



Recommendations for Resolving Office Ergonomic Concerns

Assistance for office ergonomic concerns comes in several forms. Assistance may be provided in the form of training, tools and other resources on setting up your workstation, email or telephone consultation using photographs and in some cases, one-on-one office ergonomic assessments. In most cases, concerns are resolved using this document. **Part I – General**

Information

Name of Employee		Date	
Job Title		Contact info. of Employee	
Department		Location of Employee (building/room)	
Name of Supervisor		Contact info. of Supervisor	

Describe concern (symptoms, location of the body, frequency of the symptoms, date when symptoms begun)?

Part II – Type of Assistance Required

Please answer the question below. Based on your answer, recommendations are made in Table 1 on how to resolve the identified concern.

- 1) Have you reported these concerns to your supervisor? Yes No
- 2) Does any of the following apply? You have
 - a. Been diagnosed with a medical condition? Yes No
 - b. Require Accommodation? Yes No
 - c. Have had surgery related to the current concern? Yes No
 - d. Received an office ergonomics assessment (same office/same furniture) in the past year? Yes No



3) Have you taken Office Ergonomics training within the past 3 years (this course is now available [online](#))?

Yes Date of completion: _____
No

4) Is the concern specifically about options and features for furniture and accessories?

Yes No

Table 1: Tier 1 Office Ergonomics Assistance

Based on your answers above, recommendations for improvement are made below:

Question	Answer: Yes	Answer: No	Recommendation completed?
1) Have you reported these concerns to your supervisor?	No action required.	All staff should report health and safety concerns to their supervisor. If the answer is "no," it is recommended that you speak to your supervisor.	Yes Not applicable
2) Does any of the following apply? You a. have: Been diagnosed with specific medical conditions b. conditions c. Require Accommodation d. Have had surgery related to the current concern Received an office ergonomics assessment in the past	Contact Health and Well-Being for assistance.	Continue to Question 3)	Yes Not applicable



<p>3) Have you taken Office Ergonomics training within the past 3 years (this course is now available online)?</p>	<ul style="list-style-type: none"> • Complete the Self-Assessment Checklist at the bottom of this document. • If needed, review other tools available on the EHS website on ergonomics. • It may take 3-4 weeks before you notice a change. 	<p>Take the online Office Ergonomics course. Upon completion of the course, follow recommendations under the “yes” answer.</p>	<p>Yes Not applicable</p>
<p>4) Is the concern specifically about options and features for furniture and accessories?</p>	<ul style="list-style-type: none"> • Review the Office Ergonomic Standard or the Ergonomic Product Listing on the EHS website on ergonomics. EHS will provide consultation on non-standard items not covered not by these documents. • EHS does not provide recommendations on specific brands but provides examples on the website. • Please speak with your supervisor regarding new furniture and accessories. 	<p>No action required.</p>	<p>Yes Not applicable</p>

Part III – Tier 2 Additional Assistance Request

When you have completed the Tier 1 recommendations above and the issue continue to persist:

- 1) Send the completed form to EHS (ehs.office@utoronto.ca)
- 2) Send photographs with you working at the computer
- 3) EHS will evaluate the photos and the Tier 1 recommendations that have been implemented and determine what type of assistance is required. This may be in the form of an email/telephone consultation using photos or individual assistance.



Appendix I – Office Ergonomics Self-Assessment Checklist

This assessment tool will assist staff members in identifying and solving office ergonomic problems.

Recommended Set up	Yes or No	If no, try these changes:
Thighs are parallel to the floor and feet are flat on the floor		<ul style="list-style-type: none"> • Raise/lower chair height • Add/remove footrest • Do not tuck your legs under the chair
Adequate lower back support		<ul style="list-style-type: none"> • Adjust back rest height • Obtain attachable back support • If you are leaning forward, the monitor may be too far away or practice sitting back in your chair.
Two or three fingers width between the back of the knees and the edge of the seat		<ul style="list-style-type: none"> • Use foot rest • Adjust seat depth • Obtain an attachable back support • Obtain a chair with less depth
Elbows are at 90 degrees when typing or mousing and shoulders are relaxed and leveled		<ul style="list-style-type: none"> • Raise lower chair height • Raise lower workstation height • Raise lower keyboard height
Mouse beside and at the same level as the keyboard		<ul style="list-style-type: none"> • Adjust mouse tray • Obtain larger keyboard/mouse tray • Obtain mouse caddy/bridge • Obtain a truncated keyboard
Neck is relaxed, not bent to the side or down.		<ul style="list-style-type: none"> • Center keyboard/monitor in front of you • Adjust monitor height • Avoid cradling the phone between your neck and shoulder while you are typing (use a headset or speaker phone feature)
Monitor is approximately an arm's length away		<input type="checkbox"/> Move monitor closer or further away
Wrists are neutral and do not bend up, down or to the side		<ul style="list-style-type: none"> • Ensure your elbows are at 90 degrees • Practice keeping your wrists neutral when typing and mousing • Do not rest wrists on the wrist rest while typing/mousing; allow wrists to glide over the wrist rest. Wrist rests can be used when <u>pausing</u> from typing or mousing.
Hands are relaxed when typing and mousing		<input type="checkbox"/> Do not use excess force to type or grip the mouse
No glare on the monitor		<ul style="list-style-type: none"> • Tilt monitor slightly down • Use blinds/curtains • Adjust monitor brightness • Adjust lighting • Use anti-glare screens



Take regular breaks		<ul style="list-style-type: none">• For every 30 minutes on the monitor, take a visual break by looking at a distant object for 10-15 seconds• Stretch• Alternate your tasks
List the changes you have made:		