



Feature V02: Visual and Physical Ergonomics

Part 5: Provide Ergonomics Education

WELL v2™ pilot
Q1 2020 addenda

How to use this document:

This document is intended to serve as a guide for creating educational materials required for Part 5: Provide Ergonomics Education of Feature V02: Visual and Physical Ergonomics. The level of detail provided by teams when creating these materials is up to their discretion, as long as each of the requirements is sufficiently addressed.

- Part 5: An educational materials outline has been provided with examples to demonstrate ways to document the feature requirements.

Note: The variable items are highlighted in yellow throughout the document.

The text is updated to the Q1 2020 version of WELL v2 pilot, which may vary from future versions of WELL v2.

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FEATURE V02: VISUAL AND PHYSICAL ERGONOMICS

PART 5: PROVIDE ERGONOMICS EDUCATION EXAMPLE EDUCATIONAL MATERIALS

Note: When documenting this feature, the team can either submit actual educational materials or a narrative describing the materials. Below are examples of narratives that describe created materials.

At <<PROJECT NAME>>, employees' work primarily consists of << INSERT TYPE OF WORK >>. Employees' workstations primarily consist of << INSERT PROJECT SPECIFIC INFORMATION >>. Based on this work environment, we provide employees with the following information to ensure that they are informed on types of musculoskeletal disorders that are common in this type of environment, as well as how they can potentially prevent and remediate these ergonomic issues by properly utilizing and adjusting their workstations.

- A. Information on how to recognize risk factors for musculoskeletal disorders and ergonomic issues in the work environment:
 - a. *Example: We provide employees access to training videos created by a local expert in workplace ergonomics on common risk factors associated with desk-based work such as sitting in awkward positions. New employees are required to complete training as part of the on-boarding process and all employees are required to complete training once per year.*
 - b. *Example: Twice per year, we offer a lunch and learn to employees that is led by a local expert in workplace ergonomics. Topics vary but we ask that the facilitator always take a few minutes to discuss common risk factors for musculoskeletal disorders in the restaurant industry.*
 - c. *Example: As part of our wellness library, we include print materials that were created by a well-recognized ergonomics company in our region that describes common risk factors for musculoskeletal disorders. The educational materials include text and visual summaries and have been translated into two languages that are most representative of our employees.*
 - d. *Example: Quality education materials may be adapted from sources such as, but not limited to, The Centers for Diseases Control's (CDC) [Workplace Health Promotion](#).*
- B. Information on how to recognize the signs and symptoms of musculoskeletal disorders:
 - a. *Example: We provided employees access to training videos created by a local expert in workplace ergonomics on common signs and symptoms of musculoskeletal issues associated with desk-based work such as lower back pain and tingling in the legs. New employees are required to complete training as part of the on-boarding process and all employees are required to complete training once per year.*
 - b. *Example: Twice per year, we offer a lunch and learn to employees that is led by a local expert in workplace ergonomics. Topics vary but we ask that the facilitator always take a few minutes to discuss common signs and symptoms of musculoskeletal disorders in the restaurant industry, such as pain in lower extremities.*
 - c. *Example: As part of our wellness library, we include print materials that were created by a well-recognized ergonomics company in our region that describes common signs and symptoms for musculoskeletal disorders. The educational materials*

- include text and visual summaries and have been translated into two languages that are most representative of our employees.*
- d. *Example: Quality education materials may be adapted from sources such as, but not limited to, The Centers for Diseases Control's (CDC) [Workplace Health Promotion](#).*
- C. Information on the reporting processes for risk factors and musculoskeletal disorders:
- a. *Example: The ergonomics components of the wellness and HR policy of our company include a description of the process for employees to report a musculoskeletal issue and include language that describes how the HR department will respond. The policy includes links to relevant paperwork and documentation that is required per our HR department.*
 - b. *Example: Twice per year, we offer an ergonomics lunch and learn that covers various topics including an overview of our company's ergonomics program and how employees should report musculoskeletal issues.*
 - c. *Example: All employees are required to sign documentation as part of their onboarding process, which indicates they have read and understand the reporting process for musculoskeletal disorders outlined by the HR department.*
- D. Information on how to adjust ergonomic furnishings and workstations:
(NA for WELL Core Projects)
- a. *Example: Twice per year, we offer in-person training hosted by a local expert in ergonomics on how to adjust the specific workstation furnishings in our space. To supplement the in-person training, we record the event and share a link to the recording with all staff.*
 - b. *Example: Shortly after we moved into our new space we offered an in-person training on how to use and adjust all workstation furnishings. The ergonomist who supported our furnishing selection and hosted the training also helped us create branded visuals, descriptions and diagrams that have become part of our wellness library accessible by all employees.*
 - c. *Example: As part of the digital guide to our office, wellness and HR policies are made available to employees through our online HR portal, where we include links to training videos created by the manufacturer of our specific workstation furnishings on how to adjust all components.*
- E. Information on the process for employees to request ergonomic furnishings:
(NA for WELL Core Projects)
- a. *Example: As part of the digital guide to our office, wellness and HR policies are made available to employees through our online HR portal, where we provide specific steps on how to request ergonomic furnishings for individual workstations and include templates for submitting requests to the HR department.*
 - b. *Example: Twice per year, we offer in-person training hosted by a local expert in ergonomics on workplace ergonomics including a segment from our HR department that describes the process for making a request for ergonomic furnishings offered through our company's upgrade program.*
 - c. *Example: Once per year, our HR department sends a comprehensive email to all employees that reminds them of current HR and workplace wellness offerings, including any updates to company-wide policies. As part of this communication, they remind staff of ergonomics resources and policies, including the policy for making requests for ergonomic workstation furnishings, and include links to relevant resources.*
- F. Information on how to use proper posture and/or form:
- a. *Example: Once per year, we offer in-person training hosted by a local expert in ergonomics on workplace ergonomics. Topics vary each year but we include a*

segment on proper posture for seated and standing height workstations. We record this session and share a recording with all staff.

- b. Example: As part of our new office fit-out, we worked with an ergonomics expert to create comprehensive educational resources which include visuals on proper posture for seated and standing height workstations accompanied by directions on how to adjust workstations present in our space.*
- c. Example: As part of our wellness library, we include a variety of ergonomic educational resources including print materials on workplace ergonomics and posture. These resources are available for all staff to use.*
- d. Example: Quality educational materials may be adapted from sources such as, but not limited to, The Mayo Clinic's [Office ergonomics guide](#) or the Occupational Safety and Health Administration (OSHA)'s [Ergonomics Overview](#).*