review of an office and computer workstation for a partner in a legal firm

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

Liquor Control Board of Ontario (LCBO)

- Conducting an assessment in an logistic warehouse to determine if a new racking arrangement poses a higher MSD risk from an ergonomic perspective
- 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.
- Carried out a detailed ergonomic assessment for the receipt of a liquor delivery at two different retail stores
- Performed ergonomic assessments of multiple cashier workstations in retail store environments
- Conducted a high-level ergonomic assessment for bottle pick and case pick job functions at the LCBO GTA Service Centre
- Reviewed retail store carry-out cart design and evaluated the push/pull forces under various load conditions. Carried out a design review of two types of carts to be used in an LCBO speciality retail store. Included preliminary review of conceptual design drawings. Reviewed several material handling cart designs and evaluated the push/pull forces under various load conditions.
- Provided retail staff at an LCBO store with information and instruction on the safe manual handling of cases above shoulder height
- Conducted a design review of two design iterations of a wooden case opening tool

- Conducted an ergonomic design review of a spring loaded Lift Table to be used in a warehouse environment
- Performed an ergonomic design review of a prototype vacuum lifting aid to be intended for use in a retail warehousing setting
- Performed a high level audit of the chemist position in a quality assurance laboratory. Completed ergonomics assessment for sensory evaluation technician, sample coordinator and laboratory attendant positions in a quality assurance laboratory.
- Carried out an ergonomic assessment of a mailroom located in a head office building
- Performed a review of stand-up and sit-down forklifts to provide guidance on future purchase and warehouse compatibility
- Completed a design review of prototype equipment to be used during off-loading of cases from shipping containers
- Provided ergonomic expertise and guidance for safe material handling techniques during on-set shooting of a lift table training video
- Performed an ergonomic assessment of both the warehouse worker and operation clerk positions for the purposes of job suitability and accommodation. Involved the identification of ergonomics-related risk factors, while taking into consideration of medical history and long-term absence from work.
- Provided input for the script and actors' physical movements during the writing and shooting of a safe lifting video
- Carried out testing on the force required by forklift operators to perform a two-handed lift/lower of the forklift battery compartment. Multiple design iterations tested.
- Conducted an ergonomic review of multi-user computer workstations used by operations clerks
- Project lead on a project which involved completing Job Demands Analyses (JDA) for 21 positions in a warehouse environment. Individually evaluated 11 positions.
- Completed an ergonomic assessment for the module picker (case handler) position a warehouse environment
- Project lead on a project which involved completing Job Demands Analyses (JDA) for 44 positions in a warehouse environment. Individually evaluated 19 positions.
- Conducted proactive reviews of Safety Awareness Program content including storyboards, video script, posters, and short videos/animations.
- Conducted an ergonomic design review of two utility knives. In addition to summarizing any ergonomics-related design benefits and/or drawbacks, and providing recommendations, user trial feedback was incorporated into the analysis.
- Providing consultation through the conceptual, prototype and user trial phases of retrofit cashier workstations and new cash station designs
- Provided ergonomic input on the height of blue shelving in retail store warehouses

- Completed a detailed assessment and proactive reviews of office and computer workstations
- Completed a review of touch screen layout and design, as it related to input tasks at the cashier workstation

Leo Burnett Canada

- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstations

MacQuarie Group

- Performed a detailed office assessment for an investment associate

Martin Brower of Canada

- Conducted an ergonomic assessment of the professional truck driver position. In addition to truck-related tasks (e.g., pre-trip inspection, driving, operating controls), this assessment included observation of three delivery methods.
- Designed/delivered musculoskeletal disorders (MSD) awareness training sessions for truck drivers
- Conducted Job Demands Analyses (JDA) for three professional truck driver position delivery methods
- Completed high-level force testing to record the forces required to move loaded delivery carts

McKinsey and Company

- Completed numerous ergonomic reviews for various positions to identify and control MSD hazards in an office environment

MD Physician Services Inc.

- Performed several detailed office assessments and reviews of financial positions

MDS Incorporated

- Performed several detailed office assessments and ergonomic reviews of managerial, financial, information technology, and executive assistant positions
- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstations
- Completed an ergonomic audit of multiple office floors to assess current ergonomic status versus standards/guidelines, and identify potential MSD hazards

Messier-Dowty

- Performed an ergonomic assessment of the fitter position for the purposes of employee accommodation and suitability. Involved the identification of ergonomics-related risk

factors, while taking into consideration of medical history and long-term absence from work.

Metro Ontario Inc.

- Conducted a design review for a new cashier workstation design in a retail grocery environment

MFS Investment Management

- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstations
- Completed ergonomic reviews to identify and control MSD hazards in an office environment

Municipality of Clarington

- Conducted an ergonomic evaluation of the service wickets associated with the revenue clerk position
- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstations
- Performed several detailed office assessments of information technology, operations, technician, clerical/administrative and managerial positions

Niagara Fallsview Casino

- Performed an MSD risk assessment was carried out pertaining to the task of manually handling stow away beds

Nexient Learning Incorporated – Canada Post Corporation NJHSC

- A primary ergonomist 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)
- A primary ergonomist on a one and a half year joint study of musculoskeletal injury risk during mail delivery using right-hand drive vehicles to rural mail boxes in Ontario and Quebec. 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)

Norampac – Jellico

- Conducted a musculoskeletal disorder (MSD) risk assessment of the feeders position at gluers workstation positions in a corrugated box processing plant

- Conducted an MSD risk assessment of the slitters in-feed and out-feed positions in a corrugated box processing plant
- Designed, developed and delivered job-specific MSD awareness training for slitters and gluers employees with focus on techniques for safe and effective material handling, work practices, injury prevention and back care.

Northam Realty Advisors

- Completed an ergonomic review for an accounting position to identify and control MSD hazards in an office environment

Olymel

- Conducted Job Demands Analyses (JDA) for various positions in a food processing plant

Ontario Catholic School Trustees' Association

- Delivered *Ergonomic Awareness Training for Computer Users Seminar*, consisting of an interactive classroom component and walkthroughs of office and computer workstations

Ontario College of Teachers

- Performed a detailed office assessment for an executive assistant
- Delivered multiple *Ergonomic Awareness Training for Computer Users Seminars*, consisting of an interactive classroom component and walkthroughs of office and computer workstations

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

- A primary ergonomist 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.

Ontario Human Rights Commission

- Performed a detailed office assessment for a lawyer

Office of the Legislative Counsel

- Performed a detailed office assessment of an editorial position

Office of the Superintendent of Financial Institutions Canada

- Performed multiple detailed office assessments for director, manager and information technology positions
- Conducted a follow-up office assessment to assist with implementation and/or address other concerns

Ontario Physical and Health Education Association (OPHEA)

- Delivered *Ergonomic Awareness Training for Computer Users Seminar*, consisting of an interactive classroom component and walkthroughs of office and computer workstation

Ontario Power Generation

- Carried out an assessment within a control room setting for the purposes of assessing current ergonomic status, improving layout and design, and identifying potential risk factors for musculoskeletal disorders. Continued to provide ergonomic consultation to the implementation team through the implementation/design phase including attending meetings, developing/tabulating a body comfort survey, reviewing best practice, and providing workstation/seating requirements and guidelines.
- Conducted an ergonomic assessment of the mechanical technician position
- Performed detailed office assessments for systems analyst, finance clerk, finance analyst, senior management, administration and sales positions
- Completed an ergonomic review to identify and eliminate MSD hazards in an office environment

Ontario Tourism Marketing Partnership Corporation

- Completed several ergonomic reviews to identify and control MSD hazards in an office environment

Ontario Rental Housing Tribunal

- Performed detailed office assessments for managerial positions

Ontario Securities Commission

- Performed several detailed office assessments for senior advisor, accountant, director, officer, assistant controller, investigator, and chairperson positions

Ontario Service Safety Alliance

- 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.

Ontario Service Safety Alliance (OSSA) for the Canadian Council of Grocery Distributors

- Ergonomist on a nine-month study 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)
- Ergonomist on a five-month study to establish ergonomics best practice for the Ontario grocery industry with respect to musculoskeletal injury prevention and reduction in retail stores for cashier, meat cutter, and grocery clerk/shelf stocker positions (Phase 2)

Ontario Science Centre

- Completed a detailed ergonomic assessment of the membership desk service counter
- Provide ergonomic consultation regarding layout, furniture (e.g., desks, chairs), equipment and accessories of new and existing workspaces in several areas of the facility
- Worked with internal resources, an architectural firm and interior designer to design box office and membership desk service counters. Project elements included attending design

meetings, design drawing review/comment, evaluation of mock-ups, assistance with user trialing, advice/evaluation of equipment/device selection, assistance with implementation, and post implementation user training.

- 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
- Performed an MSD risk assessment of the electronics assembly office to identify, assess and provide control options for any identified MSD hazards. Provided ongoing consultation throughout the implementation phase in the areas of furniture/equipment selection, conducted user trials, and provided MSD awareness training.

Ontario Science Centre

- Conducted ergonomic reviews of several multi-user workstations with the facility (host computer workstations, wood shop CNC workstation, security desk, visitor care centre desk, wood shop and metal shop workstations)
- Performed numerous detailed office assessments of a variety of positions
- Conducted several follow-up office assessments to assist with implementation and/or address other concerns
- Completed over 125 ergonomic reviews to proactively identify MSD hazards at office and computer workstations
- Conducted Job Demands Analyses (JDA) for audio-video technician/projectionist and technician of audio-video production positions
- Performed an ergonomic assessment of parking booth workstations

Osler Hoskin & Harcourt LLP

- Performed multiple detailed office assessments for lawyer and support clerk positions

Ontario Clean Water Agency

- Performed a detailed office assessments for an Administrative Coordinator

Park Hyatt Hotel Toronto

- Carried out an ergonomic assessment for the specific task of manually handling the dinner plates by Banquet Servers

Peel Regional Paramedic Services

- Conducted a comprehensive ergonomic risk assessment of the positions of primary care paramedic and advanced care paramedic
- Designed, developed and delivered an ergonomics training programs for Peel Regional Paramedic Services. Programs included an awareness-based end-user training program and a train-the-trainer training program which allowed for in-house facilitation of the end-user training program.

Pentax Canada Inc.

- Evaluated the existing state of office seating and provide objective recommendations to facilitate appropriate office chair selection in relation to the user population and the tasks performed

Platform Computing Corporation

- Performed multiple detailed office assessments for information technology, public relations, sales, and facilities management positions
- Delivered *Ergonomic Awareness Training for Computer Users Seminar*

Professional Engineers of Ontario

- Conducted a follow-up office assessment to assist with implementation and/or address other concerns

Ronald McDonald House Toronto

- Performed a detailed office assessment to identify risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance

Ryerson University

- Performed a detailed office assessment to identify risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance

Saint Elizabeth Healthcare

- Performed Job Demands Analyses for speech pathologist, physiotherapist and occupational therapist positions

ServiceMaster

- Delivered *Ergonomic Awareness Training for Computer Users Seminar*, consisting of an interactive classroom component and walkthroughs of office and computer workstations

Shaw Media

- Completed multiple reviews of an office and computer workstations for various position in a television broadcasting environment

Sheridan College

- Conducted Job Demands Analyses (JDA) for a Technologist position

Smockum Zarnett LLP

- Performed a detailed office assessment for a partner in a legal firm to identify risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance

Sobey's Ontario

- Conducted a design review for a new cashier workstation design in a retail grocery environment

Standard Life/Manulife

- Performed a detailed office assessment for a senior member education representative to identify risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance

Sutton Place Hotel, Toronto

- Conducted an ergonomic audit to identify job classifications that contained high potential for MSDs by incorporating a review of site-specific injury data and examining past/present MSD Hazard control or prevention initiatives
- Performed an MSD risk assessment for the job tasks carried out in a laundry room
- Designed, developed and delivered job-specific MSD awareness training to housekeeping employees with focus on techniques for safe and effective material handling, work practices, injury prevention and back care. Included classroom and practical learning components

Sysco Central Ontario

- Conducted an MSD risk assessment for order selector positions

The Beer Store

- Conducted Job Demands Analyses (JDA) for multiple positions including retail sales, liquor delivery, order picking, shipping/receiving, shunt truck driving, draught services maintenance/repair/ installation, and bottle sorting

Thorsteinssons LLP

- Completed a review of an office and computer workstation for a partner in a legal firm

Tim Horton's – TDL Group Corporation

- Conducted an ergonomic assessment for the position of shift supervisor within a Tim Horton's store

Toronto Community Housing

- Conducted a detailed push/pull force analysis to quantify the physical demands associated with manually moving a 6 cubic yard recycling bin
- Performed an ergonomic assessment of a project custodian position for the purposes of suitability and accommodation. Involved the identification of ergonomics-related risk factors, while taking into consideration a history of musculoskeletal discomfort and long-term absence from work.
- Conducted 25 Job Demands Analyses for housing management, reception, community safety, maintenance and supervisory positions
- Performed an assessment of the customer service facilitator position including a reception area workstation

Toronto Marriott Downtown Eaton Centre

- Performed multiple detailed office assessments to identify risk factors, minimize musculoskeletal discomfort and improve workplace productivity/performance

Toronto Lawyers Association

- Completed a review of an office and computer workstation for an executive director

Toronto Police Association

- Delivered *Ergonomic Awareness Training for Computer Users Seminar*, consisting of an interactive classroom component and walkthroughs of office and computer workstations

Toronto Transit Commission (TTC)

- Conducted a human factors and ergonomics review to identify factors that would affect the safe operation of several subway work car vehicles required for railway track/subway system maintenance and repair
- Carried out an ergonomic assessment of interior layout and design for vans used to collect fare revenue. Continue to provide ongoing ergonomic consultation during the implementation phase in the areas of vehicle design and selection, user trials, and equipment design.
- Conducted an ergonomic/human factors review of the Bombardier streetcar prototype
- Conducted an ergonomic assessment focused on the manual material handling of fare media (tokens)
- Completing an ergonomic assessment of manual material requirements for workers involved in restocking transfer ticket machines
- Carried out an ergonomic assessment of the interior layout and design of sedans used to distribute packaged fare media to greater Toronto area outlets. Continue to provide ongoing ergonomic consultation during the implementation phase in the areas of vehicle design and selection, user trials, and equipment design.
- Conducted an ergonomic assessment of manually operating the wheelchair ramp on low floor buses.
- Conducted an ergonomic assessment of the manually handling fare media requirement for night revenue collector and crew chief positions
- Carried out an ergonomic assessment of a vertical storage carousel(s) located in a warehouse environment. The scope of work was focused on workplace layout and design (i.e., working height, clearance, reaches, etc.) with respect to the job task being performed.
- Conducted an ergonomic assessment of the bus trainer position, including development, administration and tabulation of a body comfort survey
- Performed an ergonomic assessment of an escalator mechanic for the purposes of employee accommodation and suitability. Involved the identification of ergonomics-related risk factors, while taking into consideration a history of musculoskeletal discomfort and long-term absence from work. Following the assessment, analyzed the feasibility of three

potential solutions for the material handling of escalator steps and provided expert advice on implementation.

- Carried out an ergonomic assessment of the job tasks involved in streetcar track switch maintenance
- Conducted an ergonomic assessment of the inspection/MTO crew (coach technician) pit. Scope of work was focused specifically on the work activities occurring within the pit.
- Completed detailed ergonomic evaluation of a number of ergonomic physical ergonomic concerns reported on Nova and Orion VII buses. Provided recommendations focused on addressing the identified concerns and improving the layout and design of operator cockpits.
- Conducted an ergonomic assessment of the job tasks associated with manually stocking transfer machines with transfer papers, as well as conducting a cursory review of vehicle design.
- Performed a review of scientific literature to assist in determining if cooling vests can assist in heat stress situations
- Conducted an ergonomic review of specific issues noted in the work area involving undercarriage inspection of new TTC subway cars
- Conducted an ergonomic analysis for the purpose of job accommodation. Specific aspects the positioned were reviewed, as they pertained to reports of discomfort associated with the operator seating in select vehicles
- Conducted an ergonomic review of the wheel nut torque check task which is carried out on buses
- Performed an ergonomic assessment of overhead and bench welding tasks
- Performed an ergonomic assessment of tire handling tasks
- Conducted a Human Factors/Ergonomics Review of selected vehicles in the Subway Work Car fleet. Specifically, the review included 11 TTC Subway Work Cars which were considered to represent the majority of the rail fleet. The overall purpose of this assignment was to identify factors that would affect safe and effective operation of the Subway Work Car fleet, and in particular, the selected vehicle types.
- Conducted review of scientific literature to assist in determining if cooling vests can assist in heat stress situations
- Carried out an ergonomic assessment of the job tasks and reported concerns associated with performing T1 Static Converter Unit (SCU) maintenance/repair.
- Provided guidance on the design of seating used in collector booths and subway crash gates
- Conducted an ergonomic assessment of the job tasks involved in terrazzo floor coving refinishing work done by Subway Janitors
- Performed a pre-installation ergonomic review of the placement of PRESTO fare media card readers on buses and streetcars

Tourism Toronto

- Performed multiple detailed office assessments for several managerial and administrative positions

Triangle Studios

- Conducted an ergonomic assessment of a computerized workstation used in a television editing studio

Tyne Engineering

- Providing ergonomic and human factors expertise during the initial design phase of a proposed light water detritiation facility for Atomic Energy of Canada Limited. Includes 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.
- Developed a Human Factors Engineering Program Plan (HFEPP) for a Portable Feedwater Sampling System (PFSS) to be used in a nuclear facility. Conducted a designed review.

University of St. Michael's College

- Completed several ergonomic reviews of an office and computer workstations

University of Toronto

- Provided ergonomic consultant and guidance prior to and following office space relocation to accommodate an individual with visual impairments
- Completed an ergonomic review for several positions within an Athletic Facilities identify and reduce ergonomics-related risk factors and MSD hazards. Using a participative approach a post-review collaborative focus group meeting was conducted with stakeholders to discuss findings and all for feedback on solutions
- Performed multiple detailed office assessments and reviews
- Conducted a general office ergonomics audit for the office of the Jackman Humanities Institute (JHI)
- Conducted an ergonomic assessment for the purpose of job accommodation. Specific aspects of an Instrument Support Technician were reviewed as it pertained to reports of discomfort and functional capabilities.

Vision Critical

- Completed several ergonomic reviews of an office and computer workstations

Viventia Biotech Incorporated

- Delivered *Ergonomic Awareness Training for Computer Users Seminar*

Wal-mart Canada Corporation

- Completed an ergonomic assessment to evaluate the forces applied to workers involved in the activity of off-loading trailers of store fixtures

- Project lead on a six-month project which involved completing Job Demands Analyses (JDA) for 75 positions in the retail store environment. Individually evaluated 29 retail store positions.

Weir Foulds LLP

- Performed multiple detailed office assessments for lawyer and support clerk positions

Westin Harbour Castle Hotel

- Conducted a musculoskeletal disorder (MSD) risk assessment of stacking racks of glassware in the CL dishwashing area

Westin Prince Hotel

- Performed an ergonomic review of the job tasks and existing workstation design and layout associated with a dish room. Additionally, reviewed and analyzed the proposed/future design and equipment specifications in order to provide design recommendations.

Nov. 2003 - Nov. 2005

Ergonomics Consultant (Vocational Rehabilitation) – Medisys Health Group Inc. – Canada Post Corporation, Mississauga, Ontario

- Conducted ergonomic education/job coaching and promoted health and wellness
- Provided ongoing ergonomic consultation to CPC committees and departments (i.e., Joint Occupational Safety & Health, Work Hazard Prevention Program, Occupational Health Safety & Environment)
- Conducted job-specific ergonomic evaluations for Canada post employees throughout the Greater Toronto region to help identify ergonomics-related risk factors and improve performance
- Completed an ergonomic audit of Canada's largest letter processing plant
- Provided on-going ergonomic expertise to a CPC regional project committee regarding specific machine modification, workstation layout and work process
- Managed the permanent accommodation of Canada Post Corporation (CPC) employees working in a variety of unionized positions within the Greater Toronto Area (e.g., administration, sales, supervision, letter/bulk mail processing and collection/delivery)
- Analyzed job demands (i.e., job-site review) and permanent medical precautions in order to re-integrate employees into suitable and sustainable positions or duties
- Prepared concise reports, including recommendations, for CPC management to ensure suitable and productive employee accommodations
- Liaised with medical professionals (medical consultants, nurse case managers), CPC management, labour relations, union representatives, employees, Sun Life Insurance and the Workplace Safety and Insurance Board (WSIB)
- Delivered numerous presentations to CPC management regarding accommodations procedures

March 2004 – Nov. 2005

Ergonomics Consultant (Disability Management) (contract) – VISTA Disability Management Inc., Toronto, Ontario

- Conducted ergonomic assessments, physical demands analyses and job-site assessments within a variety of occupational settings
- Completed functional abilities evaluations (FAE), return-to-work and work-hardening programs
- Developed, implemented and monitored functional restoration programs for work and/or activity conditioning
- Provided vocational and medical case management to motor vehicle accident claimants
- Conducted transferable skills analyses relative to long-term disability recipients
- Communicated with medical personnel, insurance adjudicators and/or treating clinicians with reference to treatment and occupational issues

May 2002 – March 2004

Ergonomics Consultant (Disability Management) – ACCLAIM Ability Management Inc., Toronto, Ontario

- Completed ergonomic assessments, physical demands analyses, job-site assessments, activities of normal living (assessments, education, programs) and functional abilities evaluations (FAE)
- Performed multiple ergonomic evaluations for Bank of Montreal, BMO-Nesbitt Burns, BMO-Harris Private Banking, Wal-Mart Canada, Bell Canada, Bell ExpressVu, Expertech Network Installations Inc., Western Assurance, and Counterforce Inc.
- Provided vocational and medical case management to motor vehicle accident claimants and long-term disability recipients. Liaised with medical practitioners, insurance adjudicators and/or treating clinicians with regards to treatment and vocational issues
- Performed post-offer screens (FAE) for the Ontario Lottery and Gaming Corporation
- Developed and implemented work and/or activity conditioning
- Implemented and monitored return-to-work and work-hardening programs

PROFESSIONAL ASSOCIATIONS

- Association of Canadian Ergonomists (ACE) – Full Member
- International Ergonomics Association (IEA) Member

COMMITTEES

- Canadian College for the Certification of Professional Ergonomists (CCCPE) Board Member (2010 – 2014)

- Canadian College for the Certification of Professional Ergonomists (CCCPE) Treasurer (2014)
- Ontario Kinesiology Association (OKA) Education Committee member (2003 – 2005)
- Influential Ergonomist - Institute for Work and Health

PUBLICATIONS AND PRESENTATIONS

- Guest Speaker at the Occupational Hygiene Association of Ontario (OHAO) Fall Professional Development Course 1 – Escalator Mechanics Ergonomics Project. October 2014
- Guest lecturer for University of Toronto 4th year Mechanical and Industrial Engineering Students. 2012, 2013.
- Association of Canadian Ergonomists' 41st 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. *Musculoskeletal Injury Risk in Ontario Floral and Vegetable Greenhouses: Findings, Gaps and Future Needs*. October 16, 2007.
- Guest speaker at 2006 Bon-L Canada Health and Safety Conference – Identification of ergonomics-related risk factors. May 2006

PROFESSIONAL DEVELOPMENT/CONTINUING EDUCATION

- Getting Proactive – Approaches, Tools, and Metrics for Integrating Ergonomics into Work System Design – 2013
- Association of Canadian Ergonomists Annual Conference – 2006 – 2008, 2010 – 2013, 2015
- Reducing Fatigue and Preventing MSDs in the Workplace conference – 2012
- Upper Extremities Musculoskeletal Injuries in the Workplace Workshop – 2006
- Canadian Kinesiology Alliance Conference – Universal Design Workshop, Participatory Ergonomics – 2005
- Advances in Ergonomics Conference – Ford Motor Co. & Queen's University – 2005
- Key Method Certified Functional Abilities Evaluator – 2004
- Ontario Kinesiology Association Conference – Ergonomic and Vibration, Cumulative Exposure and Injury – 2003, 2004
- Hanoun Certified Functional Abilities Evaluator Level I – 2002

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