

ERGONOMIC CONSULTING SERVICES

The Office of Risk & Insurance Management has identified four different ergonomic service areas: Program Development, Training and Education, Workstation Evaluations, and Other Job Hazard Analysis. State agencies will be required to continue to follow all state procurement policy/procedures to obtain these services.

Program Development

Every employer is required to assess hazards that exist within the workplace and have a program for dealing with these risks. The risk of repetitive-motion injuries is an issue in many of our workplaces. Developing a method for controlling these exposures is essential for complying with applicable health and safety regulations and reducing work-related injuries.

Training & Education

Educating all employees on the health and safety issues related to improper workstation use is essential. Instruction is provided to aid students in identifying factors that put them at risk of injury and provide suggestions for preventative measures, including exercise, to reduce the chance of injuries related to improper workstation use. Training classes will vary in length depending upon the needs of the user and can range from one (1) to four (4) hours. Specialized classes for those employees who will be responsible for evaluating and training other employees are normally a minimum of eight (8) hours.

Computer Workstation Evaluation, Design, and Improvement

A proper evaluation will identify specific problem areas involving how an employee interacts with the workspace, computers, tools, and furniture that could potentially result in musculoskeletal disorders. Workstation seating, lighting and glare, screens, keyboards, work surfaces, and work practices are all evaluated. Minor workstation adjustments that are necessary are made during the evaluation whenever possible. A written report of findings, actions taken, and recommendations is prepared.

Other Job Hazard Analyses

Some jobs do not involve the employee sitting at a fixed computer workstation to perform their daily tasks. This does not, however, eliminate the possibility of a repetitive-motion injury. Warehouse operations, grounds personnel, and mailroom staff are examples of the types of jobs that might require analysis of individual and groups of job tasks to properly assess ergonomic risks.

Following are suggested steps in procuring ergonomic services for your department:

STEP I Determine the type of work that you need performed. Develop a preliminary Scope of Work including time frames and approximate project budget. (Sample attached.)

STEP II Determine where services are required and identify a vendor from the listing that is closest to the work to be performed.

STEP III Contact the vendor and provide them with the preliminary Scope of Work. Obtain a written proposal from the vendor outlining the project phases, (specific work items/deliverables/outcomes), a progress schedule, and a cost breakdown.

QUESTIONS:

Contact: Trudy Holder at 376-5285
Email: trudy.holder@dgs.ca.gov

SAMPLE SCOPES OF WORK

What to include?

- Description of Services Desired
- How Many/How Much?
- Where?
- Time Frame?
- Product or results to be delivered
- Format & number of reports
- All Steps of Project
Pre-evaluation, interviews, on-site evaluations, reports, presentations, etc.

Example #1 (Training & Education)

Consultant will provide ergonomic training classes to office employees educating them on health and safety issues related to proper computer use. A total of four (4) classes will be held at the Sacramento office with class size estimated to be 15-25 students per class. Training class shall be approximately two (2) hours in length. Classes will be scheduled one each week in the month of October. Course materials will be provided by Consultant.

Following each training class, Consultant will be available on-site for an additional two (2) hours to assist individual students with set-up and adjustment of their own workstations

Example #2 (Program Development)

Consultant will evaluate the current Office Ergonomics/Workstation Evaluation Program. This evaluation will review and critique the current program for its effectiveness based upon current information related to this issue. This evaluation will also include risk identification and hazard assessment for the department. The evaluation shall be based upon sound management program practices and recognized literature, regulations, and guidelines related to the field of office ergonomics and proper video display terminal (VDI) use. The Program Evaluation process shall result in a report to the Health and Safety Officer. The final report must include findings, recommendations, and cost analysis for proposed improvements. A final report shall be submitted to the Health and Safety Officer no later than sixty (60) days after the Program Evaluation begins, but in no event later than January 1, 2004. One original and three copies of the report are to be provided.

What to include?

- Description of Services Desired
- How Many/How Much?
- Where?
- Time Frame?
- Product or results to be delivered
- Format & number of reports
- All Steps of Project
Pre-evaluation, interviews, on-site evaluations, reports, presentations, etc.

Example #3 (Workstation Evaluation)

Consultant will perform ergonomic workstation evaluations for 10 staff in the Sacramento office. The evaluation will identify specific problem areas involving how the employee interacts with the workspace that could potentially result in musculoskeletal disorders. Adjustments of equipment/furniture should be made immediately during the workstation evaluation process whenever possible. A written report of findings, actions taken, and recommendations is to be submitted to the Health and Safety Officer no later than thirty (30) days after the workstation evaluation. All evaluations are to be completed prior to January 1, 2004.

Example #4 (Job Hazard Analysis)

Consultant will perform an ergonomic evaluation of the warehouse operation. The operation involves 10 employees and has two processes. The first is to stock shelves with incoming inventory shipments on warehouse shelves that will later be distributed to customer orders. The operation involves unloading pallets of boxes, climbing on ladders with supplies and stacking supplies on the shelves. The second operation is the reverse of the first. The operator will need to pull stock from the shelves and place them in boxes for shipment and place on pallets. The evaluation is to include current and potential ergonomic hazards that an operator may encounter. Videotaping the tasks may be necessary to assist in the evaluation. Interviews will be conducted on an appropriate number of individuals to make a valid assessment of the tasks. A minimum of 25% of the operators will be interviewed. Supervisors should be interviewed on the process. Consultant will prepare a report of findings including suggested modifications to equipment, changes in operations, or alternative methods for conducting these operations. A

cost analysis must be provided for proposed changes involving a cost to implement. The final report shall be submitted to the Health and Safety Officer no later than January 1, 2004.

What to include?

- Description of Services Desired
- How Many/How Much?
- Where?
- Time Frame?
- Product or results to be delivered
- Format & number of reports
- All Steps of Project
Pre-evaluation, interviews, on-site evaluations, reports, presentations, etc.

Example #4 Job Hazard Analysis (continued)

Consultant will provide training to warehouse staff of approximately 25 employees educating them on the changes implemented as a result of this analysis and on ergonomic issues as it relates to their work environment. Course materials will be provided by Consultant. Training shall be completed within 30 days from the time changes have been implemented by the state department in a single session on-site at the warehouse.