

# Benchmark Listings

## For Employees of the CUPE

Last revised:

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Government  
— of —  
Saskatchewan

## Table of Contents

Benchmark #1 Secretary.....	3
Benchmark #2 Cook.....	5
Benchmark #3 Group Activities Aide.....	7
Benchmark #4 Power Plant Engineer.....	10
Benchmark #5 Journeyperson Carpenter.....	13
Benchmark #6 Lab Technician.....	15
Benchmark #7 Nurse .....	17
Benchmark #8 Supervisory Journeyperson.....	20
Benchmark #9 Maintenance Worker .....	23
Benchmark #11 Nurse .....	25
Benchmark #12 Kitchen Worker.....	29
Benchmark #13 Housekeeper.....	31
Benchmark #14 Security Worker.....	33
Benchmark #15 Stockkeeper.....	35
Benchmark #16 Storekeeper.....	37
Benchmark #17 Recreational Therapist.....	40
Benchmark #18 Occupational Therapist.....	43
Benchmark #19 Vocational Therapist.....	46
Benchmark #20 Program Development Consultant .....	49
Benchmark #21 Community Services Worker.....	53
Benchmark #22 Sewing Room.....	57
Benchmark #25 Community Service Worker.....	59
Benchmark #26 Document Processing.....	63
Benchmark #27 Laundry Worker.....	65
Benchmark #28 Laundry Worker.....	67

## **Benchmark #1 Secretary**

June 15, 2007

**36 Hours 02PSC**

### **Job Summary**

The purpose of this job is to provide clerical support to assigned managers and work units.

### **Primary Responsibilities**

1. Types and transcribes routine letters, memos, forms, charts, requisitions, care plans, therapist reports and job descriptions.
2. Transcribes from dictaphone.
3. Files, photocopies, faxes, checks incoming and outgoing mail.
4. Fills out pool typing input form.
5. Provides coverage for telephone operator and library technicians.
6. Revises procedures for all departments.
7. Downloads purchase orders.
8. Enters and updates information on the Fixed Asset Program for VVC and Northview on Paradox.
9. Inputs account payable data on New Views.

### **Subfactor 1A - Knowledge ( 4 )**

This job requires completion of Grade 12, plus 16 weeks of post-secondary education in Secretarial Studies.

### **Subfactor 1B - Experience ( D )**

This job requires 1 year of related work experience in an office setting, learning the application of office procedures and general word processing and micro-computer skills.

This job requires a 3 month period of training and adjustment on the job to gain knowledge of:

- Paradox, New Views and WordPerfect.
- Filing procedures.
- Pager/radio.
- Dictaphone/transcribing.

### **Subfactor 2A - Problem Solving ( 1 )**

The problems in this job relate to functions of word processing, coverage when short-staffed and lost

computerized files.

Typical problems include:

1. Printer not feeding properly.
2. Lost a computer file.
3. Short-staffed, but telephone operator needs coverage.

Solutions are obtained by:

1. Usually making a few adjustments, or referring to a manual.
2. Retrieving the lost file from the backup tape, or retyping it, or running the previous copy through a scanner.
3. Discussing with the remaining staff to decide who will cover; usually taking turns is the best solution. The expectation is that the staff in the office will provide cover-off for the telephone operator on breaks etc.

### **Subfactor 2B – Responsibility for People and Assets ( A )**

The job is not assigned responsibility to make final decisions to prevent physical or psychological harm to others or to prevent material or financial loss.

### **Subfactor 3 - Mental Effort ( 2A )**

On average, this job spends .5 hours per week performing such activities as working with residents who have learning, speech and sensory barriers while working in the library and relaying code 99 calls when covering the switchboard.

On average, this job spends 34.5 hours per week performing such activities as typing letters, procedures, reports, work plans, transcribing minutes of meetings, entering account payables and updating Fixed Asset Program.

On average, this job spends 1 hour per week performing such activities as photocopying, faxing, filing and redirecting calls.

### **Subfactor 4 - Physical Activity ( 2A )**

On average, this job spends 1 hour per week performing activities such as stooping, kneeling, crouching and stretching while filing, reaching stock in the stockroom and putting up decorations.

## Benchmark #1

On average, this job spends 33.25 hours per week performing activities such as filing, which involves standing and word processing, typing and inputting data which involves constant periods of sitting in a confined body posture.

On average, this job spends 1.75 hours per week performing activities such as carrying weight not exceeding 5 kgs.

### **Subfactor 5 - Dexterity ( 3A )**

This job spends 32 hours per week performing activities which require both accuracy and speed of physical movement, such as keyboarding, typing petty cash forms, debit memos, purchase orders, minutes of meetings, entering data on New Views and entering data and updating the Fixed Asset Program to meet specific deadlines.

This job spends 2 hours per week performing activities which require accuracy of physical movement such as writing phone messages, faxing, listing purchase orders in file for accounting.

This job spends 2 hours per week performing activities which require neither speed, nor accuracy of physical movement such as photocopying.

### **Subfactor 6 - Supervision of Others ( 1A )**

Supervisory responsibility is not normally a requirement of the job.

### **Subfactor 7 - Interaction ( 1A )**

This job requires the employee to respond to complaints from the general public by referring them to the appropriate department. This job requires the employee to obtain, or handout and/or explain and exchange information with government employees, business representatives, volunteers, head of departments, sales people and the general public (e.g., receiving and signing for supplies, giving out information on donations, clarifying wording and handwriting on reports to be typed).

Periodically the job involves the giving of advice and instruction when training new staff regarding the most efficient way of doing the job and proper use of equipment, procedures and manuals.

### **Subfactor 8 - Disagreeable Conditions ( 3A )**

This job requires exposure to repetitive tasks performed that may result in compressed nerve injury (i.e., keyboarding) approximately 32 hours per week.

This job requires exposure to adverse conditions, such as deadline pressures caused by interruptions from others where there is no control over interruptions and in contact with substances such as glue and dust approximately 4 hours per week.

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## **Benchmark #2 Cook**

**December 20, 2005**

**37.33 hours**

**04GCK**

### **Job Summary**

This job involves the duty of cooking, preparing and serving of meals. This job also involves the sanitization of equipment and areas utilized, while performing this job's duties.

### **Primary Responsibilities**

1. Prepares meals for staff, residents and any other people present at Valley View Centre on a given day.
2. Prepares meals for residents with special dietary requirements.
3. Sanitizes equipment and work areas used for meal preparation and serving.

### **Subfactor 1A - Knowledge ( 6 )**

This job requires a three year journeyman's certificate in cooking which requires a Grade 12 for entry into the program.

### **Subfactor 1B - Experience ( C )**

This job requires an adjustment period on the job of one year. In this time period, the job would learn specific diets, menus, portion control and recipes called for by that institute. Health and Safety regulations, overall running, sanitization procedures, and materials for the kitchen.

### **Subfactor 2A - Problem Solving ( 1 )**

Problems in this area generally relate to food preparation, serving, menu planning and sanitization.

Problems typically include:

Level 1:

1. Changes to menus due to the vegetable being unavailable.
2. Sterilizer on Parkview stops working.
3. Not enough meat has been taken out for a given meal.

Level 2 (less typical):

4. Changes in methods of cooking due to breakdowns of equipment.

Solutions are achieved by:

1. Checking to see what vegetables are available from stores, then based on the rest of the meal, choose one that will go with the planned meal.
2. Checking to see what is wrong with sanitizer - fixing it if possible (eg., retrieve objects stuck inside the conveyor system, check on/off switches); if not, call in someone who can fix it.
3. Checking for any extra meat. Checking to see what meat is going to be used in next couple of days, taking what is needed from that - replacing from frozen stock later.
4. Based on the type of meat, review alternate ways to cook it - eg., grill not working, cook in the oven; oven not working, meat may be something that can be deep-fried.

### **Subfactor 2B – Responsibility for People and Assets (D)**

This job has the authority to throw food out that smells bad preventing possible illness to anyone who may be eating at the institution that day (less than once/month).

If the quantity is beyond a couple of pans, the job must check with the supervisor.

The job has the authority to determine which food to throw out/keep in order to make dishes such as soups and casseroles. Affects the department budget by saving money using leftovers on a daily basis. If the quantity is beyond a couple of pans, the job must check with the supervisor.

### **Subfactor 3 - Mental Effort ( 2A )**

On the average, this job spends 14.9 hours per week performing activities such as dishing up therapeutic diets, reading each chart, checking special diets, ensuring each person receives exactly what their particular diet calls for.

On the average, this job spends 22.4 hours per week performing activities such as reading charts for special diets (these must be precise), cooking and planning a meal so that all the components/parts of the meal are cooked at the same time so as to maintain the freshness and appearance of the meal, and maintaining composure in difficult situations where there is a requirement to listen, clarify, restate, summarize and consolidate responses when responding to complaints from cottages about the meals provided and problems encountered with special diets.

**Subfactor 4 - Physical Activity ( 2A )**

On the average, this job spends 14 hours per week on heavy activities, such as lifting, carrying, pushing or pulling weights exceeding 10 kgs., such as frozen vegetables from pallets to carts for the next day; stooping, crouching, reaching, stretching when cooking or putting pans into steamers or ovens; cleaning pots after cooking porridge/casseroles; making porridge - stirring with 15 lb. paddle continuously.

On the average, this job spends 2.8 hours per week on moderate activities, such as standing at a counter or machine where freedom does not exist to walk around, i.e., panning up meat, etc.; lifting, carrying, pushing or pulling weights over 5 kg. but not exceeding 10 kg.; lifting canned goods from pallets and putting on the wagon to bring upstairs; potting out stew/casseroles into smaller pots for the cottages.

On the average, this job spends 20.5 hours per week performing light activities, such as walking on even surfaces, intermittent sitting where freedom of movement exists and the work does not confine you to a prescribed body posture or lifting, carrying, pushing or pulling weight not exceeding 5 kg., i.e., taking food out of steamer pots and putting it into smaller pots then loading onto carts to be loaded onto the hot cart.

**Subfactor 5 - Dexterity ( 2A )**

On the average, this job spends 32.7 hours per week performing duties which require accurate co-ordination of physical movement, such as chopping vegetables or meat, deboning hams; cooking hamburgers, ham, liver, perogies, fried rice on tilting frypan; use of measuring devices (weigh scales, measuring cups); repair/installation of equipment (taking apart and putting back together of meat grinder/slicer); cooking over a hot stove (for sauces, soups, etc.). Controlled speed is required to prevent food burning and/or to ensure the correct consistency such as stirring porridge with the wooden paddle.

On the average, this job spends 4.6 hours per week performing duties which require neither speed, nor accurate coordination of physical movement, such as e-mail, stocking shelves, unloading and loading stock.

**Subfactor 6 - Supervision of Others ( 2A )**

This job periodically as the senior cook on the morning shift between 6:00 and 7:00 am, has the responsibility to maintain the quality and quantity of work, ensure the application of work methods, work procedures and work standards and assign the work and personnel to the work area where they are short because someone has booked off. Periodically in this instance equates to a frequency of at least once a week as there are 6 staff who rotate through this assignment.

**Subfactor 7 - Interaction ( 1A )**

This job has interactions with clients, contractors/suppliers, and other government employees. These interactions are typically related to handing out, obtaining, explaining, or exchanging information, and handling complaints. It requires tact and discretion in these aspects. For example complaints from the cottage staff about the wrong meal supplied for a resident, the meal is not warm enough, part of the meal is missing.

**Subfactor 8 - Disagreeable Conditions ( 3A )**

24.3 hours per week are spent working in contact or close proximity to pressurized or heated equipment and in going from room temperature to freezers.

10.3 hours per week are spent performing repetitive tasks (stirring) which may result in strain or compressed nerve injury (7 hours), working on slippery floors, dealing with rude or impolite people, and in contact with vibration from equipment.

1.8 hours per week are spent with deadline pressures caused by interruptions from others where there is no control over interruptions (1 hour), or in contact with substances such as cleaning agents, etc. and being exposed to unpleasant odors.

## **Benchmark #3 Group Activities Aide**

**December 20, 2005**

**37.33 Hours**

**04HGA**

### **Job Summary**

Provide physical and emotional care; leisure activities; and maintenance of personal care skills for the well being of residents of Valley View Centre (VVC).

### **Primary Responsibilities**

1. Provides direct personal care including hygiene, grooming, feeding and dressing.
2. Supervises residents both on the cottage and during off cottage activities.
3. Observes and reports changes in resident's condition and behavior.
4. Collects data and specimens including: collection of urine specimens, tape tests, taking and recording temperature, pulse and respiration (TPR).
5. Participates in establishing goals and interventions for the care plan. Implements and conducts elements of care plan and therapy programs as assigned.
6. Collects data for behavioral programs (e.g., frequency of aggressive behaviors).

### **Subfactor 1A - Knowledge ( 1 )**

This job requires completion of Grade 10, or equivalent.

### **Subfactor 1B - Experience ( C )**

This job requires 6 months previous experience from related work, volunteering and similar opportunities in the use of empathy, compassion, interpersonal, observation, communication and writing skills. This includes work with individuals who have intellectual and physical disabilities, the knowledge and practical application of personal care skills, and the provision of leisure activities.

This job requires 6 months of training on the job to learn: facility-specific policies and procedures; cottage procedures and routines; VVC physical and organizational structure; such basic procedures as TPR, bed bath care, pericare, collection of urine or other specimens, tape tests, tepid baths; the residents and their behaviors; how to solve interpersonal conflicts amongst the residents; how to participate as a cottage team member in the preparation and

implementation of care plans, including completion of forms, observing residents, recording data, making suggestions, and assisting in programs; WHMIS, lifting and transferring techniques, back care, and fire safety; procedures for the use of government vehicles, including paravans; the use of mechanical lifts, slings, transfer belts, ARJO tubs, Century tubs, wheelchairs, propane BBQs, adjustable beds, tub room alarms, A/V equipment, therapeutic and behavioral restraints, and electric razors; observational skills for recognizing diabetic reactions, epileptic seizures, illness, changes in daily living skills, physical and emotional conditions, and allergic reactions; how to maintain a safe work and living environment; how to communicate with non-verbal residents using gestures, signing, pictures and interpreting facial expressions.

### **Subfactor 2A - Problem Solving ( 2 )**

Most problems relate to situations which arise with residents.

Problems typically include:

1. Resident attacks peers and staff by kicking, slapping, biting and screaming. Reason is not apparent.
2. Resident is awake, disruptive and refuses to settle during the night.

Level 1: (less typical)

3. Resident falls and hits head, receiving lacerations.
4. Shortage of meals from kitchen.

Solutions are achieved by:

1. Intervening between the offender and any peers who are in direct line of aggression using P.A.R.T. procedures. Determining if there is a cause and taking the resident away from whatever is making him upset. If there is no apparent reason, trying to calm the resident and protecting peers by using the least restrictive procedures such as taking as many peers out of the area as possible, talking to the resident because your voice may have a calming effect, taking the resident to sit on the couch, away from others, or taking the resident to the bedroom to watch TV so he can have his own personal space. Allowing the resident to verbally vent frustrations because this may help to settle the aggression. If the aggression continues and staff or residents are at risk of injury, taking the resident to a segregation or quiet area, using P.A.R.T. procedures with the assistance of another staff if possible. If the resident does not settle, notifying the nurse of the situation or calling Central Nursing Office (CNO) if on night shift. Following the incident, documenting in resident's

progress notes the date, time and the behavior displayed.

2. Reading resident's chart to see if resident was ill on previous shift or if something had happened to upset him. Assessing the situation to see if the behavior is due to illness (take TPR, check for signs of illness such as nasal discharge, cough, emesis, flushed or pale appearance). If this is not the problem, asking resident if he needs to use the toilet. Trying to encourage resident to settle by telling him it is bedtime and he should go to sleep. If he continues to be disruptive, giving him a glass of juice or water. Following the drink, encouraging him to go to sleep. Giving him a personal belonging to help settle him. If disruptive behavior continues, removing resident from dormitory to prevent him from disturbing others. Allowing him to sit in day room. If he appears to be settling, then returning him to his bedroom. If he becomes disruptive once he is back in the bedroom, then returning him to the day room and giving him a blanket to settle and sleep in the day room. If allowing him to stay in the day room does not settle him then contacting CNO to notify them of the situation. Documenting the time, date, the behavior displayed and the effectiveness of the interventions.
3. Making resident as comfortable as possible, phoning or calling for professional help and giving assistance as required/directed.
4. Calling the kitchen to advise them of shortage.

**Subfactor 2B – Responsibility for People and Assets ( G )**

Daily prevents possible choking or aspiration of residents due to eating or drinking too fast by slowing them down in their eating, giving them a smaller utensil or a fork instead of a spoon, cutting their food into smaller bites, having them put their utensil down between bites, etc. Situations escalate to the point of physical danger once a week.

Level F:

Makes decisions to prevent physical and psychological harm to residents when they are teasing or annoying each other or are being harmful to themselves, other residents or staff. Decisions include separating residents, moving one to a quiet area and supervising them closely. On average, between the staff on all the shifts and cottages, this occurs on a weekly basis.

Situations escalate to the point of physical danger once per month.

Level A:

Sends ripped clothing and towels to the sewing room for mending/recycling.

**Subfactor 3 - Mental Effort ( 3A )**

On average this job spends 29.9 hours per week working with residents who have learning, speech or other sensory barriers. This activity occurs at the same time as many other activities.

On average the job spends 2.8 hours per week doing activities such as completing documents including program notes and resident restraint forms, reading charts, progress notes, communication book and email.

On average the job spends 4.6 hours per week doing activities such as mopping, making beds, updating bowel and menstrual records and responding to requests for information.

**Subfactor 4 - Physical Activity ( 3A )**

On average the job spends 28.5 hours per week doing heavy activities such as lifting and transferring residents, holding a resident who is uncooperative to medical procedures, stooping, kneeling, crouching, stretching, and pushing or pulling wheelchairs with residents in them.

On average the job spends 4.6 hours per week doing moderate activities such as wet mopping floors, pushing unoccupied wheelchairs, pushing laundry hampers, emptying laundry bags.

On average the job spends 4.2 hours per week doing light activities such as laying out tables for meals, folding laundry and making clothing bundles, cutting jumpsuit ties, escorting ambulatory residents to activities, dishing up meals, checking fire doors, reading charts, setting up sinks with linen, soap, combs, etc.



**Subfactor 5 - Dexterity ( 2A)**

On average this job spends 9.8 hours per week doing such tasks as cutting fingernails and toenails for uncooperative residents, restraining residents or protecting others or self from aggressive behaviors, holding residents for various medical procedures (e.g. x-ray, dental work, blood work), and transferring residents to and from wheelchairs, which require both speed and accurate coordination of physical movement.

On average this job spends 21.5 hours per week doing activities such as bathing, cutting fingernails and toenails for cooperative residents, feeding, shaving and dressing residents, changing a bed with a resident in it, charting, writing reports and other entries in progress notes and documents (eg., Care Plans), restraining residents to calm them when upset or to prevent self-abuse, handling specimens, driving a car, mopping floors and spills for hygiene and performing medical related procedures (e.g., TPR, back rubs, foot care, perineal care), which require accurate coordination of physical movement.

On average the job spends 6 hours per week doing activities such as folding laundry, moving furniture, reading (e.g., charts, progress notes, email), stocking shelves or cupboards and collecting garbage, which require neither speed, nor accurate coordination of physical movement.

**Subfactor 6 - Supervision of Others ( 1A )**

Supervision responsibility is not normally part of the job assignment.

On occasion, usually the night shift, this job can be designated as "senior aide" and be required to assign duties to others on the cottage; however, this does not occur with reasonable regularity. Given the number of cottages without a Nurse on duty at night, and the number of GAAs, this would equate to once every 6-8 weeks and is therefore not considered to be frequent enough to meet the requirement for level 2 nor are two full bullets met to fulfill the requirements for "some" of the supervisory responsibilities.

**Subfactor 7 - Interaction ( 3A)**

The job participates as part of an interdisciplinary team in the care plan meetings by suggesting ideas for the best interest of the residents and providing information for programs and activities. The care plan team sets the goals for each resident.

Level 1A:

This job requires provision of information, or response to questions from residents' families and professionals, such as doctors, in relation to the well-being and health of the resident.

There is a periodic requirement to demonstrate cottage procedures to other staff.

**Subfactor 8 - Disagreeable Conditions (3A)**

On average, this job spends 11.2 hours per week providing physical interventions with residents who are exhibiting angry or hostile behavior, and being exposed to non-treatable communicable diseases through direct contact with bodily fluids when providing direct care to residents and cleaning.

On average, this job spends 9.3 hours per week working with and in proximity to pressurized oxygen, and working face to face with hostile or angry residents while providing personal care.

On average, this job spends 12.2 hours per week working with a lot of background noise (protection is not required), working on a slippery floor, and working in direct contact with longer term treatable communicable diseases through contact with bodily fluids.

On average, this job spends 4.6 hours per week working in exposure to and cleaning of bodily fluids (e.g., feces, urine, emesis, saliva, menses) of healthy residents who are incontinent.

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## Benchmark #4 Power Plant Engineer

October 17, 2006

37.33 Hours

05TPP

### Job Summary

The purpose of this job is to monitor, repair and perform preventative maintenance to the heating and cooling systems throughout Valley View Centre.

### Primary Responsibilities

1. Perform daily monitoring and checks on computer controlled heating and cooling systems throughout Valley View Centre.
2. Troubleshooting, analyzing and repairing heating and cooling mechanical problems identified in the power plant by the operating engineers to ensure the safe operation of the plant.
3. Responding to calls in regards to steam equipment related problems from the kitchen and laundry areas.
4. Performing repairs on all heating/cooling and pneumatic systems throughout the Centre.
5. Performing annual safety checks and refit on steam boilers in the Power Plant.
6. Redesigning heating and cooling systems for better operation.
7. Performing preventative maintenance on all heating/cooling and pneumatic systems in the Centre.

### Subfactor 1A - Knowledge (4)

This job requires a 4th Class Steam Certificate typically obtained through the completion of a grade 12 plus one year of post secondary training.

### Subfactor 1B - Experience (E)

This job requires up to 2 years of related previous experience involving machinist, carpentry pneumatics, plumbing and electrical work.

This job requires up to a 1 year period of training and adjustment on the job to gain knowledge of:

- Heating and ventilation systems within Valley View Centre
- SPM policies and procedures as they relate to heating and cooling within the Centre
- sources of heating/cooling problems procedures to identify malfunctions

- Department of Community Resources policies and procedures.
- Knowledge of proper etiquette when entering and working in the living areas of the residents of the Centre.
- Physical layout of the Centre

### Subfactor 2A - Problem Solving (3)

The problems in this job typically relate to heat/cooling or pneumatic issues throughout the Centre.

Typical problems include:

1. A service call advises that there is insufficient heat or air conditioning to an area in the Centre.
2. A service call comes from the kitchen or laundry that one of their pieces of equipment is not working properly due to lack of steam.
3. The steam generating boiler shuts down unexpectedly or the boiler will not start or respond to the operators input into the controls.

Solutions are obtained by:

1. Checking with the staff working in the area to determine the extent of the problem and investigating to determine which part of the system is not functioning correctly. Determining a logical process for isolating the problem. Systematically going through the system to check the controls, isolation valves, control valve, steam trap and piping to locate the failed component. Once this is located, completing the repair, putting the system back in service and making sure it is all working correctly.
2. Checking with staff in the area as to what piece of equipment is not working and investigating to determine which part of the equipment is not working correctly. Determining if the problem is in the controls of the equipment or in the steam supply or return lines connected to the equipment. Then isolating the equipment and proceeding to repair the problem. Once repairs are complete putting equipment back in service and ensuring that everything is safe before returning it to full service.
3. Talking to the operating engineer to determine if anything unusual was happening at the time of the shut down. Checking safety devices that warn of catastrophic failure or explosion. If none are found tripped or failed, then proceeding to systematically check the components that could cause the boiler to shut down using test equipment such as hand held computer controls that configure the controls of the boilers, or by

checking the operating manuals for trouble shooting steps to follow. By eliminating components one step at a time the failed component will be found and can then be repaired or replaced and the boiler can be relit and put back into service.

**Subfactor 2B - Responsibility for People and Assets (E)**

At least once a month this job makes decisions on how to repair equipment or steam lines that if left undetected could erupt and cause damages, severe burns or loss of life. Situations escalate to the point of physical danger less than once a month (e.g., lines erupting, equipment malfunctions injuring the operator).

**Subfactor 3 - Mental Effort (2A)**

On average this job spends 6.33 hours a week performing such activities as using power tools such as a reciprocating saw, band saw, radial arm drill, welder, or drill press.

On average this job spends 31 hours per week performing activities such as performing computer checks on air handling equipment, responding to service calls, diagnosing heating/cooling problems, using hand held tools such as wrenches, screw drivers etc., providing preventative maintenance on air systems, installing or repairing mechanical equipment, researching for information on parts or materials for new and used equipment and using power tools such as grinder, pipe threader.

**Subfactor 4 - Physical Activity (2A)**

On average this job spends 19.58 hours per week performing activities such as bending stooping kneeling while responding to calls, diagnosing/repairing equipment, providing preventative maintenance, lifting weights over 10 kg, using tools such as drill press, pipe threader, band saw, radial arm drill, drill press.

On average this job spends 10.25 hours per week performing activities such as, using hand tools, inspecting equipment and trouble shooting problems, working in a confined position in spaces such as

boiler drums, lifting weights over 5 kgs but under 10 kgs.

On average this job spends 7.5 hours per week performing activities such as sitting to research information on parts or materials, talking on the phone, doing checks on computer controlled air handling equipment.

**Subfactor 5 - Dexterity (2A)**

On average this job spends 6.33 hours per week performing activities requiring both speed and control of movement such as using power tools which require accurate movement and a controlled speed (i.e., grinder, pipe threader, reciprocating saw, drill press, band saw, radial arm drill, and welder).

On average this job spends 23.5 hours per week performing activities which require either speed of movement or accuracy such as using powered hand tools, doing preventative maintenance, responding to service calls using manual tools.

On average this job spends 7.5 hours per week performing activities which require neither speed nor accuracy of movement such as doing computer checks on computer controlled air handling equipment and researching new or used equipment and informing chief engineer.

**Subfactor 6 - Supervision (1A)**

This job does not have assigned responsibility for supervision.

**Subfactor 7 - Interaction (2A)**

This job interacts with others where the situation is at first unclear. It requires establishing a rapport and developing an appreciation of the situation. It interacts with co-workers and managers to arrange schedules to complete repair jobs. The job is expected to answer questions regarding how long repairs will take, materials required to complete the job, etc. It interacts with 3rd party contractors escorting them to job sites within the facility and must be able to explain to contractors what is required (e.g., ventilation dampers) of their product to meet the Centre's needs.

**Subfactor 8 - Disagreeable Working Conditions**

**(3A)**

This job spends on average 33.33 hours per week performing activities such as working around steam/high pressure pipes and working directly with open asbestos.

On average this job spends 4 hours a week performing repetitive activities such as doing daily checks of computer controlled air handling equipment.

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## Benchmark #5 Journeyperson Carpenter

June 9, 2006

37.33 Hours

08TJC

### Job Summary

The purpose of this job is to perform a variety of carpentry related construction and maintenance activities at Valley View Centre (VVC).

### Primary Responsibilities

1. Carry out a variety of assigned facility renovation and repair projects involving the design and construction of walls, floors, ceilings and partitions.
2. Troubleshoot, repair and install various locks throughout VVC.
3. Design, construct and install millwork.
4. Design, construct and modify hospital accessories to meet the needs of individual residents (e.g., wheelchair trays to accommodate physical disabilities) and the facility (e.g., reinforce furniture).

### Subfactor 1A - Knowledge ( 7 )

This job requires Grade 12 or equivalent and completion of a 4-year journeyperson carpentry trade designation.

### Subfactor 1B - Experience ( E )

Requires up to 2 years experience in the areas of lock repair and installation, furniture repair, concrete installation, flooring, cabinetry and dry walling.

Requires up to 1 year on the job experience to become familiar with institutional procedures including security requirements and etiquette when dealing with residents while working in living units. Requires knowledge of SPM and Community Resources service standards.

### Subfactor 2A - Problem Solving ( 3 )

Problems are associated with performing carpentry and other general repairs and renovations.

Typical problems involve:

1. Renovation projects requiring design changes to accommodate unforeseen structural issues.

Solutions are achieved by:

1. Analysis to determine the most suitable alternative (e.g., location of load bearing walls, plumbing, electrical, heating and cooling). The application of

trade related standards and professional judgement are required to ensure building codes are adhered to and the structural integrity of the building/project is not compromised.

Level 2: (Less Typical)

2. Request to repair a lock.

2. Solutions are achieved by:

Assessing the lock and determining if the lock can be repaired or must be replaced (e.g., wore beyond the ability to be replaced). Depending on the assessment either remove and replace the old lock or make necessary repairs.

### Subfactor 2B – Responsibility for People and Assets ( D )

On a daily basis makes corrective decisions that alleviate financial loss (e.g., changing plan, reuse material) involving estimates and materials required to complete renovation and maintenance projects.

### Subfactor 3 - Mental Effort ( 2A )

This job on average spends 16 hours per week performing activities such as operating hand held electric saws while cutting and milling material, framing and installing millwork.

This job on average spends 18 hours per week performing activities such as repairing furniture, installing flooring, dry walling and sanding.

This job on average spends 3.33 hours per week performing activities such as project layout design, driving, reviewing requisitions and cleaning work area.

### Subfactor 4 - Physical Activity ( 3A )

On average, this job spends 33.58 hours per week performing activities requiring stooping, bending, stretching and reaching while cutting material, installing and repairing locks, assembling millwork, sanding, pouring concrete, flooring, dry walling and working in confined spaces.

On average, this job spends 1.25 hours per week performing activities such as standing when reviewing plans, lifting lumber and supplies weighing more than 5kgs and less than 10kgs and climbing stairs.

On average, this job spends 2.5 hours per week performing activities such as driving, lifting saws and hand tools weighing less than 5kgs and walking to work areas.

**Subfactor 5 - Dexterity ( 2A )**

On average, this job spends 15.33 hours per week performing duties where both speed and accurate coordination of physical movement are a major consideration such as cutting material, assembling millwork and laminating.

On average, this job spends 18 hours per week performing duties where either speed or accurate coordination of physical movement is a major consideration such as installing and repairing locks, sanding, installing flooring, dry walling, working on ladders, cleaning and maintaining tools and driving.

On average, this job spends 4 hours per week performing duties where neither speed nor accurate coordination of physical movement is a major consideration such reviewing project layouts, pushing tool carts, assessing requests for repairs and walking.

**Subfactor 6 - Supervision of Others ( 2A )**

Approximately 25% of the time involves assigning work and maintaining quality, accuracy and quantity of work performed by trade helpers on construction and renovation projects.

**Subfactor 7 - Interaction ( 2A )**

Responds to project related questions from program/department representatives regarding the feasibility of renovation design changes. Staff may be reluctant to design changes and will question why alterations to the original plan are needed.

Recommendations include alternatives that are better than the original design and result in savings and designs that are within legal code requirements. If issues persist they are referred to the carpentry supervisor for resolution.

**Subfactor 8 - Disagreeable Conditions ( 3A )**

This job on average spends 1.33 hours per week exposed to severe weather and asbestos fibers.

This job on average spends 21.75 hours per week exposed to loud noises 85 decibels or over when operating handheld and bench power saws.

This job on average spends 6.25 hours per week working on ladders between 5 and 10 feet a

performing repetitive tasks such as hammering, manually turning screws and operating hand held saws and sanding.

This job on average spends 8 hours per week exposed to grease, oil, dust and glues while installing locks, assembling millwork and furniture, dry walling, maintaining tools and cleaning work area.

## Benchmark #6 Lab Technician

June 15, 2007

36 Hours

04SLT

### Job Summary

The purpose of this job is to provide laboratory services and electrocardiograms to meet the needs of the residents at Valley View Centre.

### Primary Responsibilities

1. Draws and analyzes blood.
2. Collects and performs tests on specimens.
3. Records and distributes test results.
4. Prepares specimens for transportation to other laboratories.
5. Performs electrocardiograms.
6. Files laboratory and electrocardiogram reports.
7. Performs and documents daily Quality Control.
8. Orders supplies.
9. Cleans equipment and work area.

### Subfactor 1A - Knowledge ( 6 )

This job requires a two year diploma from an accredited post-secondary educational institute and licensing by the Canadian Society of Medical Laboratory Science, Saskatchewan Society of Medical Laboratory Technologists Inc., Saskatchewan Cardiology Technologists Association. To perform electrocardiograms, a one year internship course and licensing by the Saskatchewan Cardiology Technologists Association is required.

### Subfactor 1B - Experience ( A )

This job requires a 2 week period of training and adjustment on-the-job to gain knowledge of:

- Valley View Centre Administration Manual
- Medical Services Manual
- Laboratory Services Manual

### Subfactor 2A - Problem Solving ( 2 )

The problems in this job relate to inaccurate test results and uncooperative residents.

Typical problems include:

1. Blood cell counter gives readings over range.

Level 1 (less typical):

2. The "One Touch" monitor systems set of controls not in range of their set values.
3. Uncooperative resident

Solutions are obtained by:

1. Obtaining another sample, checking other samples for discrepancies. Calling troubleshooter to determine if the problem is mechanical, electrical, procedural, or specimen failure.
2. Checking the manual for types of tests to be done to determine the problem.
3. Having staff hold resident in a proper manner. Being prepared for aggressive behavior and/or sudden moves. Removing needle, if necessary. Working fast.

### Subfactor 2B – Responsibility for People and Assets ( F )

Harm or Injury:

This job makes decisions to have staff use precautionary holding techniques to restrict movement of an uncooperative resident in order to take blood samples, daily. Situations escalate to the point of physical danger once or twice a month and the job has to decide whether to continue taking the sample or withdraw the needle.

Level A

Material/Financial Loss:

This job prevents material/financial loss by checking weekly on the supplies, so they will be used up by expiry dates.

Has authority to shop around for best prices for laboratory supplies and/or equipment and has the authority to determine the supplies required and submits requisition to supervisor. This occurs once per month.

### Subfactor 3 - Mental Effort ( 2A )

On average, the job spends 4.5 hours per week providing support to residents that are emotionally upset and/or ill, explaining to and convincing a resident to have blood taken and/or an electrocardiogram.

On average, the job spends 21.5 hours per week performing activities such as doing laboratory tests on blood samples and specimens, recording quality control and monitoring charts.

On average the job spends 10 hours per week

performing activities such as giving laboratory test results over the phone, gathering information regarding supplies from pharmaceutical companies, placing orders for supplies, cleaning equipment, filing, checking/downloading stored information on Blood Glucose Monitors.

**Subfactor 4 - Physical Activity ( 2A )**

On average this job spends 4 hours per week performing heavy activity such as stooping when taking blood from a resident sitting in a chair.

On average, this job spends 10 hours per week performing moderate activity such as performing blood counts at a counter while sitting in a prescribed body posture.

On average, this job spends 22 hours per week performing light activity such as walking, standing, sitting at a desk, carrying an object not exceeding 5 kgs., doing blood tests or electrocardiograms.

**Subfactor 5 - Dexterity ( 2A )**

This job requires both speed and accuracy of physical movements 4 hours per week when taking blood from uncooperative residents.

This job requires accuracy of physical movement 30 hours per week. Activities include keyboarding, charting results, packing blood, taking and testing blood samples, performing quality control tests on samples for others to evaluate, filing, labeling, shipping containers, pre-measurement of laboratory tests, repairing "One Touch" monitors, cleaning and preventative maintenance on equipment.

This job requires neither speed nor accuracy of physical movement 2 hours per week. Activities include keyboarding, photocopying, ordering supplies, checking and confirming ordered supplies.

**Subfactor 6 - Supervision of Others ( 1A )**

This job has no supervisory responsibilities

**Subfactor 7 - Interaction ( 2A )**

The job is required to train relief staff on the use of the

lab machines (e.g., coulter counter and diluter) as the equipment is old and would not have been covered in their formal training.

Level 1A:

The job requires contact with business representatives, residents, staff, various Valley View Departments, physicians and employees in other organizations to obtain, explain and/or give out information. For example: obtaining information on new products, tests and equipment and obtaining test results from other laboratories.

May require showing others job procedures and routines on a periodic basis.

**Subfactor 8 - Disagreeable Conditions ( 2A )**

This job requires exposure to adverse conditions such as being in direct contact with non-treatable communicable diseases through exposure to bodily fluids, or other vectors which could result in severe disability or fatality for approximately 6 hours per week when packaging blood, taking blood samples and conducting tests on blood and urine.

This job requires exposure to adverse conditions such as face-to-face hostility from residents exhibiting angry or hostile behavior for approximately 1.5 hours per week.

This job requires exposure to adverse conditions such as being in direct contact with treatable communicable diseases through exposure to bodily fluids, or other vectors when packaging blood, taking blood samples and conducting tests on blood and urine; working on a slippery floor; dealing with rude or impolite people to whom providing service; and eyestrain from the microscope for approximately 26 hours per week.

This job requires exposure to adverse conditions such as deadline pressures (to meet delivery time of test samples), caused by interruptions from others where there is no control over interruptions (1 hour), repetitive tasks such as keyboarding (1 hour) that may result in strain, or compressed nerve injury, in contact with substances such as glue, cleansing agents and exposure to unpleasant odors for approximately 2.5 hours per week.



## Benchmark #7 Nurse

December 21, 2005

37.33 Hours

09HWN

### Job Summary

The purpose of the job is to provide direct nursing care to residents on the cottage and provide direction and support to cottage staff.

### Primary Responsibilities

1. Administers medications.
2. Takes vital signs and monitors residents for illness.
3. Performs nursing procedures (e.g., catheterization, inserting nasal gastric tubes, feeding residents with gastrostomy tubes).
4. Provides personal hygiene care (dressing, bathing, grooming, etc.) to residents on the cottage.
5. Orders medications and treatment supplies.
6. Reads and updates charts and records on residents.
7. Provides direction and support to cottage staff.
8. Ensures preparation of care plan documentation, participates in development, establishment and implementation of care plan goals.
9. Distributes monies when supervisor is off cottage.

### Subfactor 1A - Knowledge ( 7 )

The job requires **completion of a four year nursing degree** from an accredited post secondary educational institute and registration with the Registered Psychiatric Nurses Association of Saskatchewan or the Saskatchewan Registered Nurses Association.

### Subfactor 1B - Experience ( C )

The job requires 1 year on the job training to learn transfer of functions such as intravenous therapy, gastrostomy tubes and suprapubic catheters; names and mannerisms of residents; interdepartmental policies and procedures; charting, care plans, requisition forms for different departments; medical needs of each resident; who and where to contact regarding ordering pharmacy, medical supplies, laundry shortages, problems with diets; how to check, prepare operate and clean equipment (Accucheck, oxygen, suction machines, SPO2, mechanical lifts slings, transfer belts, wheelchairs, walkers and other aids); residents with behavioral problems, eating disorders and general health; emergency response procedures.

### Subfactor 2A - Problem Solving ( 3 )

Problems relate to the care and well-being of the residents on the cottage.

Problems include:

1. Resident throwing furniture and screaming.
2. Walk into the day room and find two residents fighting.

Level 2: (Less Typical)

3. A resident sustains a laceration to the head after being pushed by another resident.
4. Resident has not voided for an extended length of time.
5. Patient with gastrostomy tube is crying and appears in discomfort.
6. Resident having difficult time swallowing.

Solutions are achieved by:

1. Removing other residents from area; attempting to establish reasons for behavior by asking witnesses, asking the residents what the fight is about, watching their body language to determine if they are telling the truth, checking the care plan to see if the behavior is documented (e.g., a resident is known to liberate items from other residents) and whether there is a program plan for the behavior; attempting to calm resident down; removing any furniture that may cause harm; assessing whether an injection is required if behavior does not settle (e.g., when did the resident last receive an injection or other medications/meals that could affect the injection, whether there is a standing order on file).
2. Separating residents, attempting to calm down residents and finding cause of disruption; if behavior escalates, removing other residents and furniture if same may harm self; assessing the need for (as above) and use prescribed injection if necessary.
3. Separating the residents to prevent further injury; examining the injured resident and evaluating his condition; applying a cold compress to the laceration to stop bleeding and help prevent swelling; cleansing the laceration and determining whether to apply treatment (steri strips) or notify the charge person and Dr.; taking resident's blood pressure, monitoring for signs of concussion; reporting incident in progress notes and filling out an incident report.
4. Checking with other staff for fluid intake; applying warm compresses on the bladder to promote urination; monitoring for distention or other signs of illness; if distended or ill call the

Dr.; referring to the Dr. if the resident still has not voided.

5. Checking for signs of illness, if no signs of illness, reposition the patient; if the patient continues to cry, opening up gastrostomy tube to expel gas; checking for last time patient had a bowel movement; perform rectal check if necessary; patient may require bowel care.
6. Checking to see if the patient's throat is sore; having diet changed from regular to ground or pureed; monitoring nutritional intake and giving Boost or other nutritional supplement drinks; monitoring for signs of illness and referring to the Dr. if necessary.

**Subfactor 2B – Responsibility for People and Assets ( G )**

Daily prevents possible choking or aspiration of residents due to eating or drinking too fast by slowing them down in their eating, giving them a smaller utensil or a fork instead of a spoon, cutting their food into smaller bites, having them put their utensil down between bites, etc. Situations escalate to the point of physical danger once a week.

Level F:

Makes decisions to prevent physical and psychological harm to residents when they are teasing or annoying each other or are being harmful to themselves, other residents or staff. Decisions include separating residents, moving one to a quiet area and supervising them closely, or in more serious situations, giving an injectable medication for behavior. On average, between the staff on all the shifts and cottages, this occurs on a weekly basis. Situations escalate to the point of physical danger once per month.

Level B:

Prevents destruction of property (furniture, curtains, etc.) by having them removed from an area where they are at risk from a resident or by moving the residents. This occurs on average, once a month.

**Subfactor 3 - Mental Effort ( 3A )**

On average, the job spends 28 hours per week performing activities such as working with residents who have learning, speech or other sensory barriers, working with intravenous set-ups, administering

medications, performing medical procedures requiring transfer of functions, or operating mechanical lifts when transferring residents from chairs to bed.

On average, the job spends 5.6 hours per week performing activities such as reading charts, updating progress notes, transcribing Doctor's phone orders, writing and updating residents' care plans.

On average, the job spends 3.7 hours per week performing such activities as making unoccupied beds and mopping.

**Subfactor 4 - Physical Activity ( 2A )**

On average, the job spends 23.33 hours per week performing such activities as stooping, bending, stretching and reaching while changing residents in bed, dressing residents, bathing residents, administering medication, applying treatments, and lifting weights over 10 kgs. while transferring residents from wheelchairs to beds, toilets etc., and restraining uncooperative residents.

On average, the job spends 0.93 hours a week wet mopping floors.

On average, the job spends 13.07 hours per week performing such activities as sitting where freedom exists to move around such as doing charting and working on care plans, sitting with residents, checking lotus notes on the computer, and lifting less than 5 kgs. when pulling charts, stocking laundry, and putting private laundry away.

**Subfactor 5 - Dexterity ( 2A )**

On average, the job spends 15.4 hours per week on activities which require both controlled speed and accuracy of physical movement such as giving injections, using self defense when dealing with aggressive residents, measuring liquid medications and filling syringes in emergent situations, restraining aggressive residents, holding residents for lab work, x-rays, dentist or medical procedures, and performing medical procedures such as insertion of catheters, gastrostomy and nasogastric tubes.

On average, the job spends 21 hours per week on activities which require accuracy of physical movement such as providing all aspects of personal

hygiene to residents, cutting dressings for wounds, writing progress notes, mopping spills, filing, labelling specimens, and handling specimens.

On average, the job spends 0.93 hours per week on activities which require neither speed nor accuracy of physical movement such as reading and sending memos on lotus notes.

**Subfactor 6 - Supervision of Others ( 3A )**

On a continuous basis, the job is required to assign work and/or personnel, maintain quality, accuracy and quantity of work and ensure the application of work methods, work procedures and work standards of other staff on the cottage.

**Subfactor 7 - Interaction ( 3A )**

The job is required to participate as a member of the case planning team in developing the treatment plans for each resident, then implementing the plan, monitoring and documenting the results and participating with social workers and group home operators in placement planning meetings.

Level 2A:

The job is required to discuss the medical condition, treatment and health of residents with their families and respond to complaints from family members about the same. The job is not expected to resolve the complaints, but to refer them to the cottage supervisor for resolution.

Level 1A:

The job is required to explain the needs of residents to suppliers when they come to the unit to demonstrate medical equipment.

**Subfactor 8 - Disagreeable Conditions (2A )**

On average, the job spends 5.6 hours per week exposed to such conditions as direct contact with non-treatable communicable diseases through bodily fluids when providing nursing and hygiene care to residents and physical intervention with residents who become aggressive or abusive to themselves or others.

On average, the job spends 4.6 hours per week exposed to such conditions as face to face anger and

hostility from residents.

On average, the job spends 23.4 hours per week exposed to such conditions as background noise below 85 decibels from the residents on the cottage, VDT glare from the computer, slippery floors, rude and impolite people (residents, family members) and direct contact with longer term treatable communicable diseases through bodily fluids when providing hygiene care to residents.

On average, the job spends 3.7 hours per week exposed to repetitive strain injury from punching out pills from pharmacards.

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## Benchmark 8 Supervisory Journey person

June 9, 2006

37.33 Hours

09TJM

### Job Summary

The purpose of this job is to co-ordinate and oversee all carpentry and painting related maintenance and repair projects at Valley View Centre (VVC) and outlying camps.

### Primary Responsibilities

1. Prioritize, co-ordinate, inspect and monitor maintenance and construction projects.
2. Assign and monitor staff performing building maintenance activities and construction projects.
3. Develop, tender, monitor and approve construction and repair contracts including specifications and requirements.
4. Track and maintain project records, requisitions, work authorizations, budgets and expenditures.

### Subfactor 1A - Knowledge ( 7 )

This job requires Grade 12 or equivalent, and completion of a 4-year journey carpentry trade designation.

### Subfactor 1B - Experience (F )

Requires up to 3 years non-carpentry trade related work experience including locksmith, concrete restoration and repair (e.g., tunnel slumping), flooring, and drywall in order to supervise and manage non-carpentry related repairs and maintenance activities.

Requires up to 1 year on the job experience to become familiar with institutional procedures including security requirements and etiquette when dealing with residents while working in living units. VVC is a large complex requiring experience with multiple buildings and tunnel systems to identify sources of problems that are unique to the facility. Requires knowledge of Saskatchewan Property Management (SPM) tendering and contract administrative policies. Requires knowledge of SPM and Community Resources service standards.

### Subfactor 2A - Problem Solving ( 3 )

Problems are associated with planning, coordinating and managing facility maintenance requirements.

Problems typically include:

1. Walls in the facility wearing prematurely due to residents' actions.
2. Tunnel floor slabs deteriorating due to age and

heavy traffic.

3. Unanticipated renovation issues such as complaints about echoing in a cottage after asbestos had been removed.
4. Prioritizing requests ensuring maintenance projects are within set budgets and meet service standards.

Solutions are obtained by:

1. Analyzing the situation to determine why traditional building materials and repairs continue to fail (e.g., wall board). Once the cause is determined various products were researched to identify a wall covering that would withstand the rigors of institutional use. The new application was tested and then used in place of previous building materials.
2. Tunnel floor slabs are unique to VVC and exposed to considerable traffic including tuggers hauling heavy loads. Age and normal wear and tear on the slab flooring began to cause the concrete slabs to deteriorate. No products on the market were readily available to resolve this problem. Research and testing was required to identify a product that could withstand load and durability requirements.
3. The echoing problem was raised as a concern after gyproc was installed to cover an asbestos removal project. The issue required an assessment of the room in order to develop alternatives that met client and budgetary concerns (e.g., contractor proposed a suspended ceiling which would require extensive added costs to lower all lighting, the chosen design involved a suspended ceiling between the lights which was less disruptive to the clients to build and at significantly reduced cost to the original plan).
4. Budget restraints require prioritization of maintenance and renovation requests. The condition of the facility is constantly monitored to ensure the building is maintained to set standards and renovation projects fit within established budgets. Trade offs are sometimes required to accommodate requests.

### Subfactor 2B – Responsibility for People and Assets ( E )

Makes corrective decisions to respond to the threat of physical harm to others at least once per month, but not every week. Decisions include determining when flooring and sidewalks have deteriorated to the point of causing harm to others by tripping or slipping. These situations escalate to the point of causing physical danger to others less than once per month.

## Benchmark #8

### **Level D**

On a daily basis makes corrective decisions responding to threats of financial loss of limited consequence. Corrective decisions involve identifying inaccurate/overstated estimates and substandard materials for renovation and maintenance projects (e.g., building material used in the repair of furniture, walls and flooring; renovation design recommended by contactors are over allowable costs and need to be modified; payments withheld until work is completed as required).

### **Subfactor 3 - Mental Effort ( 2A )**

This job on average spends 25.915 hours per week performing activities such as planning, organizing and coordinating work of others, recording information, reviewing designs and layouts, operating power tools, drawing plans and sketches, ordering material and equipment and performing maintenance and repairs on equipment.

This job on average spends 11.415 hours per week performing activities such as operating a vehicle in good driving conditions and responding to requests for maintenance and repairs.

### **Subfactor 4 - Physical Activity ( 2A )**

On average, this job spends 6 hours per week performing heavy activities such as pushing or pulling weights exceeding 10 kgs., stooping, kneeling, crouching, reaching and stretching (e.g., locksmithing).

On average, this job spends 10 hours per week performing moderate activities such as pushing or pulling weights over 5 kg. but not exceeding 10 kg or constant periods of sitting where freedom does not exist. Examples include: operating hand tools and repairing equipment.

On average, this job spends 21.33 hours per week performing light activities such as walking, intermittent sitting lifting, carrying pushing weights not exceeding 5 kgs., freedom of movement exists and the work does not confine the employee to a prescribed body posture. Examples include: planning and coordinating the work of others, assigning work, walking while performing inspections, maintaining records, driving in good weather and reviewing drawings.

### **Subfactor 5 - Dexterity ( 2A )**

On average, this job spends 2 hours per week performing duties where both speed and accurate coordination of physical movement are a major consideration. Examples include: operating high speed power equipment.

On average, this job spends 17.66 hours per week performing duties where either speed or accurate coordination of physical movement is a major consideration. Examples include: preparing written plans, working by hand with small components, driving a vehicle and performing carpentry involving measuring, nailing, using non-powered hand tools.

On average, this job spends 17.67 hours per week performing duties where neither speed nor accurate coordination of physical movement is a major consideration. Examples include: assigning work and monitoring construction projects, walking in the building, reading plans, placing orders and researching building products.

### **Subfactor 6 - Supervision of Others ( 4A )**

On a continuing basis, the job is required to assume supervisory responsibility over all aspects of carpentry and painting staff at VVC and camps.

### **Subfactor 7 - Interaction ( 3A )**

Responds to and resolves issues relating to requests for repairs and concerns raised by VVC staff. Decisions regarding maintenance priorities and budget are questioned by VVC managers. Persuades managers to accept set priorities and negotiates alternate timelines if required. Negotiate contracts with external service providers including specifications and conditions that must be adhered to. Monitors work and authorizes payments for services provided. Communicates building code and technical/specialized trade requirements during construction and maintenance projects (e.g., electricians, plumbers, painters).

### **Subfactor 8 - Disagreeable Conditions ( 1A )**

This job on average spends 2 hours per week working outdoors in extreme weather conditions.

This job on average spends 5.75 hours per week operating non-powered hand tools and working on wet floors.

This job on average spends 10 hours per week driving

## **Benchmark #8**

in good weather and exposed to dust, glues and unpleasant odors (e.g., fresh paint).

## **Benchmark #9 Maintenance Worker**

**April 19, 2006**

**37.3 Hours**

**06GIM**

### **Job Summary**

The purpose of the job is to maintain the grounds at Sask. Hospital, North Battleford.

### **Primary Responsibilities**

1. Maintains the grounds and groundskeeping equipment (e.g., lawnmowers, graders, tractors).
2. Supervises and performs work alongside summer students.
3. Performs plumbing, machinery repair and general maintenance as required related to the maintenance of the grounds (e.g., sprinkler system). This includes machining, welding and fabricating.
4. Maintains and services CVA vehicles and records of same.
5. Performs water testing and chlorine testing.
6. Hauls garbage.
7. Performs regularly scheduled maintenance on grounds equipment.

### **Subfactor 1A - Knowledge ( 4 )**

Requires the one-week course in Water Treatment and Water Distribution which requires Grade 12 entrance. Other additional courses brought to the job are of short duration and combined do not exceed one year (i.e., Fireman's certificate, Transportation of Dangerous Goods Certificate).

### **Subfactor 1B - Experience ( E )**

Requires up to 1 year prior groundskeeping experience (e.g., plantings, pesticide application, leaf picking, erection of snow fences, fertilizing).

Requires 6-12 months on the job to learn the procedures and policies of SPM and Sask. Hospital and operation and maintenance of the specific machinery.

### **Subfactor 2A - Problem Solving ( 2 )**

The problems in this job relate to equipment breakdown and grounds maintenance.

Typical problems include:

1. Roads and pathways blocked due to a snow storm.
2. Equipment has broken down.

Solutions are obtained by:

1. Determining which machinery to use for the snow removal, prioritizing which areas are to be cleared first, organizing enough help to complete the job in time, determining if roads and paths need to be sanded after they have been cleared.
2. Assessing why the equipment is not working. If it does not require a mechanic for the repair (e.g., belt broken, blade is dull, tire flat), repairing the equipment. If a mechanic is required, taking it out for repair.

### **Subfactor 2B – Responsibility for People and Assets ( D )**

The job makes financial decisions of limited consequence (purchases, effective use of material including whether to repair or replace belts, bearings, blades, tires, etc.) daily.

### **Subfactor 3 - Mental Effort ( 2A )**

On average, this job spends 18.3 hours performing such activities as maintenance and mechanical repair on moving/operating equipment, fabricating, welding and machining, servicing steam traps, operating grader and loader, operating lawn and garden equipment, and spraying.

On average, this job spends 13 hours performing such activities as plumbing, rodent control, recordkeeping, maintaining and servicing CVA vehicles, water and chlorine testing.

On average, this job spends 6 hours performing such activities as hauling trash and garbage and driving in good conditions to pick up various parts and supplies.

### **Subfactor 4 - Physical Activity ( 3A )**

On average, this job spends 23.3 hours per week performing such activities as lifting weights over 10 Kg. and stooping, kneeling and crouching when hauling trash and garbage, maintaining and servicing CVA vehicles, picking up various parts and supplies, performing rodent control, spraying, operating lawn and garden equipment, operating grader and loader, plumbing, servicing steam traps, performing maintenance, fabricating, welding and machining, and

performing mechanical repair.

On average, this job spends 12.5 hours per week performing such activities as lifting weights between 5 and 10 Kg., working in confined positions or requiring constant periods of sitting when hauling trash and garbage, water and chlorine testing, spraying, operating lawn and garden equipment, operating grader and loader, servicing steam traps, performing maintenance, and performing mechanical repair.

On average, this job spends 1.5 hours per week performing such activities as recordkeeping and ordering various parts and supplies.

**Subfactor 5 - Dexterity ( 2A )**

This job spends 11 hours per week performing activities requiring both speed and accuracy of physical movement: fabricating, welding and machining, operating the grader in adverse conditions, maintenance and repair on moving/operating equipment, operating lawn and garden equipment and spraying.

This job spends 18.8 hours per week performing activities requiring accuracy of physical movement: mechanical repair, performing maintenance, servicing steam traps, plumbing, operating the grader and loader, performing rodent control, picking up parts and supplies, recordkeeping, performing maintenance on CVA vehicles and performing water testing and chlorine tests.

This job spends 7.5 hours per week performing activities requiring neither accuracy nor speed of physical movement: hauling trash and garbage and ordering supplies.

**Subfactor 6 - Supervision of Others ( 2A )**

The position has periodic responsibility for the supervision of summer students (i.e., 3-4 months of the year). To get beyond level 2, the job must have supervisory responsibility on a continuing basis – (i.e., year round). Three to four months every year meets the definition of periodic - reasonable regularity.

**Subfactor 7 - Interaction ( 3A )**

Negotiates price on the servicing, repair and cleaning of CVA vehicles and negotiates price, delivery dates and availability when ordering supplies and equipment.

**Subfactor 8 - Disagreeable Conditions ( 3A )**

This job requires 7.3 hours a week of exposure to direct contact with non-treatable communicable diseases through exposure to bodily fluids or other vectors when hauling trash and garbage and when plumbing and performing maintenance, operating snow removal equipment when there is severe restriction in visibility and welding/fabricating/machining.

This job requires 13 hours a week of exposure to loud noise 85 decibels or more when operating equipment, work in close proximity to pressurized or heated equipment when plumbing, performing maintenance and servicing steam traps, working in close proximity to volatile substances when spraying, performing rodent control and performing water and chlorine tests.

The job requires 7 hours a week of exposure to vibration when operating equipment, working on slippery floors, dealing with rude/impolite clients, traveling in adverse weather and exposure to longer term treatable communicable diseases when hauling trash.

The job requires 10 hours a week of exposure to unpleasant odors when hauling trash and garbage, contact with substances such as cleaning supplies and oil when performing water and chlorine tests and performing maintenance on equipment and vehicles, and travel in good road conditions when picking up parts.



## Benchmark #11 Nurse

December 21, 2005

37.33 Hours

10HWN

### Job Summary

The purpose of this job is to plan, organize, direct, monitor and evaluate all operations on the cottage. It also includes the supervision, direction and support of the staff assigned to the cottage.

### Primary Responsibilities

1. Reviews, assesses and develops methods, procedures and policies for the cottage.
2. Develops mission statements, goals and objectives for the cottage.
3. Provides hands-on care, reading resident's charts for updates and consulting with other staff.
4. Monitors inventory supplies, residents' personal properties, clothing, cottage furniture, etc.
5. Communicates within and outside Valley View Centre regarding resident needs.
6. Chairs Care Plan and Team meetings and represents the work unit at various organizational meetings.
7. Supervises time schedules and maintains quality and accuracy of the work of the staff.
8. Ensures the application of work methods and standards.
9. Explains policies and procedures to staff.
10. Administers on-cottage resident funds.

### Subfactor 1A - Knowledge ( 7 )

The job requires **completion of a four year nursing degree** from an accredited post secondary educational institute and registration with the Registered Psychiatric Nurses Association of Saskatchewan or the Saskatchewan Registered Nurses Association.

### Subfactor 1B - Experience ( E )

Requires a minimum of 2 years previous experience which includes:

- Working in the field of physical and mental disabilities.
- Human resource component of a cottage or unit.
- Developmental principles, practices and techniques and their application in the context of basic care, life skills, social, behavioral and avocational development of the disabled.
- Institutional, divisional and department

organization.

- The regulations, policies and agreements governing the management of a cottage or unit and delivery of care.

Requires 1 year of training to learn and develop the following:

- The Centre's policies, goals and objectives, mission and vision.
- The principles of supervision and management including Coaching for Results.
- The policies, standards and contracts governing the management of the specific cottage/unit.
- The institutional financial practices regarding trust accounts, capital request process, budgetary codes.

### Subfactor 2A - Problem Solving ( 3 )

Problems in this job typically relate to the needs, services and behavior of the residents as well as staff issues.

Problems typically include:

1. Family members actions that cause infringement on resident's rights, causes increased staff stress and may also limit opportunities for their relative.
2. Incidents with residents that have resulted in injuries.
3. New admission of a resident with multiple disabilities who was aggressive to group home staff and highly destructive to property.
4. Two staff working the same shift together have a personality conflict and it is starting to affect their performance and others around them.

Level 2 (less typical):

5. The wheelchair for a resident is inappropriate (resident appears uncomfortable).
6. Staff requesting to leave prior to end of shift.
7. Complaints from staff that other staff are consistently coming in to work late but time sheets indicate otherwise.

Solutions are achieved by:

1. Meeting with the family member to discuss problems and concerns following the visit. Encouraging communication between the family member and the cottage supervisor. Suggesting visits away from VVC and making arrangements to facilitate this. Documenting visits, concerns discussed and keeping a written record of care provided and the matter and manner in which the concerns have been dealt with. Meeting with the cottage team to discuss ways to respond to family member's concerns and keeping management informed of problems, concerns and decisions

- made. If the family member is still unhappy, making them aware of what other facilities or group homes closer to their home have to offer.
2. Reviewing documentation to determine possible causes [e.g., residents involved, types of injuries, predisposing factors (resident is epileptic, emotional status, mood swings), staff involved, possible changes that occurred in the environment], and identify any changes that could be made to meet client needs. Conferring with interdisciplinary team members (Dr., psychologist, therapist, cottage staff) to develop a plan of action. Ensuring consistent approach and keeping written documentation in the chart. Evaluating the plan on an ongoing basis.
  3. Initiating an interdisciplinary team planning process. Determining possible reasons for aggression and type of approach to use with resident in order to stabilize the behavior. This would typically be done through reviewing reports submitted, observation of resident, available data, past experiences with similar behavior, referral to available literature, resource person, psychologist. Ensuring consistent approach and keeping written documentation in the chart. Evaluating the plan on an ongoing basis.
  4. Talking to the staff that are having the conflict and other staff to get to the cause of the conflict. Explaining the professional conduct expected from the staff and the expectation that they will make an effort to get along. Developing a plan for them to iron out their differences possibly using coaching techniques. Monitoring the situation over time and if unresolved possibly moving staff to different shifts or cottages.
  5. Establishing the reasons why modifications or a new wheelchair is required, for example, checking for reddening of the skin, repositioning the resident. Filling out the required forms, referring to the Doctor for a referral to the Occupational Therapist, meeting with the Occupational Therapist and staff to discuss the referral.
  6. Checking the booking to see what coverage is left, what activities are scheduled that require staff escort, the necessity of leaving early, classification of staff requesting time off, what staff remain (the number and classification). This is to ensure that there is adequate experienced coverage on the cottage.
  7. Talking to the staff's peers. Clarifying as to what is happening. Requesting a written complaint. Discussing with the particular staff as to reasons why the lateness occurs. Explaining time sheet

procedures and consequences of misuse.  
Continuing to monitor situation and advising supervisor if continues.

**Subfactor 2B – Responsibility for People and Assets (G)**

Daily prevents possible choking or aspiration of residents due to eating or drinking too fast by slowing them down in their eating, giving them a smaller utensil or a fork instead of a spoon, cutting their food into smaller bites, having them put their utensil down between bites, etc. Situations escalate to the point of physical danger once a week.

Level F:

This job makes decisions to prevent physical and psychological harm when residents are teasing or annoying each other or being harmful to themselves, other residents or staff. This includes separating residents, determining the method used to settle or calm a resident who is upset (e.g., moving them to a quiet area, assigning staff to supervise them closely, administer PRN) and the method of intervention (e.g., distraction, restraint, PRN) when a resident is having a seizure, is being self injurious (e.g., deliberately striking their face) or harmful to others. On average, between the staff on all the shifts and cottages, this occurs on a weekly basis. Situations escalate to the point of physical danger once per month .

Level D:

Prevents loss of resident's trust money by limiting the amount of money available on the cottage for residents' spending money based on their needs, recreational activities, balance in their accounts. This occurs on a daily basis.

**Subfactor 3 - Mental Effort ( 2A)**

On average, the job spends 5.8 hours per week performing activities such as working directly with residents who have learning, speech, or other sensory barriers.

On average, the job spends 20.5 hours per week performing activities such as reading charts, completing legal documents (e.g., charting care plans), developing detailed client plans, delivering presentations, maintaining composure in difficult situations where there is a requirement to listen,

clarify, restate, summarize and consolidate responses while responding to complaints from family members.

On average, the job spends 11 hours per week performing activities such as photocopying, responding to requests for information, gathering information from other sources, answering the phone, etc.

**Subfactor 4 - Physical Activity ( 2A )**

On average, the job spends 9.3 hours per week performing heavy activity, such as pushing occupied wheelchairs, stooping for laundry, kneeling, crouching, reaching.

On average, the job spends 4.6 hours per week performing moderate activity, such as pushing empty wheelchairs.

On average, the job spends 23.4 hours per week performing light activity, such as walking, intermittent sitting where freedom of movement exists (e.g., meetings, attending in-service, care plans), carrying charts, carrying bundles of clothing, etc.

**Subfactor 5 - Dexterity ( 2A )**

On average, this job spends less than an hour a week restraining residents which requires both speed and accurate coordination of physical movement.

On average, this job spends 18.65 hours per week performing activities which require accurate coordination of physical movement such as writing reports and care plans, performing medical procedures, and maintaining records.

On average, this job spends 18.65 hours per week performing activities which require neither speed or accuracy of physical movement such as attending meetings.

**Subfactor 6 - Supervision of Others ( 4A )**

This job has supervisory responsibility over staff on the cottage on a continuing basis.

**Subfactor 7 - Interaction ( 4A )**

Leads the inter-disciplinary case planning meetings for the development of each resident's treatment plan on the cottage and ensures their implementation and documents results.

Level 3A:

This job requires contact with the residents' family to provide information about the residents' case plans and respond to complaints. For example, the family feels the resident is losing weight and in their opinion shouldn't be, an article of clothing is missing. The job is required to calm them down and explain the particulars of the situation and gain their understanding and cooperation.

The job interacts with various Valley View Centre departments to obtain appropriate programming for residents. This involves explaining the difficulties encountered by the resident with current programming and convincing the particular department of a more appropriate activity/program for the resident given their behavior, attention span, physical condition, etc.

This job also provides instruction, consultation, counselling and motivation to residents to gain their cooperation on medical procedures and the implementation of their program plan.

Level 2A:

The job is required to provide information to others in situations requiring support and empathy such as the policies regarding Do Not Resuscitate (DNR) orders, family requests regarding funeral arrangements.

Level 1A:

The job provides feedback to suppliers on the functioning of new products being used on the cottage.

**Subfactor 8 - Disagreeable Conditions ( 2A )**

On average, this job spends 1.8 hours per week exposed to disagreeable conditions such as physical intervention with individuals exhibiting angry or hostile behavior and/or in direct contact with non-treatable communicable diseases through exposure to bodily fluids, or other vectors when restraining residents and when providing hands on care.

On average, this job spends 4.6 hours per week exposed to disagreeable conditions such as face to face anger or hostility from the residents.

## Benchmark #11

On average, this job spends 18.6 hours per week exposed to disagreeable conditions such as working on slippery floors, dealing with rude or impolite people, working with background noise on the cottage, below 85 decibels, where there is no opportunity to remove oneself from the noisy condition, eye strain from VDT, in direct contact with longer term treatable communicable disease, and deadline pressures caused by interruptions (5 hours).

On average, this job spends 9.3 hours per week exposed to disagreeable conditions such as repetitive tasks (i.e., writing) that may result in strain or compressed nerve injury (2 hours), exposure to unpleasant odors and substances such as toner and dust etc.

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## Benchmark #12 Kitchen Worker

September 9, 2002

37.33 Hours

01GIK

### Job Summary

The purpose of this job is to set up work area, portion out food to serve to residents and clean up afterward.

### Primary Responsibility

1. Portions out food items and beverages.
2. Serves and delivers meals.
3. Collects/cleans dirty dishes and utensils.
4. Cleans up eating areas, preparation areas and equipment.
5. Operates commercial food service equipment.

### Subfactor 1A - Knowledge ( 1 )

This job requires completion of Grade 10.

### Subfactor 1B - Experience ( B )

This job requires 6 months of on-the-job experience learning: kitchen procedures, sanitization and some knowledge of diets, to set-up dining rooms, to deal with residents and resident care staff and how to answer inquiries regarding the content of special diets, so that information can be passed on to other staff.

### Subfactor 2A - Problem Solving ( 1 )

Problems encountered in this job relate to equipment and shortage in materials.

Problems typically include:

1. Shortages of available food items to fill a specific request.
2. Incorrect diet issued to a specific request, or
3. The diet was missed entirely, or
4. The diet tags go missing.
5. Equipment break downs, such as the sterilizer, caused by something being stuck in it, or other mechanical failures.

Solutions are achieved by:

1. Substituting other food items.
2. Replacing the incorrect one with the correct one.
3. Providing the diet when informed of the mistake.
4. Making new tags.
5. Contacting maintenance to have the breakdown repaired, or providing alternative utensils until the

problem is corrected.

### Subfactor 2B – Responsibility for People and Assets ( A )

The job is not assigned responsibility for final decisions to prevent physical or psychological harm to others or to prevent material or financial loss.

### Subfactor 3 - Mental Effort ( 2A )

On the average, this job spends 17.7 hours per week doing such tasks as dishing up therapeutic diets, checking the work of residents and helping them set up the dining rooms.

On the average, this job spends 2.3 hours per week doing such tasks as reading meal tags.

On the average, this job spends 17.3 hours per week doing such tasks as mopping floors, gathering information, providing referenced information and loading the sterilizer.

### Subfactor 4 - Physical Activity ( 3A )

On the average, this job spends 34.3 hours per week performing heavy activities such as bending, stooping, reaching, stretching while washing walls, chairs, tables, fridges, pantries and sterilizers, putting table cloths on tables, cleaning and setting up carts, cleaning dining rooms, dishing up diets; lifting and pushing weights in excess of 10 Kgs such as pushing carts and lifting crates.

On the average, this job spends 3 hours per week performing light activities such as pushing carts and standing in a non-confined position, setting up dining rooms and making up nourishments, walking, pulling empty carts, carrying pails half full of water, carrying milk cartons, tea jugs, etc..

### Subfactor 5 - Dexterity ( 2A )

This job spends 0.9 hours per week performing tasks which require speed and accuracy of physical movement such as self defence with residents in line up when dishing up diets.

This job spends 16.3 hours per week performing tasks which require accuracy of physical movement such as writing diet tags; wet mopping floors and cleaning up spills; measuring when mixing eggnog, fortified skim milk, diluting cleaning solutions, specific calorie diets, juice crystals; driving the tugger; dishing up over hot

steam tables.

This job spends 20.1 hours per week performing activities where neither speed, nor accuracy of physical movement are required, such as reading e-mails, folding linen, picking up garbage, stocking shelves, and moving furniture.

**Subfactor 6 - Supervision of Others ( 1A )**

Supervisory responsibility is not normally part of the job.

**Subfactor 7 - Interaction ( 2A )**

This job interacts with mentally disabled residents on how to perform tasks. When misunderstandings occur with cottage staff regarding the food served and how it relates to a resident's diet, the job attempts to explain why these foods were used in place of others. If the misunderstanding persists, the matter is referred to the dietician.

Level 1A:

This job interacts with government employees by obtaining, or handing out information to other staff about diets.

There may be a requirement to show others how to perform tasks, or duties.

**Subfactor 8 - Disagreeable Conditions ( 2A )**

On average, this job spends .6 hours per week working in such conditions that, should injury occur, it is likely to result in severe disability or discomfort, which may require permanent movement to another job. These conditions include physical intervention with aggressive residents and direct contact with nontreatable communicable diseases.

On average, this job spends 3 hours per week working in such conditions that, should injury occur, it is likely to result in serious harm or discomfort, which may require temporary movement to a completely new set of assigned duties. These conditions include face to face anger and hostility and loud noise above 85 decibels.

On average, this job spends 23.4 hours per week

working in such conditions that, should injury occur, it is likely to result in moderate harm, or discomfort which may necessitate change in some of the assigned duties. These conditions include working on slippery surfaces, dealing with rude, impolite people and working in a hot, humid sterilizer room, working with a lot of background noise below 85 decibels, with no opportunity to remove oneself from the noisy condition, repetitive tasks, i.e., stocking shelves for 4 1/2 hours and writing for 4 1/2 hours.

On average, this job spends 10.3 hours per week working in such conditions that, should injury occur, it is likely to result in minor harm, or discomfort and there is no need to change assigned duties. These conditions include putting hands in slop pails, repetitive tasks (ie., mopping for 2 hours), and working with bleach when bleaching dishes.

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## Benchmark #13 Housekeeper

December 22, 2005

37.33 Hours

01GIC

### Job Summary

The purpose of this job is to provide housekeeping services. Operates power equipment such as a scrubber, mixes chemicals and disinfectants in the work area and interacts with clients, co-workers and other departments.

### Primary Responsibilities

1. Cleans floors, carpets, furniture and fixtures.
2. Ensures equipment is in working order.
3. Operates manual and power cleaning equipment.
4. Dilutes disinfectants and chemicals.

### Subfactor 1A - Knowledge ( 1 )

This job requires completion of Grade 10, or equivalent.

### Subfactor 1B - Experience ( C )

Requires 6 months of related experience prior to obtaining the job. The job is required to have knowledge of how to dilute disinfectants and chemicals. Requires knowledge of the proper usage of equipment such as scrubbers, burnishers and wet and dry vacuums.

This job requires an on-the-job training period of 6 months. During this time, one must become familiar with all policies, routines and procedures to work independently. Must remain up to date with application of basic routines and become knowledgeable in minor maintenance and repair of equipment.

### Subfactor 2A - Problem Solving ( 1 )

Problems typically include:

1. Broken equipment, furniture, fixtures and damage to walls and floors.
2. Floors that need to be stripped, sealed and waxed.
3. Chemical spills.

Solutions are obtained by:

1. Completing a maintenance requisition and moving equipment for repair or calling a trades person - this is a set procedure and no choice is required.
2. Arranging to do the work when staff and residents

are away from living quarters.

3. Chemical spills are cleaned up by following guidelines in policies and procedure manuals.

### Subfactor 2B – Responsibility for People and Assets ( A )

Sends materials and equipment **on to others** such as mattresses and scrub machines to their respective areas for **all** maintenance or **repairs**.

### Subfactor 3 - Mental Effort ( 2A )

This job on average spends 24.39 hours per week operating equipment such as scrubbers and burnishers that have the potential to injure/damage self/property.

This job on average spends 1.99 hours per week performing activities such as use of, measuring and mixing of chemicals and working directly with people who require support and empathy.

This job on average spends 10.95 hours per week performing activities such as mopping, sweeping, gathering information and inspecting assigned areas for cleanliness.

### Subfactor 4 - Physical Activity ( 3A )

On average, this job spends 29.86 hours per week performing heavy activities such as pushing or pulling weights exceeding 10 kgs., stooping, kneeling, crouching, reaching and stretching. Examples are: pushing the scrub machine, turning mattresses, moving furniture, cleaning tubs, windows and furniture.

On average, this job spends 7.47 hours per week performing moderate activities such as pushing or pulling weights over 5 kg. but not exceeding 10 kg. Examples are: pushing of dining room tables, moving of hampers, rocking chairs, tub chairs.

### Subfactor 5 - Dexterity ( 2A )

On average, this job spends 32.82 hours per week performing duties which require accurate coordination of physical movement such as: operating scrub machine and burnisher; responding to spills of hazardous materials; wet mopping; measurement of chemicals and disinfectants; climbing ladders; and minor maintenance of equipment.

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On average, this job spends 4.48 hours per week performing duties such as dust mopping and collection and disposal of garbage where neither speed or accuracy of physical movements are a major consideration.

**Subfactor 6 - Supervision of Others ( 1A )**

The job is not assigned supervisory responsibility.

**Subfactor 7 - Interaction ( 1A )**

This job requires interaction with clients, other departments and salespersons. Maintains working relationships with clients and other departments. Exchanges data with co-workers and salespersons regarding new products or equipment.

This job periodically involves the giving of advice and instructions when training new staff regarding the most efficient way of doing the job and proper use of equipment, disinfectants, chemicals and procedures.

**Subfactor 8 - Disagreeable Conditions ( 3A )**

This job on average spends 7.46 hours per week in direct contact with non-treatable communicable diseases through direct exposure to body fluids or other vectors while cleaning up after the residents such as cleaning toilets and mattresses.

This job on average spends 3.73 hours per week in exposure to loud noises 85 decibels or over (sweepers) and to anger and hostility from the residents.

This job on average spends 24.62 hours per week exposed to background noise below 85 decibels from the scrubbers and burnishers where there is no opportunity to remove oneself from the noise; working at heights of 5 feet and over but not including 10 feet when cleaning light fixtures, ceiling fans and ceilings.

This job on average spends 0.99 hours per week dealing with pressures to meet deadlines caused by interruptions from others where there is no control over interruptions when having to clean specific areas in time for the next activity to be held there.



## **Benchmark #14 Security Worker**

**December 21, 2005**

**37.33 Hours**

**01GIW**

### **Job Summary**

The purpose of this job is to provide security services for the buildings and grounds of a large institution during the hours of minimal staff coverage.

### **Primary Responsibilities**

1. Conducting checks on the operations of mechanical systems.
2. Locking any doors and securing the facility at night.
3. Attending the switchboard and radio system.
4. Investigating incidents which may occur during tour of duty and making reports and recommendations.
5. Making minor adjustments to mechanical systems.
6. Participating in emergency activities, such as fire alarms.
7. Continuous monitoring of the facility for safety hazards and rectifying or reporting same to appropriate authority.

### **Subfactor 1A - Knowledge ( 2 )**

This job requires completion of Grade 10, plus a fireman's certificate.

### **Subfactor 1B - Experience ( C )**

This job requires 6 months previous experience to gain knowledge of security systems, communication systems, and evacuation and fire procedures and understanding of public relations.

This job requires 6 months on the job experience to learn: how to operate the communication system (radio, switchboard, transmitters, and alarms), how to respond to maintenance problems (e.g., changing O2 tanks); emergency procedures; H-Vac/airconditioning systems, pest control, search procedures; and the overall physical plant

### **Subfactor 2A - Problem Solving ( 1 )**

Problems relate to risk management issues.

Problems typically include:

1. Maintenance problems (i.e., heating, plumbing).
2. Intruders.
3. Wild animals.

Solutions are achieved by:

1. If the maintenance problem is minor (an exhaust fan that is not working), correcting the problem; if it is more complex, contacting the appropriate trades person and describe the problem to them.
2. Assessing the validity of the intruder's reason for being on the grounds; if it is not valid, contacting the police.
3. Locating the animal and contacting either the city police or animal control. If the animal is dead, having the carcass removed to the appropriate landfill.

### **Subfactor 2B – Responsibility for People and Assets ( A )**

This job approaches intruders and asks them to leave the grounds, or calls the police. Follows procedure when searching for missing residents.

This job advises SPMC in the winter when there is ice on the roads and walkways.

This job advises SPMC of water/steam leaks; broken windows; and electrical shorts.

**In total these decisions occur less than once per month.**

### **Subfactor 3 - Mental Effort ( 2A )**

On average, this job spends 28 hours per week performing activities, such as inspecting service rooms for levels for the heating, plumbing, and electrical systems.

On average, this job spends 9.3 hours per week performing activities such as attending the switchboard, and casual contacts with the residents.

### **Subfactor 4 - Physical Activity ( 1A )**

On average, this job spends .4 hours per week

changing oxygen tanks (from empty to full).

On average, this job spends 0.9 hours per week performing moderate activities, such as moving objects over 5 kgs. and not exceeding 10 kgs., that are blocking fire exits.

On average, this job spends 36 hours per week performing light activities, such as walking on such surfaces as grass and gravel while doing perimeter checks, attending the switchboard.

**Subfactor 5 - Dexterity ( 1A )**

This job spends 3.9 hours per week performing activities where accuracy of physical movement is required, such as moving objects blocking fire equipment, cleaning up gasoline spills in the parking lot, attaching hoses and tightening valves when changing oxygen tanks, and writing reports and notes, and performing activities where speed of physical movement is required when responding to fire alarms.

This job spends 33.4 hours per week performing activities where neither speed or accuracy of physical movement are required, such as inspecting basement/service rooms.

**Subfactor 6 - Supervision of Others ( 1A )**

Supervision responsibility is not normally part of the job assignment.

**Subfactor 7 - Interaction ( 2A )**

This job approaches intruders to ask who they are and what their business is on the property and tells people when they have violated security procedures such as parking violations. After initial contact, problems are referred to the appropriate authority for resolution.

Level 1A:

This job relays information to SPMC on maintenance needs and to the police.

There may be a periodic requirement to show others how to perform tasks and/or duties, such as procedures for fire or intrusion alarms.

**Subfactor 8 - Disagreeable Conditions (2A )**

On average, this job spends 3.7 hours per week working outdoors in extreme weather conditions below -26 degrees Celsius and above 35 degrees Celsius; or a wind chill of 1750 w/sq. mtr. or higher and winds gusting over 60 km./hr.

On average, this job spends 15.9 hours per week working in such conditions as working in close proximity to pressurized or heated equipment or systems over 100 psi, or having an internal temperature of 250 degrees Fahrenheit, and face to face anger or hostility when dealing with intruders.

On average, this job spends 3.7 hours per week working in dark/dim light when conducting inspections outside at night.

On average, this job spends 14 hours per week working in such conditions as exposure to unpleasant odors, dust etc. when conducting inspections.

## **Benchmark #15 Stockkeeper**

**December 21, 2005**

**36 Hours**

**01PSK**

### **Job Summary**

This job is responsible to receive, store, issue goods and perform deliveries from the Food Services Department throughout Valley View Centre. This job also is responsible for preparation of dietary aids.

### **Primary Responsibilities**

1. Receives (unloads), counts, sorts, stores, rotates stock.
2. Uses manual pallet jack, tugger, hand carts or wagons.
3. Receives, requisitions, assembles and delivers food as requested.
4. Prepares dietary aids such as cereal laxative, boost pudding and blended prunes.
5. Ensures juice dispensers within Valley View Centre are filled.
6. Cleans walk-in coolers, freezers and pantry.

### **Subfactor 1A - Knowledge ( 1 )**

This job requires completion of Grade 10, or equivalent.

### **Subfactor 1B - Experience ( C )**

This job requires 6 months of previous experience working in a large food setting. Requires a knowledge of the principles of stock-taking, receiving, issuing, sanitation, weights and measures.

This job requires 6 months of training and adjustment on the job to gain knowledge of:

- Valley View Centre policies and procedures.
- Materials Management policies and procedures.
- Food Services Department policies and procedures.
- Infection Control policies and procedures.
- Fixed Assets policies and procedures.
- Operating machinery such as a floor scrubber, tugger, scales, manual pallet jack and bulk food delivery vehicles.

### **Subfactor 2A - Problem Solving ( 1 )**

Typical problems in this job relate to shortage and condition of stock required for the day.

Typical problems include:

1. Juice machine on hospital unit is empty.
2. Cooks are out of oatmeal and it is needed for that day.
3. Riverview or Parkview serving areas require stock.

Level 2: (Less Typical)

4. Stock in main kitchen and walk-in coolers is low.
5. Milk delivered has some leaking cartons.

Solutions are achieved by:

1. Replacing and installing juices as per established procedures.
2. Securing oatmeal from stores area and delivering to the main kitchen as per established procedure.
3. Listing stock shortages, securing the items from stores, and delivering items to the area as per established procedures.
4. Determining whether or not to transfer stock from basement cooler by considering need and space availability.
5. Contacting milkman if he was still in the building, or it was a large amount and request for leaking milk cartons to be replaced, or using the leaking cartons immediately in puddings or baking, etc., if possible.

### **Subfactor 2B – Responsibility for People and Assets ( A )**

**Less than once per month** follows established procedures to obtain replacement of perishable goods (e.g., milk), or use right away. Problems with non-perishable goods are returned to stores for resolution.

### **Subfactor 3 - Mental Effort ( 2A )**

On average, this job spends 3 hours per week operating machinery such as the tugger and manual pallet jack.

On average, this job spends 29 hours per week ordering, receiving, storing, filling requisitions, and distributing goods.

On average, this job spends 4 hours per week performing activities such as mopping, sweeping and gathering information on requisitions.

**Subfactor 4 - Physical Activity (2A)**

On average, this job spends 12 hours per week performing activities such as lifting weights in excess of 10 kgs. when stocking shelves with case lots or loading case lots onto wagons, stooping, kneeling, crouching, reaching, or stretching.

On average, this job spends 12 hours per week lifting or pushing weights over 5 kgs., but not exceeding 10 kgs., such as pushing empty flat bed carts, stocking cases of cookies or climbing stairs.

On average, this job spends 12 hours per week performing light activities such as walking, lifting weights under 5 kg. when racking eggs, preparing cereal laxative, stocking shelves, or putting away cleaning supplies.

**Subfactor 5 - Dexterity (1A)**

On average, this job spends 3 hours per week performing tasks which require speed of physical movement when loading/unloading/storing frozen goods.

On average, this job spends 33 hours per week performing tasks which require neither speed or accurate co-ordination of physical movement such as mopping floors, stocking shelves, unloading or loading stock, and climbing stairs.

**Subfactor 6 - Supervision of Others (1A)**

This job has no supervisory responsibilities.

**Subfactor 7 - Interaction (1A)**

This job requires the employee to respond to complaints from government employees by explaining why substitution of products are made (e.g., donuts were requested, but there are none, so cookies were provided).

This job requires the employee to obtain or hand out and/or explain and exchange information with business representatives, clients, contractors/suppliers, government employees and head of departments, or services regarding new products or problems with existing stock.

**Subfactor 8 - Disagreeable Conditions (2A)**

This job requires the employee to be exposed to conditions such as working in close proximity to toxic fumes in areas of poor ventilation (truck exhaust fumes in the basement storage room and loading dock area) for approximately 2 hours per week.

This job requires the employee to be exposed to conditions such as working in close proximity to pressurized or heated equipment (e.g., ovens, steamers and steam kettles) for approximately 16 hours per week.

This job requires the employee to be exposed to conditions such as working on slippery floors, or working with a lot of background noise below 85 decibels where there is no opportunity to remove oneself from the noisy condition (i.e., the kitchen area from steam kettles, garburators) for approximately 5 hours per week.

This job requires the employee to be exposed to conditions such as deadline pressures (3 hours) from others where there is no control over interruptions (i.e., having carts loaded for delivery, food laxatives for delivery), working with a lot of background noise below 85 decibels where there is opportunity to remove oneself and in contact with substances such as cleaning agents, dust and dampness and exposure to unpleasant odors such as grease trap and sewer gas for approximately 13 hours per week.

## Benchmark #16 Storekeeper

June 15, 2007  
36 Hours  
06PST

### Job Summary

This job is responsible to develop and ensure on an ongoing basis all purchasing, receiving, storing, issuing, inventory control, stock levels, filing, shipping and client services at Valley View Centre (VVC). This job also provides supervision to Materials Management & Transportation Services Department (MMTSD).

### Primary Responsibilities

1. Ensures purchasing, receiving, storing, issuing and inventory control of goods.
2. Ensures staffing as well as supervision and evaluation of staff in MMTSD.
3. Responds to complaints about materials and products.
4. Modifies, monitors and supervises Capital Asset Identification System.
5. Plans, prioritizes and maintains MMTSD budgets.
6. Develops, maintains and revises MMTSD procedure manuals.
7. Compiles and submits utilization reports for all departments at Valley View Centre.

### Subfactor 1A - Knowledge ( 3 )

This job requires completion of Grade 12 or equivalent.

### Subfactor 1B - Experience ( E )

The job requires 2 years of previous experience in Materials Management including operating a store room; clerical functions; knowledge of computer inventory tracking program; experience in a supervisory capacity.

The job requires a 12 month period of training and adjustment on the job to gain knowledge of:

- Government/departmental/branch administrative policies and procedures relating to Materials Management and Transportation Services departments.
- Databases, spreadsheets and statistical reports for the department.

- Planning, prioritizing and maintaining departmental budget.

### Subfactor 2A - Problem Solving ( 2 )

The problems in this job relate to quality of goods, budget shortfalls and driver availability.

Typical problems include:

1. A shipment of damaged shoes is received from a supplier.
2. Complaints received from resident care department re running shoe with jagged edge on the inside of the eyelets which was causing irritation to the resident's feet.
3. Shortfall in a particular budget code near fiscal year-end.

Level 3: (Less Typical)

4. Heat seal machine was burning/scorching material on clothing when attaching tags and the tag was not adhering well on some material.
5. Inventory record keeping system is not year 2000 compatible.

Level 1: (Less Typical)

6. A driver is requested to transport a client to another city for a specific day. Regular duties of the driver must be accomplished.

Solutions are obtained by:

1. Looking at the options of using up the stock and not reordering, fixing the shoes, replacing shoes, or requesting reimbursement. Ultimately contacting supplier to compensate Valley View Centre for the damaged goods by either replacing goods or reimbursing VVC.
2. Contacting supplier and requesting that they not supply this brand any more. The remaining stock was returned and replaced.
3. Reviewing the options (e.g., attempting to use less part-time or casual staff to cover off the shortfall; asking for additional funding; looking for excess funds in another code); finding there is a surplus that won't be used by the end of the year in another code and transferring the surplus to the code which is short.
4. Talking to MMTSD staff to find out the frequency of the problem, which type of material, the temperature when it was occurring; contacting the company to discuss the problem; finding out that certain material was susceptible to these types of problems; reviewing options and determining that

if in doubt as to the content of the material to sew the tag on.

5. Providing all information required in the preparation of a detailed checklist to aide in the search for a new program; in conjunction with System Support and another MMTSD staff evaluating inventory programs available against our needs; recommending the purchase of the product that best meets our needs.
6. Reviewing options (e.g., declining to provide a driver, provide a driver but do not replace staff, provide a driver and find replacement staff for transport department); scheduling of a relief driver for that day as per established procedure.

**Subfactor 2B – Responsibility for People and Assets ( E )**

**Harm or Injury:**

This job makes decisions to supply extra staff for heavy jobs at least once per month but not weekly.

**Level B:**

**Material/Financial Loss:**

This job makes the decision to contact suppliers for replacement goods or a reduction in the invoice when damaged goods or shortages in orders are received. This occurs on average once per month.

This job makes decisions such as disposing of inventory no longer usable at Valley View Centre less than once per month and purchase of items in large quantities while on sale or before an expected price hike less than once per month.

**Subfactor 3 - Mental Effort ( 2A )**

On average, the job spends .25 hours per week operating an electric fork lift while unloading trucks.

On average, the job spends 20 hours per week performing activities such as conducting interviews, word processing, driving a vehicle in adverse conditions, maintaining composure in difficult situations, checking data entry, maintaining records, monitoring staff budget for department, completing and/or checking and approving and submitting various forms and reports. Reviewing stock order formulas,

stock-taking, updating manuals, writing requisitions, unloading trucks, counting incoming supplies, filling requisitions, attending meetings, providing detailed documentation to Purchasing Agency, counting incoming stock and unloading and putting stock away by hand, and project management.

On average, the job spends 15.75 hours per week performing activities such as driving a vehicle in clear conditions, responding to requests for information, gathering information, filing, contacting suppliers, participating in special clothing shows, and redirecting carriers.

**Subfactor 4 - Physical Activity ( 1A )**

On average, this job spends 36 hours per week performing light activity such as walking, sitting at a desk, filling stock requisitions or unloading trucks with the fork lift.

**Subfactor 5 - Dexterity ( 2A )**

This job requires accuracy of physical movements 21 hours per week. Activities include keyboarding, driving a vehicle, writing reports, maintaining records, faxing, retrieving information from files, filing, operating a calculator or adding machine and telephone, operating a fork lift, pallet jack or cart.

The job spends 15 hours per week performing activities which require neither speed, nor accurate coordination of physical movement, such as attending meetings, conducting interviews, sorting mail, redirecting carriers, gathering information, responding to requests for information.

**Subfactor 6 - Supervision of Others ( 4A )**

This job requires the employee on a continuing basis to assume supervisory responsibilities over other employees in the Materials Management and Transportation Departments.

**Subfactor 7 - Interaction ( 3A )**

## Benchmark #16

This job requires the employee to motivate/negotiate with suppliers and carriers - for example, negotiating rates, prices, quality and quantity and to replace goods, or make restitution on goods the job has received complaints (stock damage, or quality concerns) about from other VVC departments.

### Level 1A:

This job requires contact with carriers, various V.V.C. departments, purchasing agencies, and other department heads to obtain or hand out information, explain and exchange information. For example: providing specific stock information as requested, participate in clothing shows, work closely with food services dietitian regarding food supplement diets, placing orders against standing contracts, obtaining quotes.

### **Subfactor 8 - Disagreeable Conditions ( 1A )**

This job requires the employee to be exposed to adverse conditions such as hallway noise including scrub machines and tuggers, an open office environment and eye strain from bright lights, glare and video display terminals for approximately 4 hours per week.

This job requires the employee to be exposed to adverse conditions such as road travel in good conditions, exposure to unpleasant odors such as sewer gas, truck fumes, and being in contact with dust from a warehouse setting for approximately 32 hours per week.

## **Benchmark #17 Recreational Therapist**

**November 12, 2002**  
**37 1/3 hours**  
**05HRT**

### **Job Summary**

The purpose of this job is to provide a variety of therapy programs for residents of Valley View Centre.

### **Primary Responsibilities**

1. Implements programs and gathers information for the Therapy Coordinator for assessments to develop, evaluate or revise programs to suit individual needs.
2. Provides individual coaching or assistance to residents to develop skills and maintain or enhance abilities.
3. Transports and escorts residents to on and off-site appointments, activities and services.
4. Updates client progress notes, data sheets and prepares submissions for care plans.

### **Subfactor 1A - Knowledge ( 4 )**

This job requires completion of grade 12 plus a program of up to one year of a post secondary education in a related field or equivalent.

### **Subfactor 1B - Experience ( C )**

The job requires 6 months experience in:

- working with people with developmental disabilities.
- implementing therapy programs
- knowledge of the principles of learning, assessments and the interdisciplinary team approach.
- the use of observational, communication, problem solving, interpersonal and leadership skills.

The job requires 6 months of training on the job to learn:

- Policies and procedures pertaining to the department.
- WHMIS, OH&S, CPR, First Aid, PART, TLR
- Department specific programs and routines
- Community resources for activities
- Physical plant layout
- Resident names and behaviours
- Operation of relevant machinery and equipment
- Lotus Notes, Word Pro
- Data collection and recording
- Conflict resolution
- Principles and practices of implementing specific therapy techniques

### **Subfactor 2A - Problem Solving ( 2 )**

Problems typically relate to activities and services provided to residents, as well as behavior of clients.

Problems typically include:

1. Resident displays disruptive behavior while participating in a program

Less typical problems include (Level 1):

2. Resident suffers a seizure.
3. Vehicle breaks down while transporting residents.
4. Equipment not working properly

Solutions are achieved by:

1. Must ensure the safety of the other residents. This is done by: trying to figure out what is wrong and calm the resident. Ask them what is wrong, allow them time to vent, may remove them or the other residents from the immediate area (i.e., move them to another table), change the activity, distract the person or call the cottage to see if they were upset before they came, were not feeling well, etc. If none of these things worked would then return the person to the cottage.
2. Immediately, the principles of First Aid are applied; notifying the cottage and letting them know the severity of the seizure and finding out if the resident has to be returned to the cottage.
3. Call Valley View Centre driver to transport the residents, then make arrangements for the vehicle.
4. Refer to the supervisor of the area, SPMC (electrical shop, carpentry, etc.) to fix the problem, provide an alternative program.

### **Subfactor 2B – Responsibility for People and Assets ( G )**

Daily prevents injury or harm to residents of the Centre by:

- preventing possible choking or aspiration of residents due to eating or drinking too fast by slowing them down in their eating, giving them smaller utensils, or a fork instead of a spoon, cutting their food into smaller bites, having them put the utensil down between bites, etc.
- when a resident appears very tense or uncooperative during range of motion exercises will reposition, try alternate relaxation techniques or allow the person time to settle.
- Ensuring resident porters don't injure the people they are portering by reminding them to "watch their toes," guiding the wheelchair, opening the doors, etc.
- defusing disruptive behaviours by asking the person what is wrong, changing the activity, distracting the person, etc.



These situations escalate to the point of physical danger once per week.

Level E

- At least once per month, the job makes a decision to protect the safety of the residents, staff and the general public when a resident displays aggressive, or disruptive behavior by calming the resident, distracting them, or returning them to VVC.

**Subfactor 3 - Mental Effort ( 3A )**

On average, the job spends 30.78 hours per week performing activities such as working with the residents of Valley View Centre who have learning, speech and other sensory barriers, operating forklift to unload trucks, or using mechanical lifts etc.

On average, the job spends 2 hours per week writing information in progress notes, writing care plans for residents, testing chemical levels in the Spa, driving in adverse road conditions, cooking over the stove in the Home Ec Room, etc.

On average, the job spends 4.55 hours per week performing activities such as sweeping and mopping floors in the work/program area, photocopying data sheets and care plans, responding to requests from cottage for information, taking messages for other staff, reading resident fact sheets, gathering or exchanging information with other departments, attending meetings, doing wheelchair inventory, etc.

**Subfactor 4 - Physical Activity ( 2A )**

On average, the job spends 11.21 hours per week performing heavy activities such as sports, in which the job is required to participate, i.e., floor hockey, soccer, lifting bags of mending or recycling over 10 kgs, etc.

On average, the job spends 6.71 hours per week performing medium activities such as driving vans, para-vans, or drays on outings with residents, stacking chairs in recreation hall, sports den, or office, wet mopping floors, taking food on carts to sports den, making deliveries, providing walking exercises.

On average, the job spends 19.41 hours per week performing light activities such as sweeping floors, stocking shelves with laundry supplies, observing residents perform activities, walking, sitting at meetings, standing folding laundry.

**Subfactor 5 - Dexterity (2A)**

On average, the job spends 8.61 hours per week performing activities which require speed and accurate coordination of physical movement, such as separating residents during altercations, applying first aid for abrasions, doing range of motion exercises on residents.

On average, the job spends 13.49 hours per week performing activities which require accurate coordination of physical movement, such as driving residents on recreational outings, cutting out decorations, measuring chemicals to use in spa, showering residents after they have used the spa, entering information into progress notes, measuring ingredients when baking in Home Ec Room, and writing care plans.

On average, the job spends 15.22 hours per week performing activities which require neither speed of movement, nor accurate coordination of physical movement such as answering phone, attending meetings, observing residents in programs, stocking shelves, loading/unloading donations for the store, etc.

**Subfactor 6 - Supervision of Others ( 1A )**

Normally, this job is not required to supervise, but on a periodic basis, the job will plan special events, outings that they will provide for the residents.

**Subfactor 7 - Interaction ( 3A )**

This job is required to augment specialized treatment plans developed by the Therapy Coordinator by delivering various programs to the residents of Valley View, where there is a need to ensure the safety of the residents and others, to observe and record results and to train and motivate residents to participate. This involves breaking the activity up into steps and teaching the game/activity/skill one step at a time, for example, using the sewing machine, walking programs, self feeding programs, bowling, ramp bowling, painting, etc.. Other activities may include coffee house, going for walks outside for sensory stimulation and environmental awareness, pet therapy at the Humane Society, implementation of maladaptive behaviour management plans (example: anger management). The goal is to increase the self awareness and self-esteem of the residents.

Level 1A:

This job requires verbal and listening skills in order to exchange information with Centre staff, employees of other organizations and families of residents about the residents and about the services provided; with business representatives to exchange information about tickets, special events, etc. Reading and writing skills are required in order to obtain information from and enter information in progress notes, etc.

The job will show new staff how to operate vehicles and machinery, the procedure for getting fuel, how to enter information into Care Plans, how to write Data Sheets, how to do month-end totals, where supplies are kept, etc.

**Subfactor 8 - Disagreeable Conditions ( 2A )**

On average, for about 4.25 hour per week, the job is exposed to physical intervention with residents exhibiting angry, or hostile behavior.

On average, for about 8.41 hours per week, the job is exposed to loud noise, 85 decibels or more while driving the tractor, face-to-face anger, or hostility from the residents and pressurized, or heated equipment, i.e., barbecues.

On average, for about 13.12 hours per week, the job is in contact with vibration from equipment (i.e., while driving para-vans, tractors, etc.), travel in adverse weather while transporting residents, eye strain from bright light, etc. (computer monitors and video equipment) and background noise below 85 decibels, where there is no opportunity to remove oneself while driving vehicles with residents inside.

On average, for about 4.20 hours per week, the job is exposed to conditions such as road travel in good conditions while transporting residents, working in the open at heights up to, but not including, 5 feet while up on a ladder decorating rooms, halls, etc., in contact with cleaning agents while cleaning vehicles and exposure to unpleasant odors while refueling vehicles.

## Benchmark #18 Occupational Therapist

September 9, 2002

37.3 Hours

06HOT

### Job Summary

This job is responsible to teach mobility skills to residents.

### Primary Responsibilities

1. Provide client services by teaching mobility and/or functional skills to persons with special or visual disabilities such as sight guide, trailing, long cane, electric wheelchair, functional skills (utensils, adaptive).
2. Maintain accurate records to track clients' performance and skills development.
3. Ensure that all electric wheelchairs are in working order and if not, see that they are taken to the appropriate trade shop for repair.
4. Attend care plan meetings and work with the cottage team to set up mobility programs for clients.

### Subfactor 1A - Knowledge ( 5 )

This job requires a 2 year diploma in rehabilitation training, orientation and mobility training, blind mobility, or equivalent.

### Subfactor 1B - Experience ( C )

The job requires a 12-month period of training and adjustment on the job to gain knowledge of:

- Government/department administrative policies and procedures related to mobility and independence and resident care.
- Databases and statistical reports for the department.
- Planning, prioritizing department work.
- Supervision of staff.
- Working with the intellectually disabled.

### Subfactor 2A - Problem Solving ( 2 )

The problems in this job relate to client and mechanical functioning.

Typical problems include:

1. Suitability of a particular adaptive device in use.
2. Lack of progress or regression in clients' skills development.

Level 3: (Less Typical)

3. A client has been referred to Mobility and Independence department.

Level 1: (Less Typical)

4. Electric wheelchair breakdown.

Solutions are obtained by:

1. Assessing client's use of adaptive devices and referring to research literature and journals. Consulting with Occupational Therapist and trades to manufacture appropriate device, e.g., client has difficulty grasping smooth surface of cane. Modifying smooth surface of cane, or adding wrist loop to cane.
2. Monitoring and tracking client's progress and adapting methodology to suit needs of client, e.g., client's skills are deteriorating, back up and practice prior skills, then progress slowly.
3. Using assessment procedures in VVC Mobility and Independence manual and research literature, i.e., client is assessed (mobility, strength of the other senses, functioning capacity to use vision devices, behavioral issues) and skills evaluated as they progress through assessment program and "TAPPS" (Teaching age appropriate purposeful skills).
4. Making minor adjustments to electric wheelchair, or sending wheelchair for repair, i.e. reconnect loose wires, cables, or adjust a belt.

### Subfactor 2B – Responsibility for People and Assets (G)

Harm or Injury:

On daily training sessions, this job makes decisions that ensure visually impaired clients practice skills in the safest environment by walking the practice route ahead of time to ensure there are no obstacles, uneven pavement, etc. Situations escalate to the point of physical danger at least once per week where the job must prevent the clients from harm by ensuring they do not fall, or walk into obstacles during the training sessions (e.g., laundry carts in the tunnels).

Level A:

Material/Financial Loss:

This job ensures all electric wheelchairs are operated in a safe manner i.e., recommendation to Wheelchair Shop to equip electric wheelchair with governor gear-ratio device and bumpers, or clients are dropped from electric wheelchair program.

**Subfactor 3 - Mental Effort ( 3A )**

On average this job spends 29.86 hours per week performing activities such as: working with residents who have learning, visual, or other sensory barriers and taking them on outings.

On average this job spends 4.48 hours per week performing activities such as: responding to requests for information regarding specific adaptive devices, a specific client's progress, or specific referral; hands on teaching to new staff and volunteers in Blind Mobility Department; participating in client's care plan; collecting data, preparing statistical input for progress notes; attending therapy service meetings.

On average this job spends 2.99 hours per week performing activities such as: responding to requests for general information regarding adaptive devices, client progress; giving advice, direction to care givers working with individuals who have visual disabilities.

**Subfactor 4 - Physical Activity ( 2A )**

On average this job spends 9.26 hours per week performing activities such as: walking with clients during guided client techniques with clients hanging heavily on your arm(s); transferring clients re: hygiene needs on day outings; transferring clients from electric wheelchair to manual chair (pivot transfer); stooping, kneeling or crouching positions when assisting clients.

On average this job spends 6.42 hours per week performing activities such as: lifting and transferring supplies for day outings and pushing wheelchairs.

On average this job spends 21.65 hours per week performing activities such as: walking, standing, sitting at a desk, carrying objects not exceeding 5 kgs.; walking with clients during programs - indoor and outdoor routes.

**Subfactor 5 - Dexterity ( 1A )**

On average, this job spends .08 hours per week engaged in activities where both speed and accurate co-ordination of physical movement is a major consideration such as: self defense when clients become physically upset during programs.

On average, this job spends 7.86 hours per week engaged in activities where accurate coordination of physical movement is a major consideration such as: retrieving information, writing reports, maintaining records, driving a vehicle in good conditions with clients; adjusting speed control on wheelchairs.

On average this job spends 29.39 hours per week engaged in activities where neither speed of movement or accurate coordination of physical movement is a major consideration, such as: keyboarding, providing hygiene to clients on community outings (e.g., wiping resident's face after a meal); providing programs to clients.

**Subfactor 6 - Supervision of Others ( 3A )**

This job requires the employee, on a continuous basis, to assume some normal supervisory responsibilities over other employees in the Blind Mobility Department. This includes training the therapist, ensuring the therapist maintains the teaching techniques of a mobility instructor, work procedures and work standards, and assigning clients to the therapist.

**Subfactor 7 - Interaction ( 3A )**

The job participates in treatment planning with cottage staff and the therapy supervisor and delivers the treatment plans to the clients. This involves breaking down the tasks to be learned into smaller tasks until the client has mastered the skill.

Level 2A:

This job requires contact with cottage staff to explain rationale behind programs. Participates in in-service training for Therapists and volunteers on mobility techniques.

Level 1A:

This job requires contact with various VVC departments and suppliers to obtain, or handout information, explain and exchange information. For example, providing specific information as requested on a client, or the use of a specific adaptive device.

This job requires the employee to respond in person, or by telephone, email, or memorandum to all referrals to the Blind Mobility department from other Valley View Centre departments, i.e., physicians, nursing

department.

**Subfactor 8 - Disagreeable Conditions ( 1A )**

On average, up to 0.99 hours per week, the job requires the employee to be exposed to hostile behavior from residents.

On average, up to 0.99 hours per week, the job requires the employee to respond to face-to-face anger from residents.

On average, up to 0.99 hours per week, this job requires the employee to deal with rude, or impolite people.

This job requires the employee to be exposed to conditions such as tunnel noise including scrub machines, pedestrian traffic and unpleasant odors such as sewer gas for approximately 2.98 hours per week.

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## **Benchmark #19 Vocational Therapist**

September 9, 2002

37.3 Hours

09HVT

### **Job Summary**

The purpose of this job is to design, implement, supervise and monitor resident vocational training programs and to provide full supervision of therapists in the application of resident training programs.

### **Primary Responsibilities**

1. Assesses client vocational skills and deficits.
2. Designs, implements, supervises and monitors resident vocational training programs.
3. Ensures staffing as well as supervision and evaluation of Therapists in the vocational department.
4. Reviews and approves behavior management orders as a member of the Interdisciplinary care team.
5. Completes budget submissions and financial transactions including capital requests, purchase orders, tracking and processing of cash sales.
6. Ensures that equipment is maintained.
7. Tracks Vocational Training Allowance (VTA) for residents in vocational placements; adjusts allowance based on hours and complexity of work, makes decisions for monetary remuneration and adjusts same on a monthly basis.

### **Subfactor 1A - Knowledge ( 7 )**

This job requires a 4 year diploma from an accredited post secondary educational institute with a major in psychology or special education with classes in behavior modification, social/sexual counselling, life skills training, or adaptive communication aids for the multiply handicapped.

### **Subfactor 1B - Experience ( D )**

This job requires 1 year of previous experience with:

- The design, application and supervision of structured programs.
- Supervision of others.
- Counselling, public relations and interpersonal relations.
- Some knowledge of computers.

This job requires 6 months of training and adjustment on the job itself to learn:

- Department-specific policies and procedures.

- Valley View Centre policies and procedures.
- Cupe 600 union collective agreement.
- Inter-department relations at VVC.

### **Subfactor 2A - Problem Solving ( 3 )**

Problems relate to the design, implementation and monitoring of resident vocational training programs.

Problems typically include:

1. Resident referred for vocational placement with no information on present skills.

Solutions are achieved by:

1. Discussing reason for placement with the requester (ie., bored of cottage); discussing placement opportunities with the resident to determine preferred vocational placement and any skills they may have. The resident requests to work in the Private Laundry: assessing resident's present skills; gathering information on resident by reading their file; discussing placement with Private Laundry staff and sharing information with them on resident's skills, behavior, special considerations; implementing training program if necessary with resident; providing staff training to placement staff and Therapist; revising Therapist schedule and communicating revision to those involved; making frequent checks with Therapist and providing hands-on support to Therapist as necessary; developing written procedure for staff to follow; evaluating training program and making revisions if necessary; developing job description if necessary; implementing Vocational Training allowance for resident.

### **Subfactor 2B – Responsibility for People and Assets ( E )**

The job weekly makes decisions to prevent psychological and physical harm to others by developing and/or modifying vocational treatment plans for clients which improves their self-esteem and reduces their incidence of disruptive behavior towards themselves, their peers and staff. Situations escalate to the point of physical danger less than once per month.

### **Subfactor 3 - Mental Effort ( 2A )**

On average, this job spends 10.45 hours per week performing activities such as working with residents who have learning, speech, or other sensory barriers and operating machinery that has the potential for injury to others, or damage to property (serger sewing

machine - threading, setting up, fixing jams).

On average, this job spends 14.19 hours per week performing activities such as reading charts, completing legal documents, developing detailed client plans/briefing notes, conducting interviews, word processing, transcribing, delivering presentations, working with people who require support, empathy, conducting inspections during maintenance of machinery, and ordering or maintaining supplies for vocational programs.

On average, this job spends 12.69 hours per week performing activities such as gathering information, photocopying, responding to requests for information, redirecting calls, and contacting and transporting recycled material to community outlets.

#### **Subfactor 4 - Physical Activity ( 1A )**

On average, this job spends .74 hours per week performing activity such as lifting, carrying, pushing or pulling weights exceeding 10 kilograms (e.g., pushing residents in wheelchairs), stooping, kneeling, crouching, reaching and stretching.

On average, this job spends 0.99 hours per week performing activity such as lifting, carrying, pushing, or pulling weights over 5 kgs, but not exceeding 10 kilograms, e.g., lifting bags of recycled material.

On average, this job spends 35.6 hours per week performing activity such as walking, intermittent sitting where freedom of movement does not confine you to a prescribed body posture. These activities include completing office work, (i.e., implementing programs, maintaining records for staff and residents and compiling reports), meetings, doing presentations, and carrying weights less than 5 kilograms, such as brief cases and binders.

#### **Subfactor 5 - Dexterity ( 2A )**

On average, this job spends 25.88 hours per week engaged in activities where accurate co-ordination of physical movement is a major consideration. These activities include keyboarding programs, the use of visual communication systems for residents - hand communication with Amerind sign language, cutting with scissors, writing/printing (implementing work plans, maintaining records), filing information, and

maintaining files.

On average this job spends 11.45 hours per week engaged in activities where neither speed nor accurate co-ordination of physical movement is a major consideration. These activities include blocking inappropriate sexual touching and other aggressive behaviours, photocopying, sorting and folding recycled linen, picking up garbage, sorting mail, moving baskets of linen, loading or unloading recycled material.

#### **Subfactor 6 - Supervision of Others ( 4A )**

This job is required on a continuing basis to assume supervisory responsibility over vocational therapy staff.

#### **Subfactor 7 - Interaction ( 4A )**

The job is responsible for developing vocational treatment programs for clients. This involves meeting with the cottage staff to determine present needs, future involvement with vocational services and time frame for implementation of vocational planning; reviewing file information for client history; meeting with the client to assess vocational skills; discussing behavior intervention plan with the behavior therapy co-ordinator; developing the vocational plan which often includes different stages on and off cottage to progress the skill level of the client each step of the way; discussing the vocational plan with cottage staff; developing task analysis and job description for the vocational placement (e.g., setting up the dining room on the cottage); monitoring the client's progress before implementing the next stage of the treatment plan including training of placement staff in following training programs which may include teaching some theory and counselling residents.

Level 2A:

In the planning of resident community placement, this job provides written assessment of resident's skills, vocational placement history and present placement, and makes recommendations for future training/support to social workers.

Level 1A:

This job interacts with business contacts when supplies are required to be ordered, prices to be checked, arrangement to be made for the shipping and handling

of materials.

This job explains the mission statement, principle functions and objectives of the department to students, volunteers, other departments, new staff when tours to the department take place.

**Subfactor 8 - Disagreeable Conditions (2A)**

On average, this job spends 14.93 hours per week exposed to the threat of repetitive strain injury from writing.

On average, this job spends 7.47 hours performing activities such as working with a lot of background noise from sewing machines, below 85 decibels where there is no opportunity to remove oneself from the noisy condition, and working with residents who display inappropriate sexual touching.

On average, this job spends 14.93 hours per week performing activities such as working in close proximity to unpleasant odors (high concentration of chemicals) and exposed to the threat of repetitive strain injury from keyboarding (2 hours).



## **Benchmark #20 Program Development Consultant**

**September 9, 2002**  
**37.3 Hours**  
**08HTC**

### **Job Summary**

The purpose of this job is to provide, in an interdisciplinary framework, consultative, training, assessment and innovative program services to governmental and community-based agencies, families and service providers on behalf of, and to enhance the lives of, individuals with intellectual disabilities.

### **Primary Responsibilities**

1. Develop and establish behavioral intervention strategies.
2. Teach therapeutic techniques to family members, Community Based Organization (CBO) staff, private service home operators, and other service providers.
3. Develop, establish, and review assessment systems for the determination of client needs.
4. Develop documentation systems to evaluate program effectiveness.
5. Consult with CBO staff in program design, implementation, and evaluation.
6. Develop, establish, and evaluate training programs for service delivery staff.

### **Subfactor 1A - Knowledge ( 7 )**

This job requires a bachelor's degree (4 years) with background in learning or behavioral psychology.

### **Subfactor 1B - Experience ( F )**

This job requires 12 months of related experience in: the design application and supervision of developmental programs; community organizations; establishing assessment and evaluation formats and the analysis of data is also required; facilitating and conflict resolution; developing training packages, curriculums, workshops, seminars and delivery of same to adult learners; interpreting and communicating policy within the broader community; the disabilities field; teaching people with disabilities; and report writing and presentation of reports to committees, panels or colleagues.

This job requires 2-3 years of training and adjustment to learn the policies, procedures and practices of CLD; a variety of assessment procedures and tools used on

the job (e.g., behavioral assessments, functional, Adaptive Behavior, Reiss, PIMRA); training packages (e.g., Level 1,2,3, Alzheimer's, Autism, Syndromes, ABC, IPP's, Ethics, Human Rights), and gain experience in delivery of same; application of ethical standards and guidelines with interdisciplinary teams; policies and roles of boards and CBO's; program design and implementation including functional analysis of behavior, observation or interviewing skills, data analysis, behavioral assessments, developing intervention strategies, teaching and guiding community staff and evaluation; crisis management; the negotiation and development of Service Agreements and Letters of Understanding; Lotus Notes and Word Pro and other technological information aids; community support profile in assigned region.

### **Subfactor 2A - Problem Solving ( 4 )**

Problems this job resolves typically revolve around client behaviors, data collection methods, moves of clients from institution to community or one community setting to another.

Problems typically include:

1. Request received for assistance from a CBO with a young woman who has a history of self-injurious behavior for which she is on medication and who is now exhibiting a compulsion to eat and is also eating inedible objects.
2. A request for an assessment of a young woman with cycles of a highly aggressive behavior who also has some autistic tendencies and communication difficulties.
3. A request to perform a comprehensive assessment of the strengths and weaknesses of an existing CBO's program.

Level 2 (less typical):

4. An individual is moving from Valley View Centre to the community. Therapist involvement is indicated.

Level 1 (less typical):

5. A person you have had involvement with is moving to another region.
6. At a referral meeting you have received 3 new individual referrals and a request for training at a local school. You need to prioritize your caseload activities.

Solutions are achieved by:

1. Meeting with staff and the Program Co-ordinator (PC) in the CBO to collect anecdotal data to determine what is causing the behavior, looking for patterns and trends (e.g., is it attention seeking,

sensory reinforcement, a reaction to the medication or dosage); collecting and analyzing data regarding the interplay between the client and their environment (e.g., staff, family members, other clients, work setting); collecting and reviewing other information as appropriate, ie. files, researching syndromes; analyzing assessment information with the PC to target incidents including how the staff addressed the behavior and the result; analysis to ensure a smooth fit between the behavior support plan and the environment considering the options to developing a plan such as cost, staffing models and levels of training, settings, cultural sensitivity; developing a behavior support plan based upon assessment information (i.e., eating inedible objects was assessed as being attention seeking and the plan involved having the staff ignore her behavior or having her throw the object in the garbage; compulsive eating was assessed as being replacement behavior for the self-injurious behavior and the plan involved trying to replace the behavior with the sense of touch e.g., lotions); instructing new staff how to implement; evaluating impact of plan on behavior; modifying as required. Responses must not contravene standards and guidelines as outlined in the document "Program Planning and Restrictive Procedures."

2. The same data collection and analysis as outlined in solution #1. In this instance the data revealed triggers for much of the behavior but 30% of the time was unaccountable. The plan includes measures to prevent the triggers [e.g., medication for PMS; keeping another client in the home (who teases her) away from her; planning a fun activity for her when she is unable to go home for the weekend] and measures to try to keep her calm to prevent the unaccountable incidents (e.g., putting a blanket up between her and the person she is attacking so she will walk away; having a quiet spot at work where she can lie down) and attempting to obtain further assessments (mental health and medical) to find the cause of the unaccountable incidents (e.g., possible frontal lobe seizures).
3. Interviewing key players to outline tasks involved in the assessment; reviewing of documentation and interviews with staff, parents, individuals in the program and other organizations interfacing with the program; analyzing the organization's functioning on a variety of levels from the program that people receive when they attend, the

functioning of staff as a team, communication procedures in place between people in the program, staff, managers, boards, parents and governmental representatives; determining areas of strengths and weaknesses in the program's ability to meet the needs of the people it serves; compiling a report with recommendations for the organization in the delivery of their program; presenting the report to the key players.

4. Reviewing confidential client report; determining adaptations to supports, required upon move to community; talking to Valley View therapist to share and clarify information; developing behavior support plan for new community setting; reviewing behavior support plan with community caregivers; establishing data keeping and review progress on a regular basis - developing supports, changing supports as necessary. Follow procedure outlined in Comprehensive Planning Document.
5. Compiling confidential client report detailing the behaviors and analysis as to why they have occurred and sending to the therapist in the region the person is moving to; providing consult and support to therapist to ensure a smooth transition occurs. Compiling confidential client report as per established guidelines. Consultation and support provided is directed by circumstances of each situation.
6. Outlining existing commitments; reviewing nature and seriousness of new referrals, i.e., skill, teaching? transition planning? imminent placement breakdown? comprehensive planning process (Valley View Placement); prioritizing; responding in writing to referring parties. Referral process is established but prioritization fluctuates.

**Subfactor 2B – Responsibility for People and Assets (E)**

Weekly the job makes decisions regarding the use of Level 1 procedures when called upon to provide an analysis of dangerous or harmful behavior and design behavioral support plans for clients in CBO's in order to prevent harm to the clients, the staff and the general public. The CBO staff implement the plans.

On average 4 times per year, the job responds to emergency calls from CBO's, for example an individual who is behaving extremely aggressive and is hitting other staff and clients in the group home setting and the individual is not responding to the

behavioral support plan. The job advises the CBO staff to call extra staff in or send the individual to the parental home for the weekend to give clients, caregivers and staff a break and to attempt to break into the elevated behavioral crisis cycle.

**Subfactor 3 - Mental Effort ( 2A )**

On average, this job spends 2.99 hours per week performing activities such as working with clients who have learning, speech, or other sensory barriers.

On average, this job spends 28.87 hours per week performing activities such as reading charts, (e.g., Community Living Division files, Valley View Centre files, progress notes, etc.); completing legal documents; developing detailed behavioral support plans, briefing notes; conducting fact finding interviews (with clients, caregivers, Community Living Division staff); transcribing; delivering presentations; working with people who require support and empathy; maintaining composure in difficult situations where there is a requirement to listen, clarify, restate, summarize and consolidate responses; referral meetings; developing training packages; and in consultation meetings which involves problem solving, giving advice, direction, support and hands on teaching to care providers.

On average, this job spends 5.47 hours per week performing activities such as driving a vehicle in clear conditions, gathering information, and responding to requests for information.

**Subfactor 4 - Physical Activity ( 1A )**

On average, this job spends 0.99 hours per week performing activities such as lifting, carrying, pushing or pulling weights exceeding 5 kilograms but not exceeding 10 kilograms. These objects include overheads and flip charts.

On average, this job spends 36.34 hours per week performing light activity such as walking on even surfaces, intermittent sitting where freedom of movement does not confine you to a prescribed body posture. These activities include compiling reports, interviews, research, photocopying, meetings, doing presentations, travelling by car, and carrying weights less than 5 kilograms, such as brief cases and binders.

**Subfactor 5 - Dexterity ( 2A )**

On average, this job spends 20.9 hours per week engaged in activities where accuracy is a major consideration. These activities include keyboarding programs, entering minutes and records and writing legal documents, client plans and training packages.

On average this job spends 16.4 hours per week engaged in activities where neither speed nor accuracy is a major consideration. These activities include travel and attending meetings.

**Subfactor 6 - Supervision of Others (1A)**

Supervisory responsibility is not normally a part of the job assignment

**Subfactor 7 - Interaction ( 4A )**

This job develops and reviews specific behavioral intervention strategies for individual clients through collection of anecdotal data to determine the cause of the behavior, the interplay between the client and their environment; outlines how the staff and caregivers are to modify the environment to reduce the incidence of behaviors and how to respond to the behaviors when they occur.

Provides consultation to others on how to perform the above duties. For example, CLD staff, CBO staff, staff in other divisions in the department (e.g., Family and Youth Services), and other departments (e.g., Education) and the health sector regarding the behavior of clients [e.g., placement decisions, how to assess people with intellectual disabilities, program design, response to difficult behaviors, controlling stimuli, preparing referrals to other professionals (e.g., psychiatrists, language pathologists)]. Also delivers training for independent program design and delivery (CLD level 3) to CBO staff on how to perform the above duties. The training involves 10-12 full day monthly sessions with follow up assignments to gain demonstrated skill in application of the theory taught.

Level 3A:

Delivers CLD level 1 and 2 training to CBO staff.

**Subfactor 8 - Disagreeable Conditions (3A )**

On average, this job spends .248 hours per week travelling in conditions where there are severe restrictions in visibility.

On average, this job spends 26.379 hours per week performing activities such as keyboarding (11 hours); taking notes in meetings (10 hours); travelling in adverse weather on unmaintained roads.

On average this job spends 5.723 hours per week performing activities such as travelling in adverse weather and dealing with rude or impolite people to whom service is provided.

On average, this job spends 3.981 hours per week performing activities such as road travel in good conditions and under deadline pressures caused by interruptions from others where there is no control over interruptions: 2 hours.

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## Benchmark #21 Community Services Worker

September 9, 2002

37.3 Hours

08HPS

### Job Summary

The purpose of this job is to manage a caseload of mentally disabled clients, including those with high needs, and their families living in the community to enable them to function as independently as possible.

### Primary Responsibilities

1. Responds to client and family problems and issues (aggression, self-abuse, threats or allegations of physical/sexual abuse) by assessing the situation and developing, monitoring and modifying treatment plans. Monitors Approved Private Service Homes with the authority to act as the designated on-site official during crisis situations.
2. Intervenes in situations on behalf of the client or family to resolve client-based issues or concerns (clients wanting to move into independent living against the family's wishes, conflict between the client and home operator, school or work placement).
3. Meets with various organizations and community groups to develop and obtain services for clients.
4. Determines the ability and willingness of potential home operators by completing home studies.
5. Completes Daily Living Support Assessments to assess the level of care required and establish funding rates.
6. Provides feedback and input regarding new divisional policy initiatives, as requested.
7. Administers the Outreach Program and approves requests.

### Subfactor 1A - Job Knowledge ( 7 )

The formal education required by this job is a 4 year degree in Social Work, or in a related field.

### Subfactor 1B - Experience ( E )

The job requires 6 months previous experience working with CBO's and experience with people with intellectual and/or physical disabilities.

The period required for training and adjustment on the job to gain the knowledge to perform the duties in a satisfactory manner is 2 years. This includes: structure and operation of government services; applicable legislation, regulations policies and procedures (e.g.,

Outreach Policy, Approved Private Service Home Manual, Family Services Act) and their application; philosophy of human services as it applies to our departmental division; resources within the division and department; resources within non-government organizations and their mandates; the process of organizing community services to meet the needs of the clients; the services, roles and legislation of various agencies for the case management role exercised.

### Subfactor 2A - Problem Solving ( 4 )

CLD program standards and guidelines, Abuse Policy, Problems encountered relate to the provision of services for the client and/or family.

Problems typically include:

1. Residential breakdowns and moves.
2. An aggressive client who presents a danger to himself and others.

Solutions are achieved by gathering information from all sources and analyzing the information in relation to numerous aspects (e.g., behavioral, environmental, accommodation, human rights and choice, social networks). This requires in-depth analysis and inferences in relation to guidelines and professional social work standards. As the case manager for the individual, the position develops the case plan, the outcomes of which are not always known. Situations require anticipation of possible problems and development of potential solutions. Specifically:

1. Assessing the need and/or reasons for the move; conducting interviews with the individual, family, support workers, friends, etc.; conducting a further assessment to determine level of care and/or determine readiness for independent living; developing a behavioral support plan if the move is due to recent aggression; researching licensed residential space in the community requested by the individual or family; considering the likes, dislikes, culture, religion, abilities, disabilities, personality, support needs and resources of individual being moved; assessing the available residential resources; if no resources is a match, initiating community development to develop a resource; planning for the transition to the new residence, sometimes vocational placements are affected as well; making follow up visits to assess behaviour of the individual and treatment in the home; may require training for the home operator.
2. Responding to the initial call and defusing the immediate situation; collecting information about the behaviour; examining environmental, interpersonal and intrapersonal variables to

determine what may be causing the behaviour,  
what message the client is expressing, what  
needs

are not being met, what may be triggering the behaviour, what patterns can be identified; examining historical information regarding the client's behaviour; developing a plan for the client which could include: employing positive interventions, surface management strategies or geographical containment; training agency staff in the implementation of the plan; ongoing review and analysis to determine the best options for responding to the client.

**Subfactor 2B – Responsibility for People and Assets ( F )**

Weekly makes decisions to prevent harm to, and maintain the psychological and physical well-being of, clients, their families and staff. The decisions include the support services to put into place for the client and their family, the responses required of the care givers to address clients' behaviors. On average once a month, responds to crisis calls from homes, work placements, landlords, etc. when clients are behaving in a way to cause harm to themselves or others (e.g., hitting others, selling themselves on the street). The choice of decisions includes: talking to the person to stop the behavior, calling the police, taking the client to the psychiatrist.

**Subfactor 3 - Mental Effort ( 3A )**

On average, the job spends 18.91 hours per week performing activities such as face to face interviews, counselling and abuse investigations with verbal and non verbal clients who have learning, speech, or other sensory barriers.

On average, the job spends 17.92 hours per week performing activities such as researching, completing documents, wordprocessing, writing, developing detailed client plans, working with people who require support and empathy, conducting interviews with families, caregivers, confronting/questioning of opinions of clients, caregivers, families, agencies, Income Security, other government and non-government employees, driving a vehicle in adverse conditions, delivering presentations, etc.

On average, the job spends .497 hours per week performing activities such as gathering information, responding to requests for information, driving a vehicle in good conditions to attend meetings, home visits, redirecting calls, etc.

**Subfactor 4 - Physical Activity ( 1A )**

On average, the job spends 0.99 hours per week performing activities such as pushing clients in wheelchairs, moving clients' personal possessions, stooping and kneeling to interact with clients in wheelchairs and children, retrieving files from the file cabinet.

On average, the job spends 0.99 hours per week lifting and carrying objects between 5 and 10 kg. such as presentation aides (overhead projector, movie box, screen, microphone, video camera), empty wheelchair.

On average, the job spends 35.33 hours per week performing activities such as attending meetings, walking, sitting at a desk doing paperwork, word processing, answering the phone, driving a vehicle, standing while giving presentations, leading group discussion/activities, lifting and carrying a briefcase and files not exceeding 5 kgs.

**Subfactor 5 - Dexterity ( 2A )**

On average, the job spends 1.49 hours per week performing activities where both speed and accurate coordination of physical movement is a major consideration. Activities include driving a vehicle in adverse conditions and self defense from aggressive clients.

On average, the job spends 34.84 hours per week performing activities where accurate coordination of physical movement is a major consideration. Activities include word processing/data entry, driving a vehicle, and writing chronological recordings, notes during interviews, comments on submissions, approved home studies, reviews, intakes.

On average, the job spends 0.99 hours per week performing activities where neither speed nor coordination of physical movement is a major consideration. Activities include attending meetings, home visits, discussions during face to face interviews and counselling, setting up and moving furniture for staff meetings/training sessions, responding to requests for information, talking on the telephone.

**Subfactor 6 - Supervision of Others (1A)**

Supervisory responsibility is not normally part of the job assignment.

**Subfactor 7 - Interaction ( 4A )**

Assigned responsibility to lead case planning conferences for clients on the position's caseload. This includes developing and supporting residential, educational and vocational services to meet the clients' needs and provide ongoing case management support.

Level 3A:

This job requires interactions with clients, families, government employees, employees of other organizations, teachers, therapists, doctors, volunteers.

The purpose of the contacts is to negotiate terms and conditions in contracts with service providers. Persuasion and negotiation are required to achieve special designations for child in school and for behavioural management. Provides explanation of generally accepted standards, regulations and policies when recruiting for respite, or volunteer work.

Level 1A:

There is a requirement to show new staff how to perform tasks, or duties.

**Subfactor 8 - Disagreeable Conditions (2A)**

On average, this job spends 1.244 hour per week in physical intervention with individuals displaying angry or hostile behaviour, and travelling where there is severe restriction in visibility requiring significant caution.

On average, this job spends 6.97 hours per week in travel in adverse weather conditions on unmaintained roads, and face-to-face hostility, or anger directed at you by client's families.

On average, this job spends 16.67 hours per week in travel in adverse weather, or on unmaintained roads in good weather, interacting with rude, or impolite people to whom you provide service, with deadline pressures caused by interruptions from others where there is no control over interruptions (4 hours), exposed to repetitive strain injury from keyboarding (8 hours), writing (4 hours) and working in an open office environment where there is no opportunity to remove

oneself.

On average, this job spends 7.22 hours per week in travel in good conditions, working with a lot of background noise, below 85 decibels, where there is opportunity to remove oneself from the noisy condition, in contact with substances such as dust, dampness, and exposed to unpleasant odours.

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## Benchmark #22 Sewing Room

September 9, 2002

37.3 Hours

02GSW

### Job Summary

This job is responsible for mending, recycling or condemning damaged clothing and linens; manufacturing garments; making alterations; and marking linens and clothing. Additionally, this job involves fitting staff for uniforms and cleaning the work area.

### Primary Responsibilities

1. Mends damaged clothing and linens for residents, staff and outside contracts.
2. Produces locally manufactured clothing, therapeutic fabric items, and other cloth materials.
3. Makes alterations to clothing to suit the needs of the residents.
4. Sorts clothing and fabric articles, which can't be repaired, and for condemning or recycling.
5. Marks clothing and linen for identification purposes.
6. Records data about sewing work on routine production sheets.
7. Makes costumes for special events.
8. Measures and fits uniforms for staff and outside contracts.
9. Cleans sewing machines and work area.
10. Counts all inventory for the annual stocktaking.

### Subfactor 1A - Knowledge ( 1 )

This job requires completion of Grade 10.

### Subfactor 1B - Experience ( C )

This job requires 6 months previous experience in basic sewing, making simple articles (e.g., aprons), threading a sewing machine, changing basic parts (e.g., needles), identification of sewing equipment, threads and fabric material, doing alterations and basic repairs (e.g., replacing zippers, sewing seams, patching clothing, sewing buttons, hemming garments).

This job requires an adjustment period on the job of 6 months. In this time period, the job would learn how to operate industrial sewing machines, sergers, hemmer, pressing equipment and cutters. Additionally

the job would learn procedures common to the Valley View Centre sewing room and how to make up new items from a sample.

### Subfactor 2A - Problem Solving ( 1 )

Problems generally relate to equipment breakdown, shortages of supplies, alterations, and production of locally manufactured clothing and speciality items.

Problems typically include:

1. Equipment breakdown.
2. Breakage of sewing machine parts (e.g., needle, bulb, tension).
3. Shortage of supplies. (e.g., uniforms, fabric)
4. Broken zippers.
5. Requests to produce speciality items.
6. Alterations to clothing or supplies (e.g., zipper too long, changing waist size on pants).
7. Dull scissors.

Solutions are achieved by:

1. Calling the appropriate repair shop/person (e.g., sewing machine repairman) or order the part.
2. Making minor repairs (e.g., replace needle, rethread machine, replace bulb, fix tension if possible).
3. Ordering new supplies or using a coordinated fabric.
4. Replacing, repairing, installing velcro, or condemning the article.
5. Receiving instructions (i.e., verbal or diagram) from staff and making the item (e.g., making jumpsuits from a pair of pants and a top by splitting the top up the back, inserting velcro closures, and attaching the top to the pants).
6. Altering clothing to the new measurement; altering the size of supply or ordering the correct size.
7. Sharpening or replacing the scissors.

### Subfactor 2B – Responsibility for People and Assets ( D )

Daily when cutting out articles, uses the fabric in the most economic manner in order to prevent waste.

Level C:

Once a week recycles articles of clothing and linen (e.g., pants into shorts, towels into face cloths or rags) to prevent expenditures on new items.

**Subfactor 3 - Mental Effort ( 3A )**

On average, the job spends 33.6 hours per week operating such machines as the hemmer, serger and sewing machine.

On average, the job spends 0.99 hours per week marking and cutting out articles, fitting uniforms.

On average, the job spends 2.74 hours per week performing such activities as mopping and sweeping floors, photocopying, pushing hampers of clothing, lifting bolts of fabric and mending bags, sorting and putting stock away.

**Subfactor 4 - Physical Activity ( 2A )**

On average, the job spends .497 hours per week stooping, kneeling, crouching, reaching and stretching while fitting uniforms and putting stock away.

On average, the job spends 33.598 hours per week in a confined body posture when operating sewing machines, sergers and hemmers; standing while cutting out and marking articles; lifting, carrying, pushing and pulling weights over 5 kg., but not exceeding 10 kgs. such as mending bags, bolts of fabric and while wet mopping floors.

On average, the job spends 3.235 hours per week performing activities such as lifting weights less than 5 kg.

**Subfactor 5 - Dexterity ( 3A )**

On average, the job spends 33.6 hours per week performing the following activities which require both controlled speed and accurate coordination of physical movement: operating the sewing machine, hemmer, cutter and serger.

On average, the job spends 3.7 hours per week performing activities which require neither speed nor accurate coordination of physical movement such as putting stock away, mopping, reading lotus notes.

**Subfactor 6 - Supervision of Others ( 1A )**

The job has no supervisory responsibility.

**Subfactor 7 - Interaction ( 1A )**

Interacts with staff when measuring and fitting them for uniforms. Interacts with SPMC on repairs required on the machines.

Shows staff how to mend something out of the mending bags if they are having problems and provides advice on how to mend an article.

**Subfactor 8 - Disagreeable Conditions ( 3A )**

On average, the job spends 33.35 hours per week performing repetitive movements (sewing) and working in close proximity to a high pressure air hose.

## **Benchmark #25 Community Service Worker**

**June 15, 2007**  
**37.3 hours**  
**10HPS**

### **Job Summary**

The job is responsible to ensure that Community Living Division (CLD) services are delivered to clients in North Battleford, Lloydminster, Meadow Lake and the surrounding rural area.

### **Primary Responsibilities**

1. Supervises, trains and monitors staff in the region including reviewing their case plans and developing their work plans.
2. Provides direction to staff on difficult cases.
3. Works through the budget process with Community Based Organizations (CBO) in the region and monitors same throughout the year.
4. Monitors and evaluates the services delivered by the CBO's and works with them to develop short and long term plans for meeting the needs of the clients.
5. Ensures that investigations are conducted into allegations of abuse in CBO's and private homes.

### **Subfactor 1A - Knowledge (7)**

The job requires completion of a 4 year degree in social work or equivalent.

### **Subfactor 1B - Experience (G)**

The job requires 4 years previous experience in lower level positions in order to learn applicable department policies and legislation (e.g., Residential Services Act, abuse policies and procedures, Approved Private Service Home Manual and regulations, CLD worker manual and regulations, CLD standards, Family Services Act and regulations, Sask. Assistance Plan and regulations), case management, leadership, monitoring 3rd party service delivery, understanding of community/case issues to recommend policy development, understanding of human resource issues in providing support to CBO's, assessment of community and client needs, experience in development and implementation of individual and group programs (e.g., developing a special group home for clients who require minimum supervision; developing a program to involve the clients in

community activities), experience in dealing with community systems and workers.

The job requires 1 year on the job to learn application of policy interpretation from legislative authority in difficult cases, long term regional objectives and direction, working with peers across the programs in the department and the external service system, budget process including bringing forward specific client's resourcing issues, community development, management of staff and regional workload including case issues and human resource issues, public relations and education.

### **Subfactor 2A - Problem Solving (4)**

Problems relate to developing and monitoring the delivery of services to clients in the region.

Problems typically include:

1. Conflicting demands for funding between the different communities in the region (e.g., all three cities requested additional supportive living spaces last year).
2. Group of parents request new residential service for adult children.

Level 3 (less typical):

3. A case worker has had no success with interventions with a client who is smearing faeces when they go into the bathroom.
4. A case worker has identified a service to meet a particular client's need but has not been successful in gaining the co-operation of the service provider (e.g., Home Care refuses to deliver services to a family of a client).
5. Request from a CBO to re-align program funding to hire staff to address a severe behaviour management concern with one of their clients.

Solutions are obtained by:

1. Assessing the needs of the clients in the different communities taking into account the immediacy of their need versus who could wait for another year [e.g., the family situation (age of parents, level of support in the home), the degree of intervention needed, the number of clients affected]; assessing the ability of the agencies to deliver the service taking into account how well the staff are trained, the attitude of the agency and their track record in delivering service in the past; determining which clients need the service the most and which agency is most prepared to deliver the service;

- recommending to the Provincial Program Manager which community to give priority to.
2. The same analysis as example #1 to substantiate individual and community need; developing community supports and partnerships (e.g., Health Boards, Sask. Housing, advocates, Income Security Division, Department of Education, Family Services Division); developing program and staff model; identifying budget requirements; submitting proposal/budget for funding to the Provincial Program Manager; defending and supporting the submission; assigning staff supports based on assessed need and available resources; implementing program and monitoring per standards.
  3. Meeting with the case worker and Program Development Consultant (PDC) to review what has been tried to date; asking the PDC to do a behavioural intervention analysis of the client including environment (e.g., staff, day program, visitors, other clients they interact with), medical problems, their likes and dislikes, routines (i.e., is the behaviour a response to a person or activity); after the PDC has done the analysis and reviewed it with the Director of Psychological Services, developing a plan using trial and error to effect a change in the behaviour (e.g., change in diet, adding a new recreation to their routine).
  4. Getting the details of the case from the case worker - the family needs 8-10 hours per week but Home Care only wants to give 2-3 hours; getting all the affected parties together to discuss the needs and the reasons the family need that much service; reviewing the options (e.g., Home Care provides some or all of the service; the department covers some of the cost so Home Care can provide the full service required); arranging to cover some of the cost.
  5. Assessing the client (with the case worker) to determine what support is required; looking at the current staff ability to provide the service; looking at options for providing the service other than hiring such as providing training to current staff, changing the shift schedule so more staff are working at certain times of the day to address the behaviour management; suggesting one of the alternatives; if the only option is realignment of funds to hire more staff, looking at the rest of the budget to determine where the funds would best be obtained given the rest of the programming to

be provided to clients in the CBO and recommending the transfer of funds to the Provincial Program Manager.

**Subfactor 2B – Responsibility for People and Assets (E)**

The job has authority to decide whether or not a client will stay or leave a home, whether additional staff is required in the home, or whether a change is required in the client's day program, after discussing the risk assessment with the case worker. This is usually in response to situations where someone in a home and/or CBO home was endangering themselves or others or an allegation of sexual or physical assault against a client or a client alleges that a home operator has assaulted the client. This occurs on average once a week and escalates to physical danger less than once a month.

Level D:

The job has authority to approve payments to families under the Outreach Program. Has authority to use discretion within program limits. This occurs on a daily basis.

Level C:

The job has authority to approve funding payments under the Daily Living Support Assessments. Has authority to use discretion within program limits. This occurs on average, weekly.

**Subfactor 3 - Mental Effort ( 1A )**

On average, the job spends 0.99 hours per week working with clients who have learning, speech, or other sensory barriers.

On average, the job spends 12.94 hours per week performing such activities as reading agency and client files, responding to abuse issues, mediating conflict between families and care providers, preparing budgets, providing case supervision, assigning caseloads, co-ordinating services with other departments, working with clients who require support and empathy, conducting interviews, word processing, driving a vehicle in adverse conditions, writing briefing notes, progress notes, investigation reports.

On average, the job spends 23.4 hours per week performing such activities as responding to requests for information, driving a vehicle in clear conditions, gathering information, photocopying, filing and redirecting calls.

**Subfactor 4 - Physical Activity ( 1A )**

On average, the job spends .497 hours per week stooping, kneeling, crouching, reaching and stretching to gather information and move office supplies or presentation materials.

On average, the job spends 36.83 hours per week, sitting with intermittent walking while performing such activities as attending meetings, providing case supervision, conducting interviews, preparing budgets, talking on the telephone, doing paperwork, driving a vehicle in good conditions, and carrying weights not exceeding 5 kg. such as flipcharts and overheads.

**Subfactor 5 - Dexterity ( 2A )**

On average, the job spends 24.886 hours per week performing activities which require accurate co-ordination of physical movement such as keyboarding, writing, driving a vehicle, filing.

On average, the job spends 12.443 hours per week performing activities which require neither speed nor accurate co-ordination of physical movement such as attending meetings, providing case supervision, photocopying, moving furniture to set up for meetings and workshops.

**Subfactor 6 - Supervision of Others (4A)**

On a continuing basis, the job is required to assume supervisory responsibility over staff in the North Battleford, Lloydminster, and Meadow Lake offices.

**Subfactor 7 - Interaction (5A)**

The job achieves consensus between parties in order to gain access to the services the clients need while meeting the needs of the parties involved. For

example a school board had expelled a client and the job is responsible for getting the parties together to develop a strategy that they will all accept. The school board has a policy of expulsion after three incidents of violence in order to maintain a safe environment for the children. Family and Youth Services were questioning whether the child should be left in the parental home. Health wanted to ensure the child was receiving medication properly and that their staff providing respite are safe. The family wanted the child to attend school and be with other children, and keep the child in the home while ensuring their own safety. The school board agreed to take the child back into the school system on the condition that a behaviour plan be developed to prevent violent outbursts, all parties would work together to implement the plan, and the Program Development Consultant (PDC) be available to provide support to the school. Family and Youth Services agreed to leave the child in the home on the condition the PDC provide support to the family and direction on how to manage the child's behaviour. Health agreed to continue with respite services upon the condition of referral of the child to a specialist and monitoring and feedback (to the specialist) of the child's behaviour by the family and the school and the implementation of the behaviour plan.

Level 3A:

The job negotiates the terms and conditions of contracts with CBO's and with individual families for the provision of services to clients.

The job works with the CBO to develop proposals for new funding to meet their clients' needs and then persuades the Provincial Program Manager of the necessity for the funding and the appropriateness of the programming for the client.

The job interacts with business representatives in the community to explain the process for hiring clients in their place of business, solicits their participation in the program, and works with them to develop job placements suitable to the clients' needs and abilities.

The job represents the region and/or CLD on various committees (e.g., Regional Operations Committee, Best Practices Committee, Supervisors/Program Development Consultants Provincial Committee) where the job is required to persuade other committee members on strategies, policies, direction to take.

**Subfactor 8 - Disagreeable Conditions ( 1A )**

On average, the job spends less than 0.99 hours per week travelling where there is severe restriction in visibility requiring significant caution.

On average, the job spends 0.995 hours per week travelling in adverse weather on unmaintained roads and exposed to face to face anger or hostility directed at the job from clients or care givers.

On average, the job spends 10.45 hours per week exposed to such conditions as repetitive strain injury (keyboarding 7.5 hours), interacting with rude or impolite people from the public or CBO's and travel in adverse weather.

On average, the job spends 24.89 hours per week exposed to such conditions as background noise where there is opportunity to remove oneself from the noisy condition, road travel in good conditions, dust, and deadline pressures caused by interruptions from others where there is no control over interruptions (.5 hours).

## Benchmark #26 Document Processing

January 23, 2008

36 Hours

03PDP

### Job Summary

This job is responsible for the operation of the Human Resource tracking systems and the maintenance of payroll related documentation.

### Primary Responsibilities

1. Manages automated attendance and leave system and proposes system changes or modifications.
2. Develops organizational charts.
3. Tracks employee attendance and entitlement statistics.
4. Provides help desk support to all IPS/PALS users.
5. Designs, develops and maintains training materials and conducts IPS training.

### Subfactor 1A - Knowledge ( 4 )

The job requires completion of Grade 12, plus a certificate obtained from a 6 month course in Office Management, or equivalent.

### Subfactor 1B - Experience ( D )

The job requires 6 months previous experience working in an office environment with computer hardware and software including data base programs and payroll.

The job requires 1 year experience on the job to learn PALS/IPS, HRS, collective agreement as it relates to entitlements, letters of understanding, PS Act and Regs., government human resource policies, department policies, the specific software and databases used at VVC.

### Subfactor 2A - Problem Solving ( 2 )

Problems typically relate to the compilation, retrieval, or verification of employee attendance and leave benefits.

Typical problems include:

1. The entitlement information that the employee has differs from the Human Resource balances.

Level 1: (Less Typical)

2. Verification of service dates.
3. An employee retires, quits, or passes away while

actively employed.

Level 3: (Less Typical)

4. Personnel Attendance and Leave System user is retrieving information through ad hoc function but is not getting the desired output.

Solutions are achieved by:

1. Determining cause of discrepancy by researching records and comparison, asking questions of the employee, confirming actual balances by referring to various acts, regulations, policies and agreements; informing employee and explaining what the department has for records and how it was arrived at.
2. Gathering information from Valley View Centre files, payroll files/pay cards, PALS, HRS; contacting previous Sask. government employers for confirmation; confirming outside employment with PSC; determining the date as per the applicable collective agreements, PS Act and Regs., human resource policies, and department policies; informing the employee, supervisor, payroll, HRB, Union; updating the system and personnel file.
3. Determining the date last worked and calculating entitlements and benefits to be paid out to employee/estate as per the applicable acts, regulations, policies and agreements.
4. Consulting with the user, reviewing and analysing the information the user is requesting, database being used, data relationships; evaluating the capabilities of the application and software; informing the user of selections to make to retrieve the information; if the information can not be retrieved in the desired format, assessing the feasibility and ease of integration with other software packages available to the client to meet their needs.

### Subfactor 2B – Responsibility for People and Assets ( A )

Less than once per month tests new versions and upgrades of programs that calculate employee benefits and recommends changes to the systems administrator at the PSC.

### Subfactor 3 - Mental Effort (1A)

On average, the job spends 16.75 hours per week performing activities such as word processing and maintaining composure in difficult situations where there is a need to listen, restate, summarize and consolidate responses, when calming frustrated employees who are upset about their leave and

entitlement records and explaining policies and procedures as they relate to their specific situation.

On average, the job spends 19.25 hours per week performing activities such as responding to general requests for employee leave and attendance details, photocopying.

**Subfactor 4 - Physical Activity (2A)**

On average, the job spends 3 hours per week performing activities such as stooping, kneeling, crouching, reaching and stretching, while doing file research.

On average, the job spends 20 hours per week performing activities such as constant periods of sitting in a confined position while working at the computer terminal, where freedom does not exist to walk around.

On average, the job spends 13 hours per week performing activities such as file research, photocopying, responding to inquiries, in meetings, and driving where freedom of movement exists.

**Subfactor 5 - Dexterity ( 2A )**

On average, the job spends 10 hours per week keyboarding to specific deadlines which requires both speed and accurate coordination of physical movement.

On average, the job spends 23 hours per week performing activities such as typing, data entry, mathematical computations, faxing and writing notes which require primarily accurate coordination of physical movement.

On average, the job spends 3 hours per week performing activities such as photocopying, sorting mail which require neither speed nor accurate coordination of physical movement.

**Subfactor 6 - Supervision of Others ( 1A )**

Supervisory responsibility is not normally part of the job assignment.

**Subfactor 7 - Interaction ( 3A )**

The job is required to resolve complaints from employees about their leave entitlements. The job listens to employees' concerns to gain perception of their view. Explains how the balance was arrived at, the regulations and policies applied. Provides examples of similar situations in order to aid the employee in understanding how the policies apply to their situation.

Level 2A:

The job is required to inform and train Intranet Personnel System users, employees and managers on the features of the system and how to access information and run reports.

**Subfactor 8 - Disagreeable Conditions ( 3A )**

On average, for about 30 hours per week, the job keyboards (20 hours) and is exposed to deadline pressures caused by interruptions where there is no control over the interruptions (10 hours).

On average, for about 4 hours per week, the job is exposed to rude or impolite employees who are upset about leave or entitlement benefits or problems with the PALS/IPS system.

On average, for about 2 hours per week, the job is exposed to unpleasant odours, substances such as glue.



## **Benchmark #27 Laundry Worker**

**September 9, 2002**

**37.33 Hours**

**02GIL**

### **Job Summary**

The purpose of this job is to perform a variety of responsibilities related to the operation of a laundry within the Valley View Centre. On a rotational basis, duties are performed in any laundry area within the facility.

### **Primary Responsibilities**

1. Sorts, counts, irons, folds, presses, tags and records soiled and/or clean laundry.
2. Loads and unloads washing machines and dryers and arranges for drycleaning.
3. Operates and maintains various equipment including ironers, folders, steam presses, weigh scales and tuggers.
4. Picks up and delivers linen to cottages.
5. Performs quality control checks to ensure standards are met.

### **Subfactor 1A - Knowledge ( 1 )**

This job requires completion of Grade 10.

### **Subfactor 1B - Experience ( C )**

This job requires 8 - 12 months of training and adjustment on the job to gain knowledge of the specific policies, procedures, established methods and routines in the different areas of the laundry (e.g., sorting, pressing, folding, contract distribution, VVC distribution, deliveries, private laundry) and the physical layout of VVC. The employee also learns how to operate various machines including tuggers, ironers, folders.

### **Subfactor 2A - Problem Solving ( 1 )**

Typical problems in this job relate to ensuring the smooth flow of laundry.

Problems typically include:

1. Demands from people who need laundry items.
2. Malfunction of equipment.
3. Chemicals remaining in laundry after completion of wash cycle.

Solutions are achieved by:

1. Priorizing work to be done.
2. Inspecting the machine to determine what is wrong and whether a repair can be made, e.g., sheet caught in the ironer, or notifying the supervisor if unable to repair.
3. Informing and discussing the problem with supervisor.

### **Subfactor 2B – Responsibility for People and Assets ( D )**

Makes decisions to separate resident workers from problem areas in order to prevent escalation of physical or verbal abuse, less than once a month.

### **Subfactor 3 - Mental Effort ( 3A )**

On average this job spends 30.33 hours per week doing such tasks as operating equipment where exactness is critical to prevent injury (e.g., ironer, folder), and working with individuals who have learning, speech or other sensory barriers.

On average, this job spends 3.7 hours per week doing such tasks as conducting inventory.

On average, this job spends 3.3 hours per week mopping and sweeping, and redirecting calls.

### **Subfactor 4 - Physical Activity ( 2A )**

On average this job spends 19.83 hours per week lifting, carrying, pushing or pulling weights exceeding 10 kg. (moving laundry carts, filling carts with laundry, etc.), stooping, kneeling, crouching, reaching and stretching.

On average this job spends 12.37 hours per week standing in a confined position at the ironer or folder, and lifting weights between 5 and 10 kg.

On average this job spends 5.13 hours per week walking and lifting weights less than 5 kg.

### **Subfactor 5 - Dexterity ( 2A )**

This job spends 37.33 hours per week performing activities such as folding, stacking and putting away laundry as it comes out of the ironer, which requires speed of physical movement, or activities such as operating machinery, replacing ribbons on the machine, patching pinholes, removing stains from linen, wet mopping, climbing on the equipment to

make repairs, which requires accurate coordination of physical movement.

**Subfactor 6 - Supervision of Others ( 1A )**

This position does not have supervisory responsibilities.

**Subfactor 7 - Interaction ( 2A )**

Encourages resident workers, providing assurances and support when directing them in daily tasks.

Level 1A:

This job has interactions with other government employees, co-workers and SPMC, obtaining and handing out information and explaining, exchanging information and giving demonstrations pertaining to problems with machinery or production flow.

**Subfactor 8 - Disagreeable Conditions (3A)**

On average this job spends 3.7 hours per week being in direct contact with non-treatable communicable diseases through bodily fluids in soiled laundry.

On average this job spends 33.6 hours per week working in close proximity to machines (ironer) with an internal temperature of 250 degrees Fahrenheit.

## **Benchmark #28 Laundry Worker**

**September 9, 2002**

**37.33 Hours**

**04GIL**

### **Job Summary**

The purpose of the job is to ensure quality and quantity of laundry services to the residents and staff of Valley View Centre (VVC).

### **Primary Responsibilities**

1. Stocks laundry carts.
2. Folds laundry.
3. Responds to complaints on quantity and quality of laundry supplied.
4. Checks equipment to ensure it is in working order, performs maintenance, and calls for repair.
5. Assigns work to staff and ensures quality control.
6. Orders stock and supplies.
7. Operates the ironer.

### **Subfactor 1A - Knowledge ( 1 )**

This job requires completion of Grade 10, or equivalent.

### **Subfactor 1B - Experience ( E )**

This job requires 2 years experience in an industrial laundry environment relating to the different machines used (e.g., washers, dryers, presses), how to wash different textiles, laundry production, formulas used to wash clothes, and ordering of supplies through stores.

This job requires 1 year on the job training to become familiar with the particular machines used at the centre and minor repair of same (e.g., folders for bedpads, towels, gowns, presses for uniforms), how to supervise staff, government ordering policies and procedures for contract work and the layout of the centre.

### **Subfactor 2A - Problem Solving ( 2 )**

Problems typically relate to the quality and quantity of laundry and machine breakdowns.

Problems include:

1. Staff shortages.
2. Two carts of diapers must be folded right away.

3. Machine breakdown.
4. Disagreements between staff.

Level 1: (Less Typical)

5. Staff booking off sick.

Solutions are achieved by:

1. Looking around the plant, assessing the work priorities, determining where to pull staff from and then moving them to the places where they are needed.
2. Assessing the work areas to determine where to pull staff from and then moving that staff to fold the diapers.
3. Calling maintenance and telling them what is wrong; they advise as to how long it will be down; if it is a small machine we may be able to get by without it. If it is a big machine, monitoring laundry production for 4-5 hours to determine how it is effecting production; redoing the schedule (e.g., have staff come in early) to accommodate the breakdown; filling out requisitions for any parts that need to be ordered.
4. Talking to the parties individually, getting them together and hearing both sides; trying to get them to work it out; if they can't, calling in the laundry manager to settle the situation.
5. Finding where the person is working and deciding if they need to be covered immediately or if it can wait for a few hours. If they must be covered immediately, call a replacement in using the call rotation list and calling the first person. If that person comes in his/her name is moved to the end of the list. If that person is not available I call the next person on the list. If immediate coverage is not needed, call staff in for later.

### **Subfactor 2B – Responsibility for People and Assets ( D )**

Less than once per month the job reassigns staff to prevent injury. For example, reassigns a staff member with a back injury to an area that does not have heavy work.

### **Subfactor 3 - Mental Effort ( 1A )**

On average, the job spends 1.8 hours per week operating machines such as the ironer and working with residents who have learning, speech or other sensory barriers.

On average, the job spends 7.5 hours per week performing the following activities: word processing; inspecting clothes, PH levels, and quality of work; running pad/towel gown folders; and maintaining composure in difficult situations where there is a requirement to listen, clarify, restate, summarize and consolidate responses when responding to complaints about the services provided by the laundry room.

On average, the job spends 28 hours per week performing activities such as: stocking carts, folding linen, weighing and sorting dirty linen, loading and unloading washing machines and dryers, taking unit carts to centre block, delivering linen to 171 (storage room), cleaning up spills, gathering information on break downs, answering phones, responding to requests from cottages for linen shortages.

**Subfactor 4 - Physical Activity ( 2A )**

On average, the job spends 14 hours per week stooping, kneeling, crouching, reaching, stretching to stock carts, fold linen, and check dryer vents, and lifting, carrying, pushing, or pulling weights exceeding 10 kgs. when pushing loaded carts to 171 and centre block.

On average the job spends 4.6 hours per week lifting, carrying, pushing, or pulling weights over 5 kgs. but not exceeding 10 kgs. when loading/unloading washing machines and dryers and stocking carts, performing maintenance on the machines, and standing to operate machines such as the ironer and folder.

On average the job spends 18.7 hours per week performing such activities as intermittent sitting to do paperwork, word processing, answering the phones, gathering information, responding to complaints and requests, inspecting clothes.

**Subfactor 5 - Dexterity ( 1A )**

On average, the job spends 5.6 hours per week performing activities which require accurate coordination of physical movement such as word processing, writing, routine maintenance of equipment, and operating machinery such as the folder and ironer.

On average, the job spends 31.7 hours per week performing activities which do not require accurate coordination, or speed of physical movements such as stocking carts, mopping, folding linen, responding to complaints, gathering information.

**Subfactor 6 - Supervision of Others ( 4A )**

This job has full supervisory responsibility for the staff in the laundry room on a continuing basis.

**Subfactor 7 - Interaction ( 2A )**

Interacts with staff from other areas of VVC to take orders for linen supplies, respond to complaints about lack of linen supplies and/or poor quality of laundry supplied. Works with staff to try to identify the cause of the problem and meet their needs.

Interacts with suppliers to explain problems with machines and products that do not meet required standards. This involves explaining what the standards are and why they exist, how the product does not meet the standards, what changes would be required and what the expectations are with respect to immediacy of product delivery for production deadlines.

Level 1A:

Informs staff at SPMC when equipment breaks down (e.g., washer card is not moving).

**Subfactor 8 - Disagreeable Conditions ( 3A )**

On average the job spends .2 hours per week in direct contact with non-treatable communicable diseases through bodily fluids when sorting soiled linen.

On average, the job spends 31.03 hours per week exposed to loud noise over 85 decibels in the laundry room from the washers and dryers.

On average, this job spends 6.1 hours per week doing paperwork, answering phones and delivering linen where there is risk of minor harm, or discomfort.