OBJECTIVES

- Overview of Canada’s workforce
- What do Schedule 2 injury stats look like
- What does it mean to be an aging employee?
- Misconceptions
- Management Model for Aging Workers
- Ergonomic Design Considerations
3 questions to keep ASKING

Would it benefit other employees?
Is this really a challenge to do?
Is my company doing this already?
More than 80% of companies recognize the dynamics of aging demographics, yet less than half are proactively planning for them.
AGING OVERVIEW

One in four (24%) persons aged 65 to 70 is still working, up from 11% in 2000.

Four in ten (39%) workers aged 65 to 69 (32% of men and 51% of women in that age group) work part-time, compared to just 12% of so-called “core-age” workers aged 25 to 54.

Forty percent of workers over 65 are self-employed.
In 2012, two age groups comprised the majority of lost time claims, those between 25 to 44 and 45 to 54.

Since 2003, the two older age groups (55 to 64 and 65+) increased as a percentage of all allowed lost time claims, whereas the younger age groups (<25 and 25 to 44) decrease.
## 2012 Leading Occupation Characteristics

*Leading characteristics are independent from one another*

<table>
<thead>
<tr>
<th>Schedule 2</th>
<th>Leading Age Group</th>
<th>Leading Gender</th>
<th>Leading Event</th>
<th>Leading Source</th>
<th>Leading Part of Body</th>
<th>Leading Nature of Injury</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Officers and Firefighters</td>
<td>35-39</td>
<td>Male</td>
<td>Bodily reaction</td>
<td>Persons (bodily motion or condition)</td>
<td>Leg(s)</td>
<td>Sprains and strains</td>
</tr>
<tr>
<td>Secondary and Elementary School Teachers &amp; Counsellors</td>
<td>50-54</td>
<td>Female</td>
<td>Fall on same level</td>
<td>Structures (including walkways, floors and buildings)</td>
<td>Multiple body parts</td>
<td>Sprains and strains</td>
</tr>
<tr>
<td>Cleaners</td>
<td>50-54</td>
<td>Male</td>
<td>Overexertion</td>
<td>Structures (including walkways, floors and buildings)</td>
<td>Low back (lumbar, sacral, coccygeal regions)</td>
<td>Sprains and strains</td>
</tr>
<tr>
<td>Childcare and Home Support Workers</td>
<td>50-54</td>
<td>Female</td>
<td>Fall on same level</td>
<td>Persons (bodily motion or condition)</td>
<td>Multiple body parts</td>
<td>Sprains and strains</td>
</tr>
<tr>
<td>Mail and Message Distribution Occupations</td>
<td>50-54</td>
<td>Female</td>
<td>Bodily reaction</td>
<td>Persons (bodily motion or condition)</td>
<td>Low back (lumbar, sacral, coccygeal regions)</td>
<td>Sprains and strains</td>
</tr>
<tr>
<td>Other Technical Occupations In Health Care (Except Dental)</td>
<td>35-39</td>
<td>Male</td>
<td>Overexertion</td>
<td>Persons (bodily motion or condition)</td>
<td>Low back (lumbar, sacral, coccygeal regions)</td>
<td>Sprains and strains</td>
</tr>
<tr>
<td>Motor Vehicle and Transit Drivers</td>
<td>45-49</td>
<td>Male</td>
<td>Highway accidents</td>
<td>Persons (bodily motion or condition)</td>
<td>Body systems</td>
<td>Sprains and strains</td>
</tr>
</tbody>
</table>
Future workforce

National labour force is unevenly distributed across age groups

Stat. Canada projections:

- Working age population will decrease by 13%
- Will not return to 2009 levels until 2061

Federal government proposes to phase-in an increase in the age of eligibility from age 65 to age 67, affecting Canadians who are now 54 and younger.
Why an Aging WORKFORCE?

- Increased longevity and function of older workers
- Enjoy working and being productive longer
- Delayed retirement due to financial need
- Need to support other family members
- Lack of confidence in finances
Aging workers want:

- Viable work options and meaningful employment
- Respect for abilities and experience
- Inclusion rather than tokenism
- Equal access to skill acquisition
- Equity in mobility and promotions
- Reasonable accommodations
- Flexible work schedules
FACTS
- Low turnover rate
- Commitment to quality
- Good attendance and punctuality
- Few on-the-job accidents
- High motivation and engagement
- Strong work ethic and experience
- Loyalty and reliability
- Availability for various schedules
- Diversity of thought and experiences

MYTHS
- Afraid of change
- Technologically inept
- Slow to learn
- Lack creativity
- Perform at lower level
- Less motivated
- Less flexible and adaptable
**SOC Management model**

**Selection**
- Restricting/narrowing the range of activities
- Prioritizing skills, value and duties (removal of peripheral duties)

**Optimization**
- Change or train to increase skills available
- Maximize capabilities

**Compensation**
- Knowledge-based pragmatics (i.e. work method over strength)
- Technology (i.e. eyeglasses, hearing aids)
What processes do we use currently to do this?

- Restricting/narrowing the range of activities
- Prioritizing skills, value and duties (removal of peripheral duties)
How can we train or increase a person's capabilities?

- Change or train to increase skills available
- Maximize capabilities
What changes can be made to compensate for the “side-effects” of aging?

- Knowledge-based pragmatics (i.e. work method over strength)
- Technology (i.e. eyeglasses, hearing aids)
An assessment designed to evaluate a job to determine if there is a ‘match’ between employee’s abilities and the job demands
- Physical Demands
- Cognitive Demands
PHYSICAL AGING

DETERIORATING
- Metabolism/digestion,
- Muscle mass,
- Physical endurance,
- Fine motor dexterity
- Vision
- Hearing
- Mental processing/memory

INCREASING
- Scope of knowledge
- Work smarter not harder
- Maturity
- Efficiency / Confidence
- Better organizational skills
- Dedication
- Pride
Ergonomic design

STRENGTH & MOBILITY

What could be done ergonomically to improve this?

- Mechanical assists
- Better layout
- Use of carts
- Conveyors
- Proper storage height management

professional • proactive • productive
What could be done to assist with posture and/or balance concerns?

- Chairs with arm rests
- Even floor surfaces
- Hand railing
- Room for maneuverability
- Better footwear
Ergonomic design

VISION

- Set up to accommodate prescriptions
- Increase light levels
- Select contrasting colours
- Eliminate irrelevant information
- Have text size adjustable
- Combine type with graphic symbols
- Limit blue-violent combinations
- Use positioning to indicate priority
Ergonomic design

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HEARING
- Ability to control sound/ear buds
- Provide visual & audio clues
- Provide sound that is in contrast to the environment
- Use lower frequencies
- Provide written instruction
- Smaller meeting tables
Adapting to aging

- Workplace flexibility
- Work hour flexibility
- Work schedule flexibility
- Career flexibility
- Flexibility in employment relationships
- Training to upgrade skills
- Provision of reasonable accommodations
Wellness programs

Obese employees on average are absent 13 times more often than non-obese employees and **incur medical claims costs almost seven times higher.**

Every smoker costs the employer an additional **$3,396 per year** due to increased absenteeism, decreased productivity and the costs of maintaining smoking facilities.

Ipsos Reid and commissioned by Sun Life Financial

Wellness programs

Stressed employees cost employers almost 50% more in health expenditures, with related absenteeism from stress alone costing Canadian companies $3.5 billion—that’s approximately $925 for each stressed employee per year.

Time lost due to unplanned absences has risen steadily in the past 10 years and is estimated to cost employers the equivalent of 9% of base payroll, on average.

Ipsos Reid and commissioned by Sun Life Financial
Wellness programs

Workplace wellness programs, such as lifestyle coaching, fitness challenges, screening clinics, health-risk assessments and education sessions have been shown to enhance companies’ bottom lines:

- 11% higher revenue per employee
- 11.8 fewer days absent per employee per year
- 128% higher shareholder returns
- 1 For every $1.00 spent on wellness programs, medical costs fall by about $3.27 and absenteeism costs fall by about $2.73.
BENEFITS OF ACCOMMATING

- Retention of valuable, experienced human capital
- Fewer opportunity for age discrimination claims
- Review of charges may identify where problems could occur that can be remedied proactively
- Remedies benefit all employees
- Assist with the AODA compliance
- Recognition of the importance of workplace culture, social capital, and employee engagement
- It will be you someday!
FOOD FOR THOUGHT

A. Bell registered a patent at 75
G. Verdi composed Ave Maria at 85
M. Graham danced at 75, choreographed at 95
President Reagan took office 69
Redstone, Executive Chairman of Viacom 89
Warren Buffet CEO of Berkshire Hathaway 81
Betty White started new sitcom 90
QUESTIONS