

The Role of Ergonomics in Telecommuting - San Francisco PDC

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Workshop Goals

- ▶ To understand the ergonomic risks associated with telecommuting
- ▶ To become aware of the policy decisions that each company must address when implementing a telecommuting program
- ▶ To obtain an understanding of the tools which are available to help address ergonomic risk in a telecommuting environment
- ▶ To learn how some programs are effectively addressing telecommuting workstations

Agenda

- ▶ Background
- ▶ Telework/Telecommuting overview
- ▶ Safety & Ergonomics
- ▶ Solutions

Jessica Ellison, M.S., CPE, CSP

- ▶ Consultant at EORM for over 4 years
- ▶ Masters in Biomedical Engineering with a focus in Biomechanics
- ▶ Both a Certified Professional Ergonomist and a Certified Safety Professional
- ▶ Developed and rolled out ergonomic programs worldwide
- ▶ Experience with multiple industries and settings such as office, lab and industrial



Part 1 – Telecommuting Programs



Telecommuting & Telework

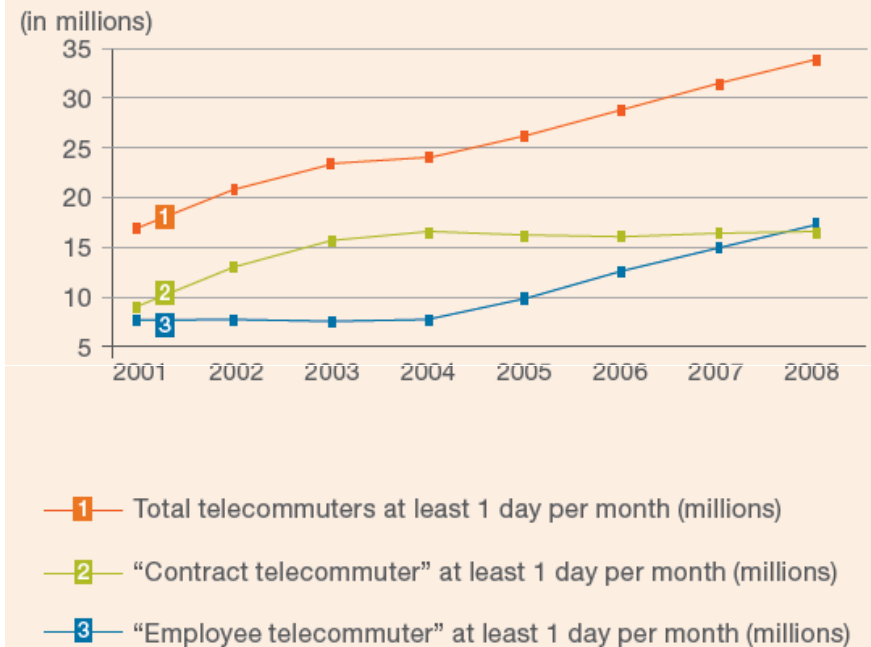
- ▶ Terms coined by Jack Nilles in 1973 –
Researcher at USC
- ▶ Work done someplace other than the corporate office (i.e., homes, coffee shops, airplanes, cars, etc.)



Telework Trends

► Feb 2009 World At Work

- Employees who telework (at least 1 day per month) rose from 12.6 M in 2006 to 17.2 M in 2008
- Just over 11% of total employee population in 2008
- Contract employees who telework rose from 16.2 M in 2006 to 16.6 M in 2008
- Total employees
 - » 23.5 M in 2003
 - » 33.7 M in 2008
 - » 43% Increase



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Telework Trends

FIGURE 3: Locations Where Work Was Conducted During the Past Month

Location	2006 (n=140)	2008 (n=130)
Home	76%	87%
Customer/client's place of business	28%	41%
In the car	38%	37%
Café or restaurant	31%	23%
Hotel or motel	26%	26%
Park or other outdoor location	19%	14%
On airplane, train or subway	13%	21%
Airport, train depot or subway platform	16%	23%
Library	16%	10%
Employer's satellite location	3%	7%
Telework center (not their employer's)	5%	8%
None of the above	12%	4%
While on vacation	18%	23%

Percentages are based on weighted data, while sample sizes shown ("n") reflect the actual number of respondents.

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Telework Trends

FIGURE 9: Profile of a Telecommuter, 2006 and 2008

	2006 (n=140)	2008 (n=130)
Number of "employed telecommuters," U.S.	28.7 million	33.7 million
Men	53%	61%
Women	47%	39%
Age		
18-34	38%	42%
35-54	52%	48%
55+	11%	8%
Mean age	41.0	40.3
Median age	40.0	38.0

Educational Attainment

High School or Less	18%	23%
Some College/Vocational	25%	28%
College Graduate	57%	50%
Post Graduate Degree	22%	15%

Household Income

Under \$40,000	20%	10%
\$40,000 - <\$75,000	26%	32%
\$75,000 or more	37%	52%
Refused	17%	5%

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Telework Trends

- ▶ Trend is increasing and may be due to the following:
 - Increase in gas prices
 - “Green Movement” and sustainability
 - Increase in ability for employees to connect to office from home or other locations
 - Increase in call for better work/life balance
 - Globalization – working 24/7
 - Use of more flexible staff – contractors, consultants, part time, etc.



Telework Trends – In the News

- ▶ “H1N1 fears could lead to rise in telecommuting”
 - By Peter Tertzakian, Calgary Herald
 - October 11, 2009
- ▶ “Agencies Told To Reduce Emissions”
 - “As the largest consumer of energy in the U.S. economy, the federal government can and should lead by example when it comes to creating innovative ways to reduce greenhouse gas emissions, increase energy efficiency, conserve water, reduce waste, and use environmentally-responsible products and technologies,” - President Obama
 - By Juliet Eilperin
 - October 6, 2009

Benefits of Telework

- ▶ **Happy employees**
 - Recruiting and retention
 - Increase in productivity
 - Reduced absenteeism
 - Increase in morale
 - Decrease in stress
 - Reduction in the spread of illnesses

Benefits of Telework

- ▶ Reduce need for office space – Saves \$\$
 - Energy savings
 - Cost savings for smaller buildings
 - Insurance decrease
 - Less furniture
 - Cost savings are significant for those organizations that have reduced their real estate portfolio
 - » An average annual cost savings of \$3,000 to \$10,000 per employee was reported
 - » Two organizations reported annual cost savings of roughly \$200 million related to real estate reduction through telework.

Benefits of Telework

- ▶ Green impact
 - Less traffic
 - Less CO₂ emissions
 - Corporate responsibility reports
- ▶ Aids with emergency planning
 - Pandemics
 - Natural Disasters
- ▶ Flexible dependent care
- ▶ Accommodates employees with disabilities

Drawbacks of Telework

- ▶ Concern by managers that staff is not working when at home
- ▶ Less face to face meeting time
- ▶ How to manage staff when working from home?
- ▶ Social dynamics can change
- ▶ Some work is difficult to perform remotely

Telecommuting Success Stories In the News

► Sun Microsystems

- 56% of employees do not have an assigned workstation
- Divided into 3 categories of telecommuters
 - » “Sun Assigned”
 - » “Flexible”
 - » “Home Assigned”
- \$387 million in IT and Real Estate Savings
- 28,000 reduction in CO₂ annually

<http://www.msnbc.msn.com/id/20281475/>

Telecommuting Success Stories In the News

- ▶ Internal Revenue Service (IRS)
 - Telecommuting allowed office to stay open during 2006 flood that shut down headquarters
 - Real Estate savings of \$585,000 for 150 pilot participants

Steps to Implementing a Telecommuting Program

- ▶ Identify Goals and Objectives
- ▶ Appoint a Telecommuting Advocate
- ▶ Create a Steering Committee
- ▶ **Draft Telecommuting Policies and Worker Agreements**
- ▶ Analyze Voice and Data Needs and Costs
- ▶ Secure Senior Management Buy-In
- ▶ Train Managers and Telecommuters
- ▶ Implement a Pilot Program
- ▶ **Get the Word Out**
- ▶ **Provide Ongoing Evaluation and Support**

Source: *Telecommute Connecticut*

Teleworking Policies

► Definitions of Levels of Teleworking

- **Location**--Will telecommuting be limited to working at home or will you allow other alternative work sites as well?
- **Frequency**--Will your telecommuters telecommute full-time or part-time? One day a week or five?
- **Hours**--Will they be allowed to set their own hours or, must they work during the regular work hours? Or will you set up core hours during which all telecommuters must work, leaving the rest of their work hours up to them?

(HR Magazine, *Telecommuting Policies that Work*)

Teleworking Policies

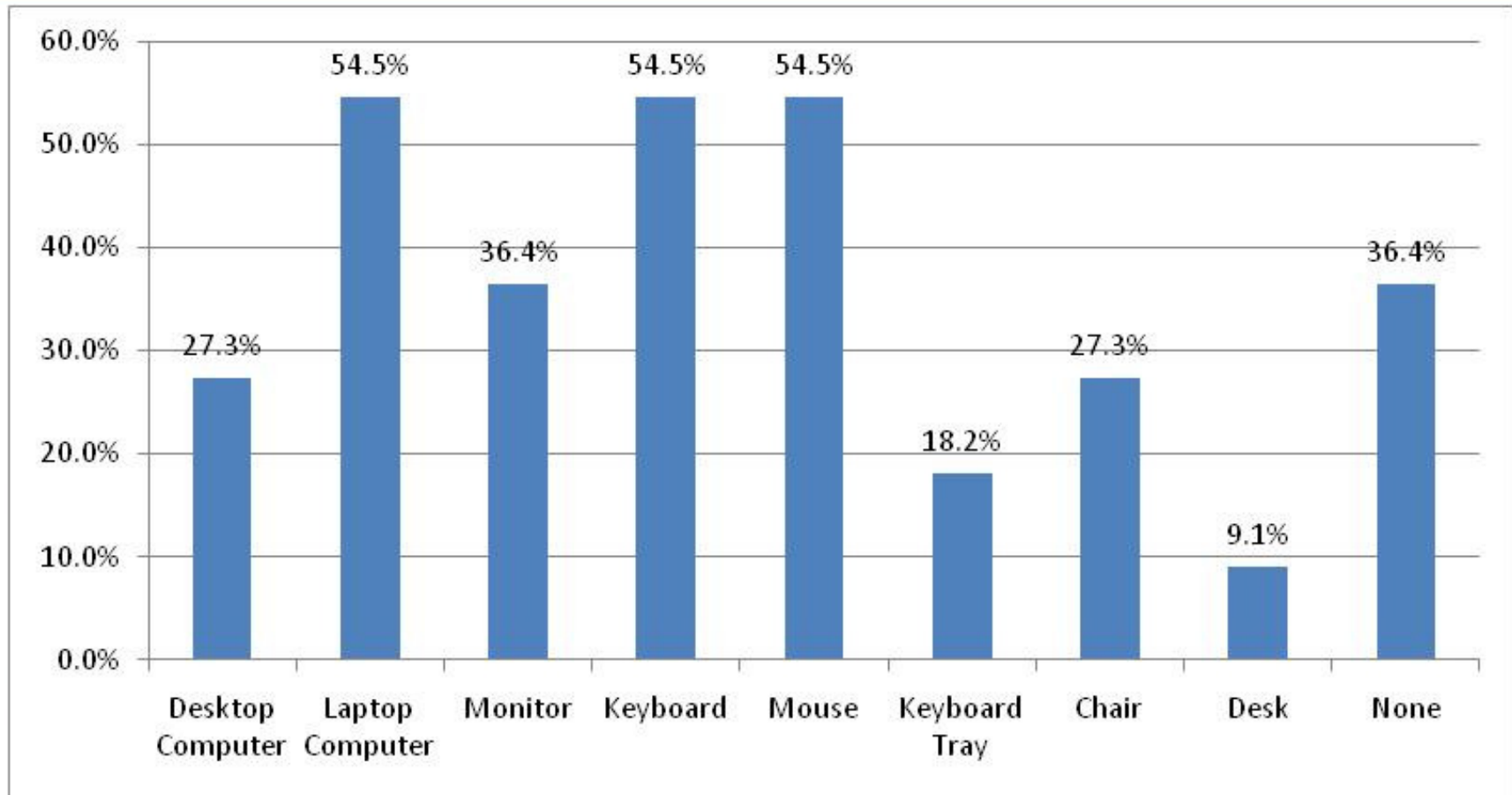
- ▶ Eligibility
- ▶ Liability Statement
- ▶ Workers' Compensation
 - Employee's home is an extension of the workplace so workers' compensation regulations apply
- ▶ Homeowners' and Liability Insurance
- ▶ Security
 - Data and employee
- ▶ Telephone / Data Connection
- ▶ Equipment and Supplies

Possible Teleworking Equipment

- ▶ Ergonomically-designed desk and chair
- ▶ Surge protection
- ▶ Lighting
- ▶ Computer, laptop, software, peripherals
- ▶ Broadband or wireless
- ▶ Printer/copier
- ▶ Fax, scan capacity
- ▶ Phone
- ▶ Cell phone
- ▶ Voicemail
- ▶ Storage and shelves
- ▶ PDA, Pager
- ▶ Ergonomic and safety guidelines

eWorkPlace

NECE Participant Survey – What ergonomic equipment do you provide for your remote workers?



Is a laptop, keyboard and mouse enough?



Teleworking Policies

- ▶ **Dependent Care**

- “The telecommuter shall have family arrangements, which allow the telecommuting work site to be a productive working environment.”

(Finance and Administration – Telecommuting Program, State of Tennessee 2001)

- ▶ **Travel Expenses**

- ▶ **Safety & Ergonomics**

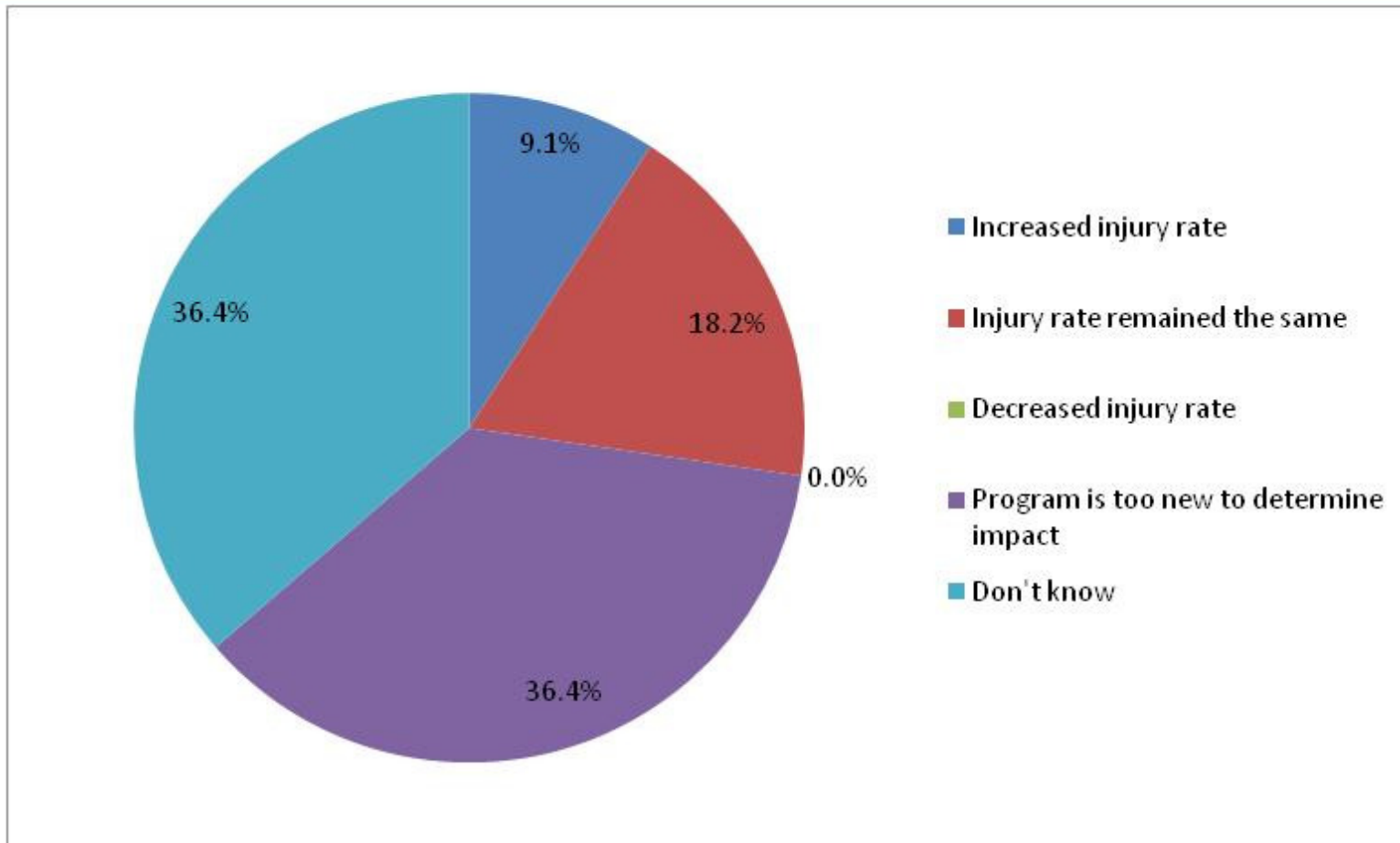
Safety & Ergonomics

- ▶ Often an after thought once program is in place
- ▶ Important to track the impact of telecommuting on safety / injury record
 - Data lacking on impact of telecommuting on safety and injury records
 - Once an ergonomic program is implemented, need to show ROI - metrics are important
 - Need to work with internal HR departments on Workers' Compensation data

How are people working at home?



NECE Participant Survey – Effect of Injury Rate due to Telecommuting Program



Why is Safety so Important?

▶ General Duty Clause – Federal OSHA

(a) Each employer --

(1) **shall furnish** to each of his employees employment and a **place of employment which are free from recognized hazards** that are causing or are likely to cause death or serious physical harm to his employees;

(2) shall comply with occupational safety and health standards promulgated under this Act.

(b) Each employee shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to this Act which are applicable to his own actions and conduct.

Why is Safety so Important?

▶ Workers' Compensation

- If the employee is injured performing work duties then they will be covered under workers' compensation laws regardless of where they are working.

Steps to Implementing a Telecommuting Program

- ▶ Identify Goals and Objectives
- ▶ Appoint a Telecommuting Advocate
- ▶ Create a Steering Committee
- ▶ **Draft Telecommuting Policies and Worker Agreements**
- ▶ Analyze Voice and Data Needs and Costs
- ▶ Secure Senior Management Buy-In
- ▶ Train Managers and Telecommuters
- ▶ Implement a Pilot Program
- ▶ **Get the Word Out**
- ▶ **Provide Ongoing Evaluation and Support**

Source: *Telecommute Connecticut*

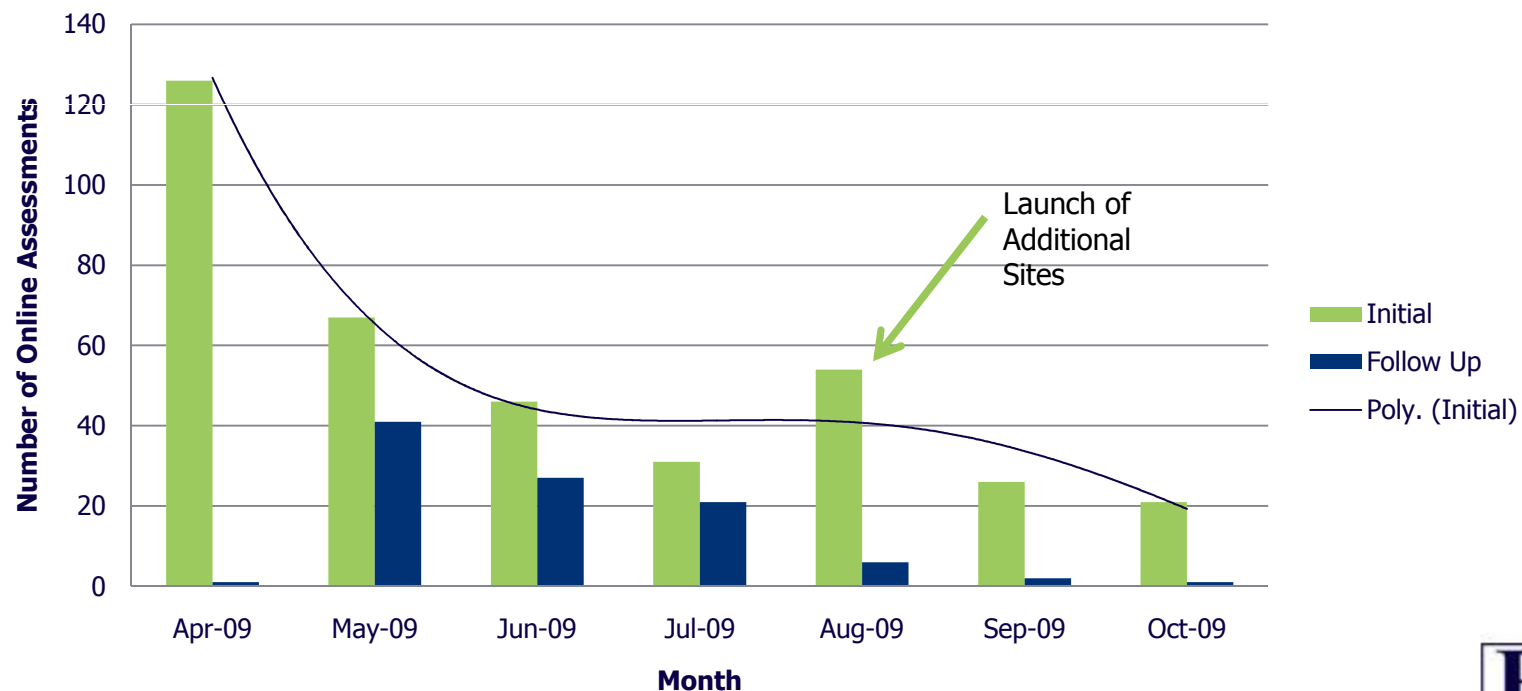
Get the Word Out

- ▶ Advertise the launch of the program
 - E-Newsletters
 - Desk Drops
 - Posters
 - Announcement Screens
 - Emails
 - Manager Involvement
- ▶ Consider incentives!

Provide Ongoing Support and Evaluation

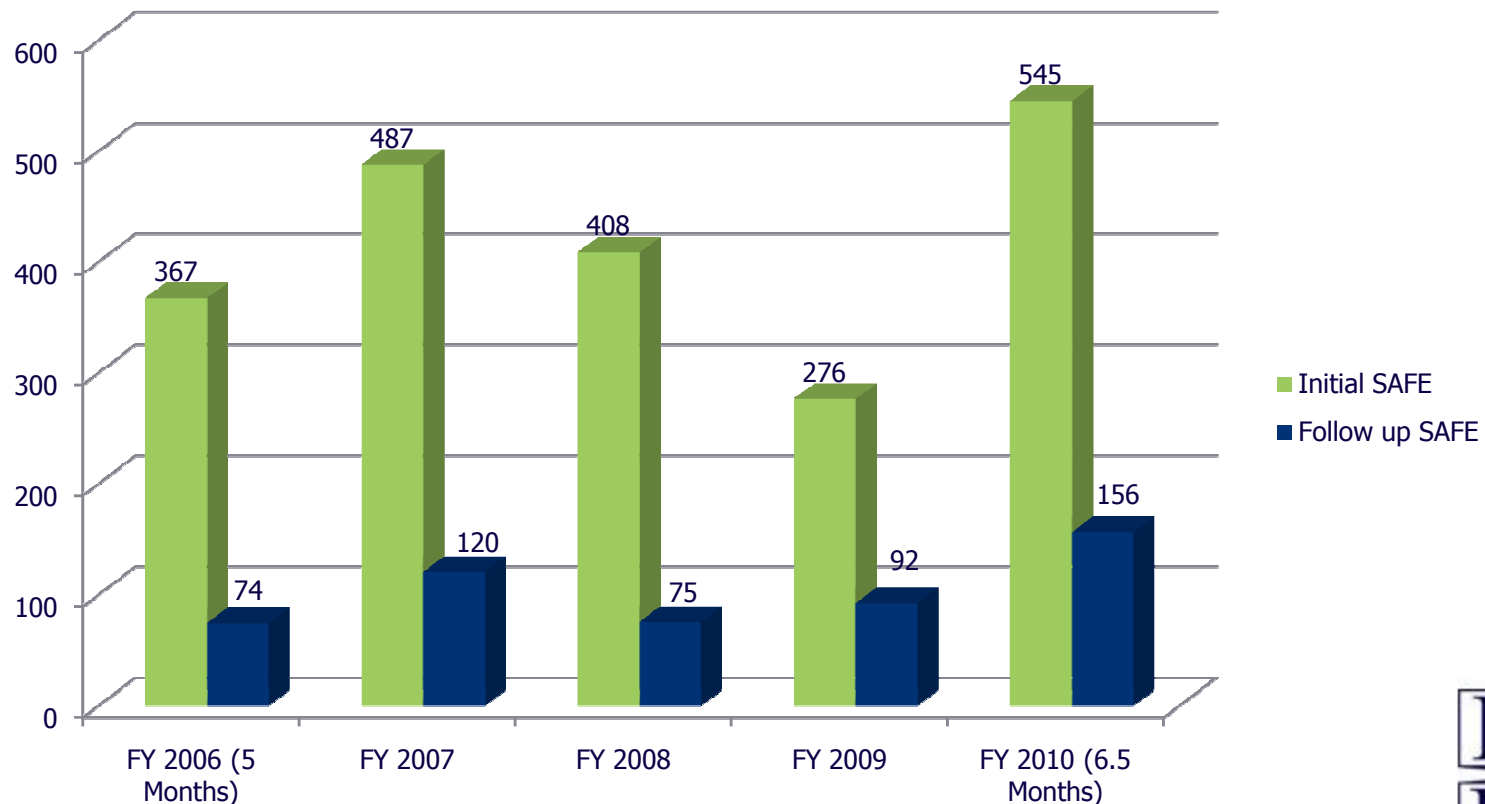
- ▶ Communication **must** continue and should come from different sources to grab employee attention

Number of Online Assessments By Month



Provide Ongoing Support and Evaluation

- ▶ Rolled out new communications plan
 - “Ergonomics Day” at each major campus
 - Raffle for Amazon gift card or iPod Shuffle





Part 2 – Ergonomics & Safety



Summary of NIOSH Study - 2007

▶ Study Background

- 380 Teleworkers
- 12 Federal & State Agencies
- 42 Private Companies
- Across 37 states and District of Columbia

▶ Training is needed

- Pretest showed 38% of employees were in pain or experiencing discomfort
 - » Back
 - » Neck
 - » Wrists
 - » Shoulders

Summary of NIOSH Study - 2007

- ▶ Training is needed – pre-test
 - 32% bought own office equipment (*note no training prior to purchase)
 - “At pretest, participants did not know many basic safety concepts related to ergonomics, fire safety, electrical safety, indoor air quality, and accident prevention.”
 - » 58% did not have a disaster recovery plan
 - » 42% did not have a home fire plan
 - » 6 participants reported injuries
 - » 2 participants reported home fires
 - » 82% have not received any safety training

Summary of NIOSH Study - 2007

► Post Training Results

- One month after ergonomics training decrease in shoulder and wrist discomfort
- 66% participants made positive changes – ergonomic highlights
 - » organized, cleaned, and reduced clutter
 - » ergonomically adjusted office chairs
 - » evaluated and/or modified office lighting
 - » adjusted and/or relocated computer monitors
 - » evaluated and/or relocated desks to eliminate glare on computer screens
 - » maintained an increased awareness of posture

Summary of NIOSH Study - 2007

- ▶ Employees added the following equipment
 - Document holders
 - Wristrests
 - Adjustable task lighting
 - Keyboard trays
 - Headsets

Home Office Safety Training Course Evaluation Results

Evaluation Items	N	Agree	Disagree	No Opinion
1. The training program was useful to me as a teleworker.	186	179 (96%)	2 (1%)	5 (3%)
2. The information in this program was interesting to me personally.	186	179 (96%)	1 (1%)	6 (3%)
3. The prevention ideas were useful.	185	182 (98%)	0 (0%)	3 (2%)
4. I learned a great deal from this program.	186	162 (87%)	5 (3%)	19 (10%)
5. I will recommend this program to others.	186	163 (88%)	1 (1%)	22 (11%)
6. I would like to use the computer for future training courses.	186	176 (95%)	2 (1%)	8 (4%)
7. The computer was easy to use for training.	185	185 (100%)	0 (0%)	0 (0%)

Home Office Safety Issues

▶ Fire Hazards

- Free of frayed wires
- Not cluttered with large amounts of combustibles

▶ Electrical Hazards

- Outlets should be grounded (3 pronged)
- Circuit breakers should be labeled
- Computer equipment should be plugged into a surge protector

Home Office Safety Issues

- ▶ Egress
 - Should have easy movement in the space and easy to exit
- ▶ Stairs with 4 or more steps need handrails
- ▶ Disaster Recover Plan
- ▶ Emergency Action Plan

Ergonomic Risk Factors

- ▶ Force
- ▶ Repetition
- ▶ Awkward Postures
- ▶ Static Postures
- ▶ Vibration

Ergonomic Risk Factors

- ▶ Working at home is no different than in the office in terms of risks but intensity may be increased – let's take a look at some examples

Hoteling / Hot Desking

- ▶ Offices or areas within an office where employees use any workstation available
- ▶ Not assigned workstations



Hoteling / Hot Desking

► Issues

- Accommodating individual physical needs
- Accommodating individuals tasks and function needs
- Employees may not adjust workstation each time they sit down at a new workstation to work.
- Making adequate resources available to maintain productivity versus creating distractions
- Concern over the spread of flu and diseases – sanitation

Hoteling / Hot Desking

► Benefits

- Can work face to face with co-workers from time to time
- Need less space than assigned cubes and offices

Hoteling / Hot Desking

▶ Ergonomic Considerations

- Supply each workstation with docking station, adjustable chairs, adjustable monitors (monitor arms), keyboard, mouse, keyboard tray
- Programmable phones where employees can be reached with their standard number or cell phones (depends on culture)
- Reminders in each work area on quick set up tips
- Reminders / cues where printers, copiers, standard office equipment supplies are located

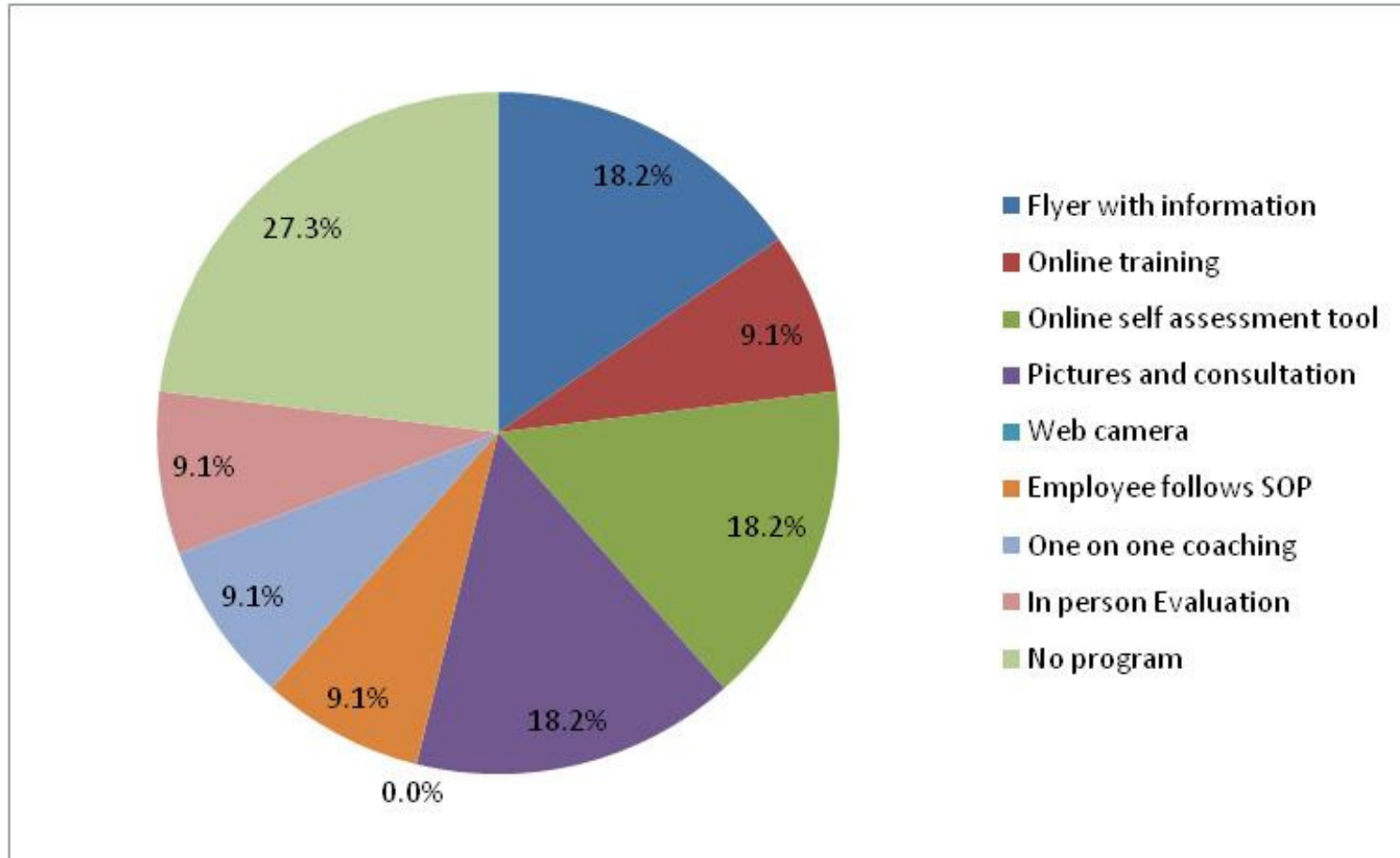
Hoteling / Hot Desking



Part 3 - Solutions



NECE Participant Survey – How do you address ergonomics?



Informal Benchmarking Study – Home Offices

- ▶ 5 software / hardware industry clients surveyed
- ▶ Proactive Companies Programs Include –
 - Online ergonomic evaluation process. In some companies, it is also part of an initial qualification process.
 - Training and/or guidelines and tips on ergonomics
 - Phone evaluations to support remote setup in the event of discomfort report – most companies do not send ergonomists to the house
 - Ergo budget (range is \$500-1,500 depending on the company). The budget includes the following preapproved equipment: chair, monitor, keyboard, mouse, keyboard tray, headset, and gel wrist rests etc. In one particular company, they also approve desks.

Informal Benchmarking Study – Home Offices

▶ Reactive Companies

- Only provide equipment once a requested or a complaint is made.
- Equipment recommendations are the same as the company standard product recommendations
- One example company - when pain, discomfort or claim of injury is reported,
 - » Employee takes pictures of his/her remote workstation
 - » Request that the employee visit a preapproved occupational health clinic
 - » Send the pictures to the clinic and have the medical provider determine the work relatedness of the injury/discomfort.

Informal Benchmarking Study – Esuites / Remote Leased Offices

▶ Esuites

- Small offices
- Leased
- Majority include furniture with the lease of building

▶ Concerns Raised

- How to get these staff ergonomic equipment if not provided within lease?
- Can lease be negotiated to provide ergonomic equipment?
- If equipment purchased and sent to site, how do you keep inventory and retrieve furniture if office closes?

Informal Benchmarking Study – Esuites / Remote Leased Offices

► **Company #1**

- Small volume of remote offices.
- Conducts “virtual evaluations” using phone and pictures of the workstation setup when requested.
- Determines resources and changes on a case by case basis.

Informal Benchmarking Study – Esuites / Remote Leased Offices

► **Company #2**

- Trend at company to reduce real estate footprint so implementing more flexible office set ups such as hot desking and hoteling.
- Adjustable furniture is purchased and installed including docking stations, height adjustable monitors, keyboard trays, and adjustable chairs. In some offices height adjustable work surfaces are also installed.
- Challenges include not having global procurement and ordering system for furniture. Each office location needs to create own PO for purchase with no central resource. Slows down and decreases efficiency of supporting remote offices.

Informal Benchmarking Study – Esuites / Remote Leased Offices

► **Company #3**

- No current Esuites but planning for a mobile workforce in the next year.
- Goal would be to provide adjustable work surfaces and an adjustable chair that fits the widest audience.
- Currently creating product list and resources to be ready for change.

Informal Benchmarking Study – Esuites / Remote Leased Offices

► **Company #4**

- Small volume of remote offices.
- Provided ergonomics information via intranet site.
- Offered same resources as all other office employees (ergonomic chair, keyboard trays, and other ergonomic equipment).
- Has used facilities management team at leased office to install keyboard trays.

Informal Benchmarking Study – Esuites / Remote Leased Offices

► **Company #5**

- Large volume of US and global Esuites.
- Employees informed of the required safety and ergonomic training. Employees sent training reminders via learning management system.
- Employees can ask for assistance at any time through an online request process or email.
- Employees complete an online checklist. The checklist includes a list of requested photos of their workstation.
- Phone evaluation conducted
- Depending on the site and the local facilities support solutions vary.
- Equipment ordered and shipped through company vendor.

How do you address ergonomics remotely?

- ▶ Digital Pictures
- ▶ Web Cameras
- ▶ Checklists
- ▶ Online Self Evaluations
- ▶ Phone Evaluations
- ▶ Pre-established resources (vendors, equipment, etc)

Note – Onsite evaluations may be needed in Ireland

Digital Pictures

► Advantages

- Give you a quick look at what equipment employee is using
- If employee is in picture gives idea of possible issues and how employee interacts with the workstation
- Employee can see their own posture and position

► Disadvantages

- Only a snapshot
- How does the employee sit and work when not on camera?

Web Cameras

▶ Advantages

- Live pictures of employee working
- Employee can also see evaluator who can show how they want employee to be positioned

▶ Disadvantages

- Everyone may not have a camera
- If camera built into monitor only one view – can't see employee from the side

Home Office Safety Checklists

▶ Advantages

- Quick for employee to complete and evaluator to review

▶ Disadvantages

- Typically yes/no questions
- No visual of the workstation
- Employees may have different interpretations of questions
- No feedback mechanism unless evaluator calls employee to discuss and make recommendations for improvement

Home Office Safety Checklists

▶ Includes Ergonomics and General Safety

– Ergonomics

- » Adjust your chair and use your back support
- » Adjust the position of your monitor (top at eye height, arm's distance away)
- » Adjust your position or your keyboard and mouse to elbow height.
- » Adjust equipment to keep your arms relaxed and wrists straight
- » Use a document holder if referencing printed materials
- » Ensure that there is enough room under your desk for your legs.

Home Office Safety Checklists

▶ Includes Ergonomics and General Safety

– General Safety

- » Keep office clean and neat and free of excessive amounts of combustibles
- » Electrical hazards (frayed cords, overloaded circuits, daisy chained power strips, etc.)
- » Easy egress
- » Secure wires to reduce tripping hazards
- » Use a chair in good repair – fix loose casters, chair rungs, etc.
- » Secure carpets and make sure they are free of worn or frayed seams
- » Emergency action plan developed

Online Self Evaluations

▶ Advantages

- Teaches employees how to adjust their own workstation
- Can integrate online training (Cal-OSHA regulation)
- Includes checklist with feedback on what changes to make

▶ Disadvantages

- Limited personal interaction with employee

Online Self Evaluations

The screenshot displays the ergMAPS website interface. At the top left is the **SAFE** logo with the tagline "SELF ASSESSMENT FOR EMPLOYEES". At the top right is the **ergMAPS** logo with "Version 4.2" below it. A navigation bar contains links for HOME, NEW SAFE FORM, REFERENCE MATERIALS, USER MANUAL, and LOGOUT. A red banner reads "CHOOSE TRAINING OR SAFE". Below this, a question asks: "Before completing the Self Assessment For Employees, would you like to learn how to create an ergonomic work environment?". Two options are presented: a video titled "Office Ergonomics: Making Yourself Comfortable" (developed by EDEM) and the "SAFE" self-assessment form. The video thumbnail shows a person at a desk. The self-assessment form is a table with multiple rows of questions and columns for "Yes", "No", and "N/A".

SAFE
SELF ASSESSMENT FOR EMPLOYEES

ergMAPS
Version 4.2

HOME : NEW SAFE FORM : REFERENCE MATERIALS : USER MANUAL : LOGOUT

CHOOSE TRAINING OR SAFE

Before completing the Self Assessment For Employees, would you like to learn how to create an ergonomic work environment?

Office Ergonomics: Making Yourself Comfortable
Developed By EDEM

SAFE
SELF ASSESSMENT FOR EMPLOYEES

Office Workstation Survey

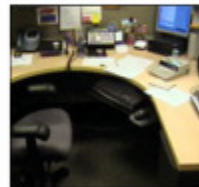
Question	Yes	No	N/A
1. Do you have a workstation that is adjustable (height, depth, width, etc.)?			
2. Do you have a chair that is adjustable (height, depth, width, etc.)?			
3. Do you have a desk that is adjustable (height, depth, width, etc.)?			
4. Do you have a mouse that is adjustable (height, depth, width, etc.)?			
5. Do you have a keyboard that is adjustable (height, depth, width, etc.)?			
6. Do you have a monitor that is adjustable (height, depth, width, etc.)?			
7. Do you have a headset that is adjustable (height, depth, width, etc.)?			
8. Do you have a telephone that is adjustable (height, depth, width, etc.)?			
9. Do you have a printer that is adjustable (height, depth, width, etc.)?			
10. Do you have a scanner that is adjustable (height, depth, width, etc.)?			
11. Do you have a copier that is adjustable (height, depth, width, etc.)?			
12. Do you have a fax machine that is adjustable (height, depth, width, etc.)?			
13. Do you have a shredder that is adjustable (height, depth, width, etc.)?			
14. Do you have a file cabinet that is adjustable (height, depth, width, etc.)?			
15. Do you have a desk pad that is adjustable (height, depth, width, etc.)?			
16. Do you have a wrist rest that is adjustable (height, depth, width, etc.)?			
17. Do you have a footrest that is adjustable (height, depth, width, etc.)?			
18. Do you have a lumbar support that is adjustable (height, depth, width, etc.)?			
19. Do you have a neck support that is adjustable (height, depth, width, etc.)?			
20. Do you have a back support that is adjustable (height, depth, width, etc.)?			
21. Do you have a shoulder support that is adjustable (height, depth, width, etc.)?			
22. Do you have a hand support that is adjustable (height, depth, width, etc.)?			
23. Do you have a foot support that is adjustable (height, depth, width, etc.)?			
24. Do you have a backrest that is adjustable (height, depth, width, etc.)?			
25. Do you have a seat cushion that is adjustable (height, depth, width, etc.)?			
26. Do you have a seat pan that is adjustable (height, depth, width, etc.)?			
27. Do you have a seat base that is adjustable (height, depth, width, etc.)?			
28. Do you have a seat back that is adjustable (height, depth, width, etc.)?			
29. Do you have a seat headrest that is adjustable (height, depth, width, etc.)?			
30. Do you have a seat lumbar support that is adjustable (height, depth, width, etc.)?			
31. Do you have a seat neck support that is adjustable (height, depth, width, etc.)?			
32. Do you have a seat shoulder support that is adjustable (height, depth, width, etc.)?			
33. Do you have a seat hand support that is adjustable (height, depth, width, etc.)?			
34. Do you have a seat foot support that is adjustable (height, depth, width, etc.)?			
35. Do you have a seat backrest that is adjustable (height, depth, width, etc.)?			
36. Do you have a seat seat cushion that is adjustable (height, depth, width, etc.)?			
37. Do you have a seat seat pan that is adjustable (height, depth, width, etc.)?			
38. Do you have a seat seat base that is adjustable (height, depth, width, etc.)?			
39. Do you have a seat seat back that is adjustable (height, depth, width, etc.)?			
40. Do you have a seat seat headrest that is adjustable (height, depth, width, etc.)?			
41. Do you have a seat seat lumbar support that is adjustable (height, depth, width, etc.)?			
42. Do you have a seat seat neck support that is adjustable (height, depth, width, etc.)?			
43. Do you have a seat seat shoulder support that is adjustable (height, depth, width, etc.)?			
44. Do you have a seat seat hand support that is adjustable (height, depth, width, etc.)?			
45. Do you have a seat seat foot support that is adjustable (height, depth, width, etc.)?			

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Questions? e-mail (ergomanager@company.com)

Online Self Evaluations

> Personal Information Survey <

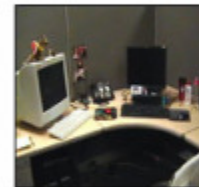
1. Please choose the workstation that most resembles your personal workstation.



Workstation 1



Workstation 2



Workstation 3

My workstation does not resemble any of these pictures.

2. How much time do you spend using your keyboard and mouse during the day?

< 4 Hours

4-8 Hours

> 8 Hours

3. Are you seeing a medical professional for your symptoms/concerns?

Yes

No

> Discomfort Survey <

Please enter a score from 0-10 to rate your discomfort level in the corresponding body part.



Head	Eyes	Neck	Shoulders	Forearms	Elbows	Hand/Wrist	Back	Legs
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
			Left Right	Left Right	Left Right	Left Right		

Online Self Evaluations

> Office Workstation Survey <

Please answer the following questions by selecting a yes, no or N/A. All questions must be answered in order to score the questionnaire and provide recommendations.

Seating	Yes	No	N/A	
1) Does your chair have adjustable features (height, arm rests, back support, seat tilt, etc)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2) Is there adequate lower back support on the chair backrest (i.e. does the chair backrest curve inward to support the curve on your spine)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3) Is the seat of the chair the correct size to comfortably support your body (i.e. is the seat too small or large for you)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4) Is there enough padding on the chair armrests to comfortably support your forearms?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5) When sitting with your back against the backrest, can you place a minimum of 2 fingers between the front edge of the chair and the back of your knees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6) Are your chair armrests ½-1" below your elbow height?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7) Can your feet touch the floor or footrest while seated comfortably?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8) Is the chair at the correct height to allow your thighs to be parallel to the floor or tilted slightly downwards toward your knees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9) Do you know how to operate the adjustments on your chair?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Keyboard/Input Devices	Yes	No	N/A	
1) Is the keyboard adjustable (tilting, splaying, or tenting)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2) Is the keyboard laying flat or at a negative tilt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Monitor/Display	Yes	No	N/A	
1) Is the top part of the monitor screen located at or just below eye height (person sitting straight up)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2) Is the monitor screen positioned directly in front of you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3) Is the viewing distance at or beyond an arm's reach away if you reach (while seated) toward the monitor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4) Is the monitor free from noticeable glare from overhead lights and windows?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5) Can the monitor tilt forwards and backwards?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6) Can you control the brightness and contrast settings on the monitor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Online Self Evaluations

> Mouse Sensitivity <

To reduce unnecessary repetitive motions the sensitivity of your mouse can be adjusted through the control panel on your computer. Increasing the sensitivity of the mouse allows for small movements of the mouse to perform larger motions on your screen. Once in the control panel click on the mouse icon and the pointer options tab. In the "Motion" section move the slider towards "Fast" to increase mouse sensitivity then click "Apply".

I will complete this recommendation.

> Adjust Your Chair to Fit You <

It is important to have your chair adjusted to fit your body and comfortable for you. Your chair should be set up so your feet are resting firmly on the floor (or footrest), with your knees and hips making a 90 degree angle, your armrests at your elbow height, the seat pan allows for a 2-3 finger space between the back of your knees and the front edge of the seat, and the lumbar support of the backrest is adjusted to fit the lumbar curve of your spine. Click on the links and videos below to learn more about how to adjust the features of your chair to fit you.

[Height](#) [Seat Depth](#) [Lumbar Support](#) [Armrests](#)

Armrests Click on the picture of your chair to learn more about the adjustments available to you on your ergonomic chair:



[CLICK HERE](#) to read the Steelcase Criterion pdf.



[CLICK HERE](#) to view the BodyBilt adjustment videos.

Online Self Evaluations

> Discomfort Survey <

Below is the Discomfort Survey with only the body parts where you claimed you have at least extremely small discomfort. We ask you to revisit this survey and fill in your current discomfort level.

Head	Eyes	Neck	Shoulders	Forearms	Elbows	Hand/Wrist	Back
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
			Left Right	Left Right	Right	Left Right	

> Office Workstation Survey <

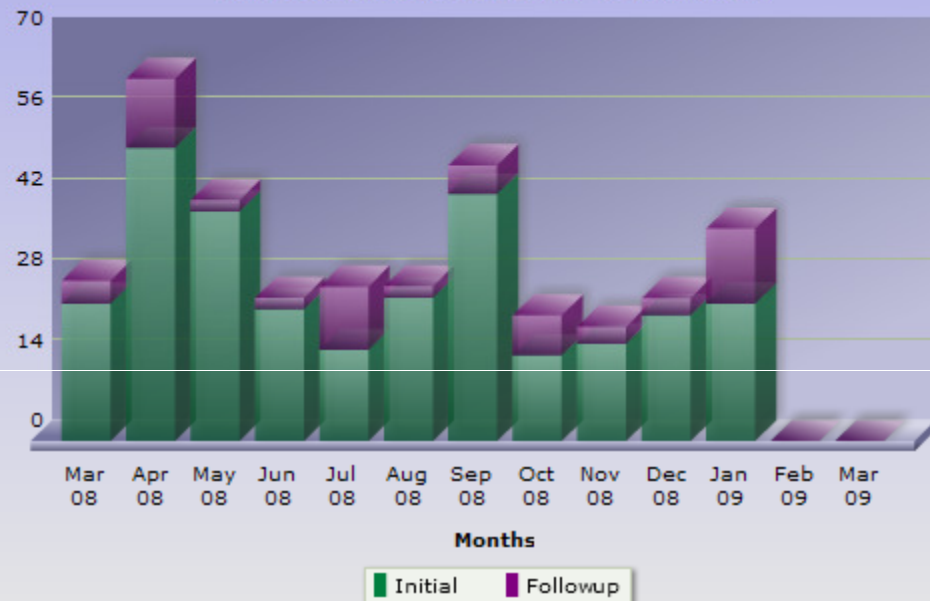
Please answer the following questions by selecting a yes, no or N/A. All questions must be answered in order to score the questionnaire.

Seating	Yes	No	N/A	
1) Does your chair have adjustable features (height, arm rests, back support, seat tilt, etc)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

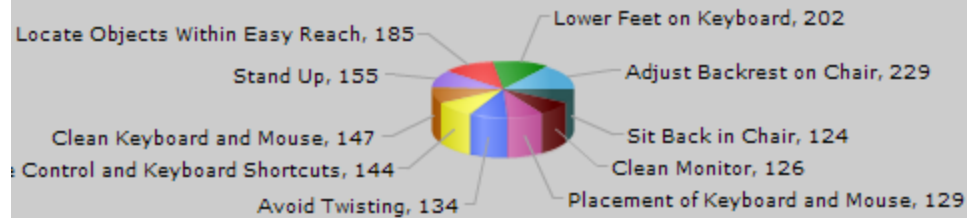
Work Surface	Yes	No	N/A	
3) If transcribing from printed material, is an adjustable document holder provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Online Self Evaluations

Initial and Followup SAFE Forms - Past 12 Month



Top 10 Recommendations



Phone Evaluations

▶ Advantages

- Direct interaction with employee
- Can ask questions
- Can direct employee how to set up workstation

▶ Disadvantages

- Have to rely on employee's description of workstation
- Need practice in asking questions and experience with enough in person evaluations to understand challenges and solutions
- Takes evaluators time

Pre-Established Vendors and Equipment

► Advantages

- Employees and Evaluators know what equipment is available
- Quick and easy ordering
- Discount prices

► Disadvantages

- Employees do not select own equipment
- Mercy of vendor if only choose one

The Best Solution?

- ▶ Tiered Approach
 - Online Self Evaluation with Checklist & Training
 - Phone Evaluation with Pictures and/or Web Camera when needed
 - Use pre-established vendors and equipment

Role Play - Examples

- ▶ Find a partner
- ▶ 1st person sit with back to screen
- ▶ 2nd person sit facing screen
- ▶ 1st person is the evaluator and should ask questions and walk 2nd person through how to set up workstation
- ▶ 2nd person is the employee – use the picture on the screen as your workstation setup to describe to the evaluator
- ▶ Switch after each situation

Situation #1



Situation #2



Situation #4



Situation #5



Situation #6



Summary / Wrap Up



Summary / Wrap - Up

- ▶ Telecommuting is still on the rise and is a huge benefit to companies and employees
- ▶ Safety is important in home offices
- ▶ Use a Tiered Approach to address ergonomics
 - Online Self Evaluation with Checklist & Training
 - Phone Evaluation with Pictures and/or Web Camera when needed
 - Use pre-established vendors and equipment
- ▶ Communication, communication, communication!

Questions?



Thank You!

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***Strengthening business advantage through Environmental,
Health, Safety, and Sustainability***

