

CITY OF APPLETON POLICY	TITLE: Ergonomics Policy/Program	
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I. PURPOSE

The purpose of this policy is to increase employee awareness of ergonomic issues and to proactively address the musculoskeletal disorders that employees may experience as a result of workplace conditions and job demands.

II. POLICY

The City is committed to providing a safe and healthy workplace free from recognized hazards or harmful conditions and to incorporate employee involvement in the prevention relating to safety and ergonomics in the workplace.

III. DISCUSSION

The City shall make every effort to increase ergonomic awareness and lessen the risk of injury due to design of equipment, tools or work motions.

IV. DEFINITIONS

- A. Ergonomics: The science of fitting workplace conditions and job demands to the capabilities of the work force.
- B. WMSD: Work Related Musculoskeletal Disorder.
- C. Ergonomics Program: Systematic process for anticipating, identifying, analyzing, and controlling WMSD hazards.
- D. Process: Activities, procedures and practices set up to control WMSD hazards.
- E. MSD: Musculoskeletal Disorders. These are disorders of the muscles, nerves, tendons, ligaments, joints, cartilage, or spinal discs that are not typically the result of any instantaneous or acute event (such as a slip, trip, or fall) but reflect a more gradual or chronic development. ~~Musculoskeletal disorders include those with several distinct features, such as carpal tunnel syndrome, as well as those defined primarily by the location of the pain, as with low back pain.~~

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- F. WMSD Management – The process of ensuring that employees with work related musculoskeletal disorders receive effective evaluation.
- G. Symptoms Survey Form – the form used to ~~initiate perform~~ an ergonomic assessment (~~Exhibit Attachment A~~).

V. PROCEDURES

A. Policy Responsibilities

1. Human Resources (H.R.) shall:
 - a. Develop, evaluate and periodically review the policy and program.
 - b. Coordinate training.
 - c. Respond promptly to reported MSD problems.
 - d. Perform and/or coordinate ergonomic evaluations as needed.
 - e. Research new products in the field of ergonomics.
 - f. Maintain records relating to the ergonomics program.
 - g. Review all injury reports.
 - h. Solicit employee input for possible solutions to ergonomic problems.
 - i. Provide input for solutions to ergonomic problems.
 - j. Check with the Parks, Recreation and Facilities Management Department ~~Facilities department~~ to explore workstation structural changes when necessary.

2. Department Directors/Supervisors shall:
 - a. Solicit employee input for possible solutions to ergonomic problems.
 - b. Prohibit practices that discourage employees from participating in the policy/program and making reports or recommendations.
 - c. Report any problem areas to the H.R. Generalist. Provide input for possible solutions to ergonomic problems.
 - d. Address any potential ergonomic problems. Consult with H.R., as necessary.
 - e. Review the Symptoms Survey form completed by their department employees.
 - f. Implement and follow recommendations made by H.R. or outside consultant.
 - ~~e.g.~~ Attend ergonomics training and ensure employees attend scheduled training.

- ~~3. Department Safety Coordinator or Central Safety Committee Member shall:~~
 - ~~a. Review the Symptoms Survey form completed by their department employees.~~
 - ~~b. Report any problems to the H.R. Generalist.~~
 - ~~c. Address any potential ergonomic problems.~~
 - ~~d. Provide input for possible solutions to ergonomic problems.~~
 - ~~e. Implement and follow recommendations made by the H.R. Generalist or outside consultant.~~
 - ~~f. Attend applicable training involved with the ergonomics policy/program.~~

~~4.3~~ Employees shall:

- a. Complete a Symptoms Survey Form if requested.

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- b. ~~Attend all applicable training involved with the ergonomics policy/program.~~ Attend applicable ergonomics training and apply the knowledge and skills acquired to actual jobs, tasks, processes, and work activities.
- c. Provide input for possible solutions to ergonomic problems.
- d. Assist with ergonomic evaluations as needed.
- e. Notify the Supervisor or H.R. ~~Generalist, as early as possible,~~ of any problems related to ergonomics.
- f. Implement and follow the recommendations provided through the ergonomic assessment.

B. Program ~~Responsibilities~~ Sections

1. Records Retention:

- a. Completed Symptoms Survey Forms shall be sent to the H.R. Generalist who will keep them on file.
- b. Accident/Injury records will be reviewed by the H.R. Generalist and/or the Risk Manager to note any trends in incidents or any possible cumulative trauma or musculoskeletal related injuries.

2. Ergonomic Evaluations: Various methods may be used to evaluate workstations or tasks posing ergonomic issues including, but not limited to, the following:

- a. Observational assessments
- b. Ergonomic checklists
- c. Employee interviews
- d. Detailed worksite evaluations, including a formal job hazard analysis
- e. Surveys and questionnaires (e.g., symptoms survey analysis)

3. Ergonomic Control Methods: Once the workstation has been evaluated and the potential ergonomic issues identified, the following control methods may be recommended:

- a. Engineering controls – focuses on the physical modifications of jobs, workstations, tools, equipment, or processes.
- b. Administrative controls – worker education, job rotation, etc.
- c. Personal protective equipment – ex: knee pads, anti-vibration gloves, etc.

After implementing any of these control methods, the appropriate H.R. Generalist will follow up to determine if the changes have improved the condition. This follow-up might include a verbal interview with the employee(s) performing the work task, performing a re-evaluation of the workstation, work area or tool and/or observing the work task being performed. If it is determined that the changes have not improved the work situation, then further internal ergonomic evaluations will be performed and/or obtaining outside ergonomic professional assistance.

2.4. Symptoms Survey Analysis Form follow-up:

- a. ~~Supervisors, department Safety Coordinators or H.R. Generalist should ask employees having WMSD concerns the following:~~

- ~~Are they experiencing signs or symptoms of MSDs?~~

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- ~~Are they having difficulty performing the physical work activities of the job?~~
- ~~Can they describe which physical work activities they associate with the problem?~~
- ~~Have they observed employees performing the jobs in order to identify factors that need to be evaluated?~~
- ~~Have they evaluated those job factors to determine which ones are reasonably likely to be causing or contributing to the problem?~~
- ~~Have they controlled the cause of the problem?~~

C. Training

1. ~~Training will be provided upon hire and periodically either by in-person training by Human Resources or by on-line training. This training will include information on what ergonomics is, what to watch for, reporting ergonomic issues and methods to minimize or eliminate problem areas if they are found. Initially upon hire, and periodically thereafter the H. R. Generalist will provide training to include what ergonomics is, what to watch for and steps to eliminate problem areas if they are found.~~

~~D. Program Evaluation~~

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1. ~~After implementing changes in tools, work areas or workstations, the H.R. Generalist will follow up on any changes to determine if the changes have improved the condition.~~
 - a. ~~Follow up shall include a verbal interview with person(s) performing the work task.~~
 - b. ~~Re-evaluation of the workstation, work area or tool.~~
 - e. ~~Observing the work being performed.~~
2. ~~If it is determined that the changes have not improved the work situation then further evaluations shall be performed following the same process and/or obtaining outside ergonomic professional assistance.~~

~~D. Attachments~~

1. ~~Attachment A - Symptoms Survey Form~~
2. ~~Attachment B – Suggested Ergonomics for Telecommuters~~

Attachment A

Symptoms Survey: Ergonomics Program

Employee Name _____ Department _____

Supervisor _____ Date ____/____/____

Job Title _____

Hours worked/week _____ Time on THIS job: _____ years _____ months

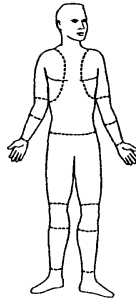
Other jobs you have done in the last year (for more than 2 weeks):

Job Title _____ Time on this job: _____ months _____ weeks

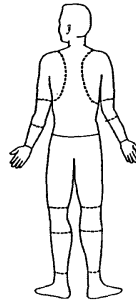
Job Title _____ Time on this job: _____ months _____ weeks
(If more than 2 jobs, include those you worked on the MOST)

Have you had any pain or discomfort during the last year?
____ YES ____ NO (If NO, stop here)

If YES, carefully shade in the area of the drawing which bothers you the MOST.



Front



Back

Check area: ____ Neck ____ Shoulder ____ Elbow/Forearm ____ Hand/Wrist ____ Fingers ____ Eyes
____ Upper back ____ Low back ____ Thigh/Knee ____ Low leg ____ Ankle/Foot

*Fill out a separate page for each area that bothers you

1. Put a check by the word(s) that best describe your problem:

____ Aching ____ Burning ____ Cramping ____ Dry ____ Loss of Color ____ Numbness(asleep)

____ Pain ____ Stiffness ____ Swelling ____ Tingling ____ Weakness ____ Other –

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Attachment B

Suggested Ergonomics for Telecommuters

Keep computer items in front of you.



How To Set Up Your Workstation

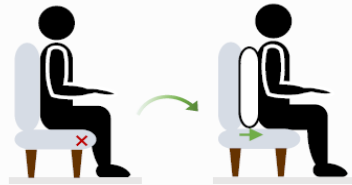
To improve comfort, safety, and productivity anywhere

- Raise the top of your monitor to eye level or below
- Screen distance should be an arm's length away (18-30")
- Keep elbows at your sides and rest gently on armrests
- Maintain neutral wrists and forearms parallel to ground
- Rest feet flat on the floor with knees at or below hip level
Leave 1" to 2" space between calves and the seat's edge



Using A Laptop?

- Raise your laptop to eye level
Try a stand, box, or step stool
- And use a separate keyboard and mouse
- Or use a monitor and type on your laptop
If you have a keyboard, mouse, and monitor, raise your laptop off to the side for dual monitors



Sinking In Your Deep Couch?

- Use a pillow to shorten the seat
A pillow or towel roll can also be used for lumbar support



Work Surface Too High?

- Use a taller chair or raise your seat with a cushion
- Use a footrest or box to support your legs from dangling
- Type on a lower surface like a keyboard tray, lap desk, or side table



Prefer To Stand?

- Find a counter or tall surface
- Wear comfortable shoes
- Try standing on a kitchen mat

30 Take A (micro) Break

Every 30 minutes
For at least 10 Seconds



Get Moving

Try Microbreak Exercises

When you exercise and move around, you activate your muscles and help improve circulation, energy, and mood. This can help you feel refreshed when you resume your work. Giving your body a break from prolonged and/or repetitive activities can help reduce your risk of injuries.



Change Positions

The Next Position is the Best Position

No matter how good your posture is, if you have not moved in an hour, you are still loading the same structures in your body in the same direction for an hour.

Switch It Up

Take active breaks by changing how you perform a task to reduce risk of repetitive motion injuries. *If able, try standing, varying your sitting positions, standing with one leg forward, switching hands, changing locations or alternating tasks.*



Check Your Posture

Check In With Yourself

Bring your equipment to you instead of conforming your body to your equipment. Try setting a timer every 30 minutes to identify and correct any awkward postures. *Have you been hunched over your laptop? Leaning on your elbow? Crossing your legs? Rotating your neck to the right? Holding your fingers up when mousing?*



Be Well

Stay Hydrated

Remember to keep drinking plenty of fluids. Take opportunities for water breaks.

Take Care of Yourself

You can work more effectively and comfortable when take care of all aspects of your health and wellness.



Protect Your Eyes

Reduce Eye Strain and Fatigue

20 Every 20 minutes of screen time **20** Look away for ≥ 20 seconds **20** At something ≥ 20 feet away



Hydrate Your Eyes
Remember to blink



Minimize glare
Avoid facing or having your back to a window

Questions?

[If you have any questions or are experiencing discomfort related to your remote workstation or are interested in a virtual ergonomics consult, please contact Human Resources.](#)