

# Office Ergonomics Assistance

Integrated Casualty Consulting

## Ergo Assist

Ergo Assist is a comprehensive suite of office ergonomics assistance tools designed to maximize the capability and minimize the waste of your precious human resources.

Whether you are just beginning to design an ergonomics program or are looking to expand your current approach to managing ergonomics, Ergo Assist will positively impact both your processes and outcomes. Four tiers of graduated assistance enable you to choose the tools that will most effectively address your office ergonomics needs: Office Ergonomics Onboarding, Online Self-Help, Ergo Intel and Telephonic Evaluation.



### Office Ergonomics Onboarding

New office employees often receive little or no guidance on how to set up and use their workspace to their greatest advantage and health.

This makes them less productive, more error-prone and over time, can contribute to the onset of musculoskeletal disorders. Our series of three onboarding videos coaches each employee on the proper setup of their chair, keyboard, mouse and monitor. Ensuring the correct setup of employees' computer workstations from the start of employment can prevent strain and fatigue and promote a safer and more productive work environment.



### Online Self-Help

When current workers begin to have concerns about their workplace, they need a resource for quick and easy professional advice. Our web-

based self-help tool enables employees to quickly resolve issues of fatigue or discomfort. After identifying the body part(s) causing concern, employees select among issues most commonly related to those concerns. Each and every issue selected leads the employee to a solution presented in three different formats: a text description, before and after pictures, and a short video that demonstrates the solution. After viewing the solution and making the proposed changes, the employee is asked if the issue was resolved and to provide feedback for those issues not resolved. Once the process of identifying concerns, selecting applicable issues and viewing solutions is complete, the employee clicks "Submit" and your site and/or corporate contact(s) receive a report of the submission. With close to 40 videos of ergonomics instruction, the self-help tool is quite often all an employee needs to become comfortable at their workstation.



### **Ergo Intel**

When a self-help report indicates that an employee's issues were not completely resolved, the site contact can quickly determine if a solution is readily available. If not, he/she can contact us. One of our certified ergonomists will initiate email communication with the employee to gain a better understanding of the unresolved issues. With many years of experience providing ergonomics assistance, our ergonomists ask precise questions that quickly zero in on the employee's specific needs and concerns. The employee's responses to those questions allow us to provide further instruction or clarification regarding postural adjustments that should be made, and if necessary, make recommendations for new equipment.



### **Telephonic Evaluation**

If an employee's issues require one-on-one professional ergonomics assistance, a telephonic evaluation is performed by one of our certified ergonomists. During the 30-minute phone conversation, the ergonomist will review all elements of the employee's workstation, provide thorough postural instruction and make individualized recommendations to eliminate the employee's sources of discomfort. Following the evaluation, the ergonomist will provide a HIPAA-compliant written report to summarize the findings and recommendations. About five weeks later, we will follow up with the employee via email for an updated status and comfort level.

The same process can be utilized for **telephonic ADA/ Accommodation evaluations**. Our team of occupational and physical therapists has many years of experience treating a variety of injured patients and providing expert ergonomics coaching. The written report will include specific equipment recommendations for these employees with physical disabilities or unique requirements.

### **Workforce Vitality**

Our Ergo Assist enables employers to proactively address ergonomics concerns, prevent unnecessary fatigue and discomfort, improve working methods and choices, and reduce the probability of an escalation to injury or claim. In fact, our team of ergonomists and health care professionals has a 99.9% success rate at effectively resolving employee concerns without escalation to a claim or disability. Providing employees with easy-to-use and accessible information and assistance ultimately leads to improved health and wellness for both the employee and the overall organization.

### **Contact**

For more information, and to see what our Workforce Vitality Practice can do for you, contact your client relationship manager or:

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