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Summary of Ergo Coach Training Program on October 30, 2019

Our program is one day in length. The Ergo Coach program begins with an overview of why the client is implementing the program, why an individual has been selected to be an Ergo Coach and the importance of the role. An Office Ergonomics & Computers presentation would be delivered that covers the basic components of a well-designed workstation in a very understandable manner.

Office Ergonomics & Computers Presentation

This "Setting up Your Workstation to Reduce Musculoskeletal Risk" presentation provides employees with an overview of how to set their workstation up to suit their tasks and body comfort. The information highlights the need to incorporate ergonomic principles with regard to an office environment but also emphasizes the need for behaviour change where needed.

Topics covered include height adjustable solutions, workstation design, height and layout, work posture (musculoskeletal concerns including those that affect the neck, back and upper limb), the computer screen, keyboard, mouse, chair, lighting and glare. In addition, rest breaks, stretching and strengthening exercises and eye fatigue are discussed. The role of ergonomic accessories such as wrist and footrests, document holders and keyboard trays as they relate to the workstation is also covered. All information presented is related in a practical manner to session participant's workstations.

Each Ergo Coach receives an Instructor's Manual that covers all aspects of the training program. The program includes an introduction to ergonomics and office ergonomics. Topics that are examined include the set-up and/or adjustment of workstation design, heights and layout, work posture (musculoskeletal concerns including those that affect the neck, back and upper limb), the computer screen, keyboard, mouse, chair, lighting and glare.

In addition, rest breaks, stretching and strengthening exercises and eye fatigue will be discussed. The role and set-up of ergonomic accessories such as wrist and footrests, document holders and keyboard trays as they relate to the workstation will be covered. Working with laptops and portable computers will also be covered.

The Ergo Coach training program and supplied office ergonomic checklists, surveys and resource material gives the Ergo Coaches the skills necessary to conduct a basic office workstation assessment or to be able to assist an individual with their workstation and equipment set up and the implementation of recommendations from a formal ergonomic assessment. Throughout the Ergo Coach program, practical application of course principles is accomplished using actual workstations. Recommended reference materials and organizations are discussed as well as where they can be obtained or located. A practical workstation assessment, wrap-up and question and answer period ends the program.

Ergo Coach Course Objectives

At the end of the program, Ergo Coaches will be able to:

- ✓ Provide direction on methods of reducing musculoskeletal injuries and other injuries associated with office workstations.
- ✓ Understand basic ergonomics, human anatomy, musculoskeletal disorders and physiology as it applies to the office environment.
- ✓ Conduct an Office Ergonomics workstation assessment using knowledge of fundamental ergonomics, appropriate checklists and the Canadian Standards Association's Office Ergonomic Guidelines (CAN/CSA - Z412-00).
- ✓ Understand and discuss specific areas of concern (keyboard, mouse, display screen, chair, etc.) with employees as a group or individually.
- ✓ Implement, where possible, basic workstation adjustments and changes at the time of ergonomic assessment.
- ✓ Offer recommendations regarding workstation adjustments, height and layout, work posture, computer screen, keyboard, mouse and chair
- ✓ Be aware of appropriate stretching and strengthening exercises for computer users including tips for eye comfort and headaches.

Instructor Manual

The Instructors Manual contains all relevant material that is covered during the Ergo Coach program (this will include each topic listed above). Each section of the manual allows an Ergo Coach to be able to help an individual employee with a specific concern (i.e., keyboard, mouse or screens). Each manual includes the necessary surveys and checklists for conducting ergonomics assessments. The effectiveness of this program depends on the client. Effective and knowledgeable Ergo Coaches need to be selected who will have the time to distribute the information to the rest of the employee workforce. This would be typically through presentations such as described and when conducting the workstation assessments.