Crossing borders

Katharine Metters
Lead Consultant Posturite
Session outline

- Why the need?
- Options
- Benefits
- Drawbacks
- Reality
- My suggestions
- Summary
Why the need

- International companies
- Ergonomics experience patchy and in some countries difficult to access
- Growing pressure on staff and growth of technology appears to be leading to growth of issues
- Educated workers
- Technological advances
Options

- Travel of assessors to employee who needs assistance from ‘home’ country
- Use of local assessors
- Use of ‘remote assessment’ options
Benefits of assessor travelling

- You just can’t beat face to face assessments for:
  - Satisfaction of employees
  - Seeing bigger picture - other areas, reading between the lines….
  - Easier to ‘get’ non verbal communication
  - No connection issues! Fewer IT issues
  - Ability /confidence to make adjustments
  - Maintaining confidentiality and trust - maybe some debate here!
  - Consistency
Drawbacks of travel of an assessor

- Time
- Legal and cultural
- Health and safety of assessor
- Insurance
- Costs
- Availability of resources
Potential Drawbacks - Time

- To get to the employee
- To write up the assessment
- To quality control
- To resolve the issues
- Difficult to follow up
Potential Drawbacks - Legal and cultural

- Civil litigation - personal injury claims
  - Employee
  - Assessor
- Criminal law - country specific requirements
  - Employee
  - Assessor
- Language

Culture of the assessor and the employee
Potential Drawbacks—Health and safety of assessor

- Risk assessment for the assessor
  - Travel risks, accident and illness
  - Security
Potential Drawbacks - Insurance

- Insurance for the employee travelling
- Professional insurance for the work that is carried out
Potential Drawbacks - cost and availability of resources

- Costs of assessment will be high due to time and associated costs

- I find most assessors are busy so being able to book assessments in within reasonable periods of time very difficult esp. If sig time zones crossed so arranging with employee hard and reason for assessment means there is usually time pressure to get this completed.

- Finding assessors happy to travel esp. at short notice is hard
Use of local assessors
Benefits of using local assessors

- Local knowledge of law and culture
- Local knowledge of providers of some solutions
- Unlikely language difficulties with employee
- Improves knowledge of employees, assessor and employer) quality checker) brings ergonomics closer
- Time delays- bank holidays and working hours!
Potential drawbacks of using local assessors

- Differences between country legal/cultural requirements and ‘home country’
- Language difficulties with employer so affecting quality assurance
- Finding suitable local assessors
- Checking qualifications, references and insurance
- Discussions over quality
- Time differences- difficult to plan to cover the whole world!
- Technology issues
- Travel planning- my geographical knowledge
Reality- experiences of myself and colleagues

- Would love to offer face to face with teams of local assessors who we know- this has been achieved in some areas and it is great for all the reasons mentioned
- HOWEVER
- Drawbacks are real and time and energy sapping!
My suggestions

- Never stop seeing if can build local assessor groups - so good fro the profession, one of the reasons I love the AEC conference is the cross border strengthening work that occurs
- Remote assessments are now reality and can really help lets look to develop
Remote assessments- potential benefits

- Can react quickly to a need
- Possible in a majority of cases
- Now can easily get visual as well as verbal and written information
- Some employees feel this is less invasive and report feeling less inhibited than with a face to face
- Possible fast follow up
Remote assessments - potential drawbacks

- May miss wider issues
- Employees may be uncomfortable with technology
- Difficulty in gaining information
- Language issues
- Confidentiality issues
How to maximise success of remote assessments

- Clear process in advance, including permission to speak to manager facilitator
- Pre assessment form
- Check what options are available
  - Initial form and photos
  - Webcam
  - Colleague with webcam
- Language
- Can employee send local legal or site ergo/DSE information
- Agree follow up
Photos from side showing importance of camera angle
Photos from side showing importance of camera angle
Photos from the back showing importance of camera angle
Other important pictures
Remote assessments

Introduction
A remote assessment has been arranged for you at your workstation. Please could you follow the instructions provided within this document to ensure the assessment is able to be effectively carried out.

Pre assessment requirements
If you are able to connect via Skype or other remote access system with a head set and camera this is ideal, although this can be performed by telephone alone.

Having an internal assessor/manager or colleague available to take post intervention photo’s or video and to help with feedback on your position as changes are made would be most helpful.

Please ensure that you complete the questionnaire (with measurements) and supply this to @posturite.co.uk at least 48 hrs. before the assessment.

Photographs or a video should be taken and supplied to the assessor to cover the following points:

1. Pictures from both sides of the user to show the screen(s) to back of the chair and head to floor
   a. With the camera at desk height
   b. With the camera at eye height

2. Picture from behind the user
   a. At eye height including the shoulders

<table>
<thead>
<tr>
<th>INFORMATION</th>
</tr>
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<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Company/Organisation:</td>
</tr>
<tr>
<td>Workplace Address:</td>
</tr>
<tr>
<td>Contact telephone number:</td>
</tr>
<tr>
<td>Contact email address:</td>
</tr>
<tr>
<td>Please state your job role:</td>
</tr>
<tr>
<td>Please describe what your job role requires you to do:</td>
</tr>
<tr>
<td>Relevant history e.g. when did the pain/discomfort/problem start:</td>
</tr>
<tr>
<td>Please describe any musculoskeletal or other issues you experience:</td>
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<tr>
<td>Please outline what makes any pain/discomfort experienced better or worse:</td>
</tr>
<tr>
<td>Have any changes been made, if so what and when:</td>
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<tr>
<td>Please explain any other factors that you think the assessor needs to be aware of:</td>
</tr>
</tbody>
</table>
Example measurement chart

Measurements:

Your measurements

<table>
<thead>
<tr>
<th>Measurement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Leg length  Measure from the back of your buttocks to the back of your knee</td>
</tr>
<tr>
<td>B</td>
<td>Elbow height Measure from your elbow to the top of the seat when you are sitting with your arm relaxed and elbow at 90 degrees</td>
</tr>
<tr>
<td>C</td>
<td>Calf length Measurement from the back of your ankle to the floor</td>
</tr>
<tr>
<td>D</td>
<td>Back length Measure from the top of chair seat to the top of your shoulder</td>
</tr>
<tr>
<td>E</td>
<td>Measure from the top of the chair seat to the bump at the back of your head</td>
</tr>
<tr>
<td>F</td>
<td>Hip width Measure the widest part of your hip (lateral to lateral) when you are sitting down</td>
</tr>
<tr>
<td>G</td>
<td>Desk set up Measure from your eyes to screen distance</td>
</tr>
<tr>
<td>H</td>
<td>Measure from your eyes to the desk level</td>
</tr>
</tbody>
</table>

Measurements of your chair and workstation

<table>
<thead>
<tr>
<th>Measurement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Chair seat length Measure your chair seat from back to front of the seat</td>
</tr>
<tr>
<td>2</td>
<td>Desk height Measure from the top of the desk to the floor</td>
</tr>
<tr>
<td>3</td>
<td>Chair back height Measure from the top of your chair back to the seat</td>
</tr>
<tr>
<td>4</td>
<td>Head rest height (if applicable) Measure from the top of your head rest to the seat pan</td>
</tr>
<tr>
<td>5</td>
<td>Chair width Measure the width of one chair arm to the other, or if the chair does not have arms the width of the middle part of the seat</td>
</tr>
<tr>
<td>6</td>
<td>Monitor level (top) Measure from the top of the screen to the desk</td>
</tr>
</tbody>
</table>

Do you have a flat, straight or falsely normal curve in your back

What is your weight
Summary

- Exciting that there are increased opportunities for ergonomics across borders
- Technology is allowing greater flexibility in the way we are able to offer our services
- We need to think carefully how best to offer our services as there is not one ideal solution
- It’s all in the planning!
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