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INTRODUCTION

This leader's guide is part of the *Office Safety: It's a Jungle in There* Trainer's Toolkit. It is designed to help you conduct a thorough training session on hazards commonly found in offices and how employees can prevent injuries and other problems while working in an office environment.

ABOUT THIS PROGRAM

Office Safety: It's a Jungle in There is designed to motivate trainees to identify and avoid common hazards in the office. Specifically, trainees will learn how workstation setup and proper body mechanics can reduce physical stress and risk of injury. In addition, the program covers personal safety and security, fires, electrical hazards, hazardous materials and emergency action plans. The program can be used for comprehensive office safety training and as a support tool to show trainees their roles in preventing musculoskeletal disorders and other injuries. This video is 19 minutes long and can be stopped easily for discussion between segments.

Illustrated employee handbooks are available for use with this program. These handbooks may be used as handouts, giving your trainees a helpful tool for note-taking and future reference.

Contact Coastal if you would like to review or order handbooks. The suggested training in this guide will instruct the new employee and update the experienced employee. We recommend, however, that you tailor the program to your organization's needs by incorporating specific information unique to your situation. Exactly how you teach the class is up to you.

The video and employee handbook were developed for use as part of your facility's training program on the various hazards that confront office employees. The materials motivate employees to take responsibility for recognizing and avoiding safety hazards. The program also stresses that changes in the way employees work can prevent problems and improve their quality of life. The video and handbook use a jungle theme to take participants on an office safari. The main stops on the safari are:

- Preventing injury through workstation setup and safety monitoring
- Avoiding overuse and repetition that could cause a musculoskeletal disorder
- How to set up the workstation to make work easier and prevent injury

- The role of the keyboard, video display terminal, chair, work planning, lifting and body awareness
- Proper use of equipment use and prevention of slips, trips and falls
- Using housekeeping and awareness to identify and remove hazards
- Preventing injury by increasing comfort and security
- How to avoid and handle stress at work
- Taking steps to prevent theft
- Recognizing and avoiding security hazards
- Dealing with unusual behavior and violence
- Controlling physical dangers
- Fire
- Electricity
- Hazardous materials
- Emergency action plan
- The plan your employer makes for dealing with emergencies
- The employee's role in emergency planning

REGULATORY REQUIREMENTS

We based this program on the hazards and situations most likely to confront employees in an office environment. Many of these issues are covered by OSHA standards, including:

- The OSHA Ergonomics Standard, which was proposed in 1999, is expected to require training employees to recognize and prevent workplace musculoskeletal disorders
- OSHA standards on walking and working surfaces that cover slips, trips, falls and proper use of climbing devices and ladders
- OSHA standards on fire prevention and evacuation
- The OSHA Hazard Communication Standard
- OSHA standards on emergency planning and first aid.

Studies from various government agencies and private sources also were used to prepare this program. To read the OSHA standards, go to www.osha.gov.

TRAINING MATERIALS

Effective office safety training requires a fair amount of preparation. Leaders should make sure that the materials and facilities listed below are ready before class starts. The leader also should check all equipment that will be demonstrated as part of the training. Gather the equipment and check it the day before the training is scheduled. This gives you time to correct any problems that you find.

Introduction

You will need a training room or location where there are few distractions. Try to find a location that will not disturb others, and where you will not be disturbed by outside activities. Consider special needs that will accompany your training session, such as:

- Space to display and demonstrate the various types of ergonomic tools and equipment
- Light, noise or heat
- Design seating arrangements based on the training you are conducting. If a conference table is used, limit class size to the number that can be seated comfortably around the table.
- A speaker's lectern, and a microphone and sound system if the room is large
- A TV and VCR with a remote control. If there are more than 20 participants, try to use two monitors with the VCR.
- The training video tape *Office Safety: It's a Jungle in There*
- A written course agenda with start times for each activity, including breaks
- A flip chart, chalkboard or dry-erase board and markers
- An employee handbook and pencil and paper for each participant
- Copies of the pre- and post-test for each participant
- Copies of checklists or printed materials used to review or track use or care of tools and equipment
- Copies of the manufacturer's instructions for each type of equipment being demonstrated
- Employer's Training Record Sheets for documentation of the training
- A certification record that includes the name of each trainee, the date of the training and the signature of the person conducting the training
- An assistant to help with transporting equipment and for collecting and grading papers.

PREPARATION

Several weeks before the course is offered, determine the course objectives. Formalizing the goals and objectives in writing maximizes the effectiveness of the training.

GOALS

Goals are the end product of the training program. Examples of training goals may be:

- Introduction of new equipment or tools
- Adjustment of equipment, tools or workstation
- Understand a new hazard or work situation
- Recognize the signs and symptoms of workplace musculoskeletal disorders
- Increased awareness of workplace violence
- To respond to a specific workplace situation, such as stress, or fire hazards or emergency planning
- Completion of a requirement for training, such as to meet state, federal or insurance carrier requirements standards
- Refresher training to refine existing skills
- Remedial training for employees who show a lack of understanding or commitment
- Awareness training to help employees understand workplace musculoskeletal disorders even if they are not expected to be directly affected.

Each of these goals will require slightly different approaches and by defining goals early, the leader can plan most effectively. Once goals are identified, identify sub-goals. For example, a goal might be learning to adjust a worktable and chair. A sub-goal might be to improve the employee's knowledge about workspace organization so reaching and lifting are reduced. Another sub-goal might be learning how to get assistance in making equipment adjustments.

OBJECTIVES

Objectives are specific yardsticks that allow the leader and participants to gauge the success in meeting the session goals.

Objectives should be written and expressed in measurable terms. For example, a goal might be for participants to understand the importance of workstation setup in their jobs. An objective, on the other hand, might be for participants to demonstrate how to adjust their workstations. Another objective might be for participants to recognize signs of coworker stress, while a third objective could be to recognize when electrical cords need to be replaced.

Preparation

If the training session has a general awareness goal, then an objective might be for each participant to identify three benefits of being aware of your body position while you work. Another might be to identify two actions that indicate a stranger in the workplace could be a threat. A third might be to identify how housekeeping and personal comfort can make work more enjoyable.

To assure that the training session is as productive as possible:

- Write down your goals and objectives for the session. Base the list on what you want participants to know after they attend the session. This written list of goals and objectives also helps you determine the makeup of your class.
- Invite only those participants who need to meet the goals and objectives you set.
- Schedule a different class, with different goals and objectives, for participants who already meet the goals on your list.

Detailed goals and objectives are the hallmarks of effective training because they help you to:

- Keep your training on target.
- Provide only beneficial and needed training.
- Train only those employees who need it.

ADVANCE PREPARATION

Several weeks before the training session takes place, begin advance preparation.

Review your facility's office areas. Learn about hazards that are present, when and where hazards occur, and the type of changes needed to control them.

Become familiar with the features of the office equipment, including how to adjust it for various kinds of work.

Learn about every emergency plan, all evacuation plans and how to summon help in various locations and situations. Your knowledge of this information helps stress its importance.

Check individual employee training records to determine the kinds of training employees already have completed. You do not need to provide detailed training on subjects or equipment that employees already know. Instead, you can demonstrate the equipment and remind employees of their earlier training.

Determine your audience and the types of equipment that will be used or demonstrated.

Select the date and arrange for the training site.

Provide for a location for hands-on training if it differs from the classroom site.

Determine if any participants have special needs or characteristics that might affect their participation in any element of the training and decide how you will handle this situation.

Determine the scope and level of the training, as well as the time needed. To do this, consider your goals and objectives and the existing training level of potential participants. For example, a session for new employees will take longer than awareness or refresher training. Also, training for employees who are learning to reorganize their current workstations will be less complex than training for employees who must learn to use entirely new equipment or systems.

Prepare and distribute a written notice to each class participant. Include the training date, location, subject matter and schedule. Include class policies on medical clearances, physical requirements and attendance. It is also helpful to suggest a dress code based on the kind of participation you expect from the class; for example, "Come dressed in clothes you can comfortably wear while adjusting office furniture." Order materials and equipment you will need for the training session. Base your decision on the goals and objectives you set and on the existing training level of participants.

If equipment is small and easily moved, provide one for each participant. If it is larger, such as computers or ladders, one for every two participants should be available.

Familiarize yourself with all the equipment that will be used in class. Learn to operate fire alarms, call boxes and other emergency devices. Read manufacturers' information and instructions carefully. Practice adjusting, using, moving and cleaning the equipment that will be used. Know how to make adjustments quickly and easily. You must be comfortable with every activity the class will practice. If you have difficulty using or adjusting the equipment, the participants will assume it is troublesome and cumbersome.

Prepare a detailed written agenda.

Order refreshments if they will be served during breaks. Know the location of the nearest vending machines.

Preparation

Check with all suppliers and assistants to make sure they will be able to fulfill their obligations for the session.

Inspect the training room a few days before the session. Become familiar with the location of lights and ventilation controls. Familiarize yourself with the TV and VCR. Practice starting, pausing and stopping the tape.

Preview the video, noting in particular how the scenes or equipment differ from those in your facility. Identify places in the video where you will want to stop the tape and discuss the material or practice a skill you have just seen.

Rehearse your presentation the day before the session.

Recheck setup of the room, delivery of all needed supplies and working order of all audio-visual equipment.

PRESENTATION TIPS

Overcome anxiety

The best way to overcome anxiety about speaking before a group is to be prepared. Although it is natural to feel nervous, your sweaty palms will soon disappear once you're focused on what you're saying.

As a safety trainer you're certainly concerned about the welfare of your employees. An eye injury can be very serious, and you want all participants to understand what they must do to protect themselves when eye hazards are present. Focus on what you want people to understand, and your presentation will evolve naturally. You'll forget you were nervous in the first place.

Wear the right clothes

Strike a balance between "professional" clothes that project authority and comfortable clothes that will not interfere with the demonstrations and hands-on training that you will be doing. Be sure to wear comfortable shoes.

Be sensitive to participant anxiety

Some participants may feel very anxious about using some of the equipment. They may be nervous about the hazards they face and worried about failure. Since their job and their safety may depend on their ability to perform the assigned tasks properly, it is critical that you present accurate information in a logical and understandable way. Be sensitive to individual differences and

patient about concerns. Maintain proper classroom atmosphere and prevent reluctant participants from being harassed by others.

Use the right words

Don't lose your class by using acronyms without using the full term a few times and pointing out the acronym. Occasionally use the full term after saying an acronym to reinforce the learning and to remind participants who may not yet recognize the acronym.

Some common acronyms include:

- OSHA – Occupational Safety and Health Administration
- NIOSH – National Institute for Occupational Safety and Health

Getting rid of the “umms”

One of the most annoying mistakes a speaker makes is saying “umm” when thinking about the next point to be covered. Be confident and know the subject you are presenting. Do not be afraid to use silence while you think about what you are going to say next. The silence is really not that long and you'll gain credibility because the audience will see you are being more in control and concerned that the information presented is correct.

Controlling the speed and tone of your voice

You'll put your audience to sleep if you speak too slowly, and they won't be able to keep up with the content if you speak too quickly. Speak to your audience as if you are having a conversation with each one individually. About 150 words per minute is the best speed.

Avoid a monotone voice. Vary your voice's pitch, volume and tone often — especially when making a particular point. Adding emotion to your presentation will keep your audience attentive and help them learn better.

Stick to the schedule

Begin class on time and restart the session promptly at the end of each break. Explain that except for emergencies, messages will be taken for participants during the sessions and will be distributed at the start of each break.

Asking for questions

Ask for questions throughout the session. Be prepared to answer all types of questions, but don't be worried if you don't know the answer. Simply say, “I'm not sure of the answer, but I'll find out and get back to you.” Then, after class, make sure you do find the answer to the question and give the person the answer.

TRAINING SESSION OVERVIEW

PRESENTATION OUTLINE

Introduce yourself and the session. Begin with a welcome and brief explanation of the purpose of the course and what the session will cover. Refer to the agenda. Confirm that all participants meet the medical and other policies established for the class. Explain expectations and policies regarding successful completion of the course, such as practical examinations of skills, attendance, written or oral final examination and any additional duties. Be sure to mention the location of the emergency exits, rest rooms, refreshments and message center.

Have participants introduce themselves. This is an excellent opportunity to assess the prior experience of participants. Ask each one as they introduce themselves if they have prior experience with office safety issues, including workstation setup, theft or specific hazards you want to target. This is a good time to check the research you've done on participants when developing the call roster. Make a note of participants with prior experience and return to them later in the session to provide illustrations. These participants may need to be watched more carefully during the learning exercises to detect and correct any bad habits they have developed. On the other hand, those with less experience may need extra attention to be sure they are correctly performing the skills and exercises and coping with any anxiety they may have.

Administer the Pre-Test, if it was not completed prior to class. Not only will the Pre-Test identify learning needs, it may focus participants on the purpose of the session. Have your assistant collect and grade the Pre-Tests. This can be done during the video or during the first break. Then the leader should briefly review the completed Pre-Tests to determine the knowledge level of the participants. The leader also may use the Pre-Tests to identify the areas with the highest number of incorrect answers. Later, greater attention can be paid to these areas.

Describe the learning objectives for the session. To teach employees about office safety, your training should cover at least the following:

- How proper workstation setup can help prevent musculoskeletal disorders
- Work practices and positions that can reduce physical stress on the body

- Actions that can reduce the likelihood of theft or violence
- Situations that can lead to emotional stress or workplace violence and how to avoid them
- Common fire and electrical hazards and how to avoid them
- How to recognize hazardous materials and handle them properly
- The importance of emergency planning
- Steps required for various emergencies that could occur, including evacuation, assembly and summoning help.

You should present the objectives you developed when preparing for this training session. Because participants and needs vary, the objectives may be different for each training session. For training about office safety, participants could be required to meet at least some of the following objectives:

- Name three causes of musculoskeletal disorders.
- List four ways to avoid musculoskeletal disorders.
- Demonstrate proper positioning of commonly used items or tools.
- Demonstrate how to adjust a chair, workstation or other adjustable equipment.
- Show the proper way to lift and move a small box.
- Demonstrate how to stretch and relax while working.
- List three ways to prevent slips, trips and falls.
- List two ways to reduce stress.
- Explain three ways to improve safety and security at work.
- Give two signs that a coworker might need help.
- List three ways to prevent fires.
- Tell two steps to take if a fire occurs.

Training Session Overview

- Demonstrate the proper way to disconnect an electrical cord.
- Describe the proper use of extension cords.
- Identify three hazardous materials in the office.
- Show where to find MSDSs.
- Give three emergencies that could occur at work.
- Describe how to summon emergency help.
- Show where first-aid supplies are kept.
- Show two ways to leave the work area in an emergency.
- Explain where to assemble after an evacuation.

Introduce the equipment. Invite participants to look at any equipment that will be featured in the training session. Tell participants the name and purpose of each item on which they will be trained. Explain that some of the equipment may look different from that shown in the video, but that the purposes and uses are similar.

Start the video. For many kinds of training, participants should watch the video all the way through to gain a comprehensive look at the training issues involved. You may, however, pause the video, redundant, to stress specific points that apply to the participants' work situations. When the video is finished, use the overheads provided with this program as you go through the following training steps.

Explain your office safety program. Describe the steps your facility takes to control hazards in the office. Stress that employee participation is vital because employees know their work and work areas better than anyone else does. If you are conducting training because of a state or federal regulatory requirement, briefly explain the requirement and tell participants where copies are available for review.

Review the importance of workstation setup . Explain how improper body mechanics and muscle stress can lead to musculoskeletal disorders. Stress that employees must learn to pay attention to their bodies. Tell employees how to report problems.

Demonstrate adjustment of equipment used in your workplace.

Conduct a hands-on demonstration of the tools and equipment that participants will use. Show how to place the keyboard, VDT, chair and table and the proper location of other often-used items.

Discuss theft, stress and violence. Explain how to recognize and report problems. Point out policies and provisions for dealing with these situations.

Discuss fire, electrical and materials hazards . Show specific items and the proper way to deal with them. Remember to show MSDSs and fire-reporting systems and be sure all participants understand their use.

Explain your Emergency Action Plan. Describe the need and content of the plan. Be sure participants understand their roles in carrying out each part of the plan. Ask participants to show fire alarms, emergency showers, evacuation routes and assembly points.

Deal with objections. Explain why office safety is so important and that changes may seem awkward or uncomfortable at first. Tell employees how to get help with equipment, register complaints and report problems

Summarize. Go over the main elements of the program. One technique is to review the course objectives.

Administer the Post-Test. The Post-Test included in this leader's guide may be used or modified to fit the particular needs of the leader and the class. If not done during the exercises, a practical exam in which each participant demonstrates competence in selected skills is recommended. The exam should document each participant's skill level in using the equipment required for his or her job.

Review the Post-Test. Distribute course completion certificates or wallet cards. Make sure to schedule additional training for specialized duties and equipment.

NOTE: The following are the Pre-Test and Post-Test questions for the leader's guide followed by the answer keys.

PRE-TEST

1. Every year, how many people are hurt badly enough in offices that they lose time from work?
 - a. 5,000
 - b. 50,000
 - c. 400,000
 - d. 1,000,000

2. Name two causes of musculoskeletal disorders.
 - a.
 - b.

3. True False If your wrists are bent when you use your keyboard, this shows it's at the correct height.

4. Which of the following will help protect your body from physical stress and injuries?
 - a. Moving items within easy reach
 - b. Working near waist height whenever possible
 - c. Stretching and relaxing
 - d. Working more quickly

5. True False Most of the time when people slip it's because they are wearing the wrong footwear.

6. You should use a stool or ladder to reach any item that is:
 - a. Above six feet
 - b. Higher than your shoulders
 - c. Too high to reach if you stand on your chair
 - d. Too heavy to move with one hand

7. True False Connecting two extension cords is okay if only one item will be plugged into the cord.
8. True False You should never enter an elevator or secluded area with someone who looks out of place or who is behaving strangely.
9. True False When a co-worker is angry or threatening you, the best thing to do is try to get them to see why they're wrong.
10. Name two actions that can help prevent workplace fires.
a.
b.
11. If you see a fire in your work area, the first thing you should do is:
a. Get a fire extinguisher
b. Shout the word "Fire"
c. Report the fire
d. Leave the area
12. True False Today's electrical equipment is safe to use with wet hands.
13. True False It's important to read the label on any hazardous materials you use more than once a week.

POST-TEST

1. The most common causes of musculoskeletal disorders are:
 - a. Awkward postures
 - b. Repetitive motions
 - c. Improper lifting
 - d. Muscle weakness

2. True False Keeping your workstation safe and comfortable is an excellent way to prevent injuries.

3. True False Musculoskeletal disorders are caused by overuse or repetition.

4. Which of the following can help prevent a musculoskeletal disorder?
 - a. Keeping often-used items within easy reach
 - b. Keeping your muscles relaxed instead of stressed
 - c. Moving work to you instead of moving your body to the work
 - d. Lifting properly

5. True False Adjusting the way you work often removes stress on your body and prevents musculoskeletal disorders.

6. The best height for the top of your VDT screen is:
 - a. Six to eight inches above the desk top
 - b. At about nose level
 - c. At the level of your eyes
 - d. Five inches above your eyes

7. You should adjust your chair:
 - a. To let you reach your work without hunching over or pulling your shoulders up
 - b. So you sit with your thighs parallel to the floor
 - c. To keep your feet flat on the floor
 - d. To be able to reach the phone without stretching

8. List three rules for lifting properly.
 - a.
 - b.
 - c.

9. How many people are injured at work each year by slips, trips and falls?
 - a. 10,000
 - b. 50,000
 - c. 250,000
 - d. 500,000

10. Which of the following can help you deal with stress before it affects your work and your behavior?
 - a. Work with your employer to make your workstation and tasks as comfortable as possible
 - b. Organize your work and check off tasks as you finish them
 - c. Relax your muscles with deep breathing
 - d. Learn to take quick breaks where you stretch and change position

11. If you must use an extension cord to plug in a new piece of equipment, which of the following should you do?
 - a. Tape the cord down so no one will trip
 - b. Run the cord under the carpet
 - c. Get a heavy-duty extension cord
 - d. Have permanent wiring installed so the extension cord will not be needed

12. True False Marking personal items with your name and locking up valuables are not necessary in small offices where you know everyone.

13. True False Emergency planning does not affect people who work in offices.

ANSWER KEY

PRE-TEST ANSWERS

1. Every year, how many people are hurt badly enough in offices that they lose time from work?
c. 400,000
2. Name two causes of musculoskeletal disorders.
Awkward postures Repetitive motion
Lifting Contact stress
Extreme force Vibration
3. **False.** Your wrists should be straight when you use your keyboard.
4. Which of the following will help protect your body from physical stress and injuries?
a. Moving items within easy reach, b. Working near waist height whenever possible, c. Stretching and relaxing
5. **False.** Most of the time when people slip it's because there is a wet or oily spot on the floor.
6. You should use a stool or ladder to reach any item that is:
b. Higher than your shoulders
7. **False.** Never connect two extension cords. It poses a fire hazard.
8. **True.** You should never enter an elevator or secluded area with someone who looks out of place or who is behaving strangely.
9. **False.** When a co-worker is angry or threatening you, the best thing to do is try to speak calmly as you leave the area. Then summon help.
10. Name two actions that can help prevent workplace fires.
Keep glues, polishes, cleaners, solvents and other flammable materials away from sparks or flames and don't smoke while using them. Never put hot matches or cigarette butts into office trash. Protect paper and other flammables from heaters, ovens and other heat sources.

11. If you see a fire in your work area, the first thing you should do is:
c. Report the fire
12. **False.** Never use electrical equipment with wet hands.
13. **False.** It's important to read the label on ALL hazardous materials.

POST-TEST ANSWERS

1. The most common causes of musculoskeletal disorders are:
a) Awkward postures; b) Repetitive motions; c) Improper lifting
2. **True.** Keeping your workstation safe and comfortable is an excellent way to prevent injuries.
3. **True.** Musculoskeletal disorders are caused by overuse or repetition.
4. Which of the following can help prevent a musculoskeletal disorder? (a, b, c, d)
a) Keeping often-used items within easy reach; b) Keeping your muscles relaxed instead of stressed; c) Moving work to you instead of moving your body to the work; d) Lifting properly
5. **True.** Adjusting the way you work often removes stress on your body and prevents musculoskeletal disorders.
6. The best height for the top of your VDT screen is:
c) At the level of your eyes
7. You should adjust your chair: (a, b, c, d)
a) To let you reach your work without hunching over or pulling your shoulders up; b) So you sit with your thighs parallel to the floor; c) To keep your feet flat on the floor; d) To be able to reach the phone without stretching

Answer Key

8. List three rules for lifting properly.
- **Make slow, even moves**
 - **Stand close to the load, one foot slightly ahead of the other**
 - **Keep both feet flat, bend knees slightly**
 - **Flex hips to keep spine in neutral**
 - **Keep the load close to your body**
 - **Use your feet and legs to turn**
 - **Don't twist your back**
 - **Get help for heavy loads**
9. How many people are injured at work each year by slips, trips and falls?
d. 500,000
10. Which of the following can help you deal with stress before it affects your work and your behavior? (a, b, c, d)
a) Work with your employer to make your workstation and tasks as comfortable as possible; b) Organize your work and check off tasks as you finish them; c) Relax your muscles with deep breathing; d) Learn to take quick breaks where you stretch and change position
11. If you must use an extension cord to plug in a new piece of equipment, which of the following should you do?
a) Tape the cord down so no one will trip;
d) Have permanent wiring installed so the extension cord will not be needed
12. **False.** Always mark personal items with your name and lock up valuables.
13. **False.** Emergency planning affects everyone.

Office Safari Stops

- Your workstation
- Your comfort and security
- Controlling fire, electricity and hazardous materials
- Emergency planning

Overhead #1

Permission to copy is granted to purchasers of Coastal's *Office Safety: It's a Jungle in There* Leader's Guide

Musculoskeletal Disorders

Result from physical stress on

- Muscles
- Nerves
- Tendons
- Ligaments
- Cartilage
- Joints
- Spinal discs

Common causes

- Awkward postures
- Repetitive motion
- Lifting
- Contact stress
- Extreme force
- Vibration

Overhead #2

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Preventing Musculoskeletal Disorders

- Change the way you work
- Remove undue physical stress
- Avoid awkward postures and positions
- Keep muscles relaxed
- Move the work to you
- Work close to your body
- Work near waist level
- Reduce reaching

Overhead #3

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Keyboard

- Arms hang comfortably from shoulders
- Arms close to sides
- Arms bent at comfortable angles at your elbows
- Hands in straight line with forearms
- Don't bend wrists
- Use a document holder

Overhead #4

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Video Display Terminal

- Top of screen at or just below eye level
- Don't hunch forward
- Sit up straight
- Don't tilt head
- Close blinds or change lighting to reduce glare

Overhead #5

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Chair

- Comfortable for reaching work
- No hunching forward or pulling shoulders up
- Thighs parallel to the floor
- Feet flat on the floor or on footrest

Overhead #6

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Plan Work to

- Reduce reaching
- Reduce lifting
- Reduce moving of materials
- Reduce repetition

PREVIEW

Overhead #7

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Proper Lifting

- Slow, even moves
- Stand close to the load
- Put one foot slightly ahead of the other
- Keep both feet flat, bend knees slightly
- Flex hips to keep spine in neutral
- Keep the load close to body
- Use feet and legs to turn
- Don't twist
- Get help for heavy loads

Overhead #8

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To Reduce Muscle Stress

- Stretch
- Move the tight muscles into the opposite position
- Drop shoulders down and back
- Roll and refocus eyes
- Take deep belly breaths

Overhead #9

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Slips, Trips and Falls

To prevent slips:

- Clean up spills
- Barricade wet areas

To prevent trips:

- Keep areas clean and free of clutter
- Fix loose rugs and uneven flooring
- Eliminate snaking extension cords and cables

To prevent falls:

- Never use makeshift climbing devices
- Use a step stool or ladder
- Inspect the ladder or step stool before use

Overhead #10

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Stress Control

- Adjust work station and tasks for comfort
- Get organized
- Take breaks
- Relax your body
- Keep a positive outlook

Overhead #11

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Security and Safety

- Lock up or carry valuables
- Mark items with name or initials
- Report suspicious activities and situations
- Report conditions that are safety hazards
- Work in pairs
- Use a buddy system
- Park in well-lit areas

Overhead #12

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People Problems

- Report depression, angry outbursts and threats
- Never confront angry or threatening people
- Trust your instincts
- Seek a safe location and report your observations

Overhead #13

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To Prevent Fires

- Keep flammables away from heat and flames
- Don't smoke near flammables
- Don't put hot matches or cigarette butts into office trash
- Keep paper and other flammables away from heat sources

Overhead #14

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To Protect Yourself from Fires:

- Don't block exits
- Never lock exit doors
- Learn emergency exit routes
- Immediately call 911 or activate your emergency response system
- Use a fire extinguisher on a small fire
- Leave the area if the fire is large
- Report to your predetermined assembly point

Overhead #15

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Report and Avoid Electrical Hazards

- Frayed cords
- Loose or broken wires
- Broken outlet covers
- Worn or broken plugs
- Hot equipment or wires
- Wet hands
- Liquids near equipment
- Overloaded outlets
- Multiple extension cords
- Loose cords and cables
- Unattended appliances
- Equipment brought from home

Overhead #16

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Hazardous Materials

- Read labels
- Check MSDSs
- Never mix bleach and ammonia

PREVIEW

Overhead #17

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Emergency Preparedness

- Take part in all training programs
- Know what to do if someone is ill or injured
- Know where first-aid supplies are kept
- Learn how to summon help
- Have emergency telephone numbers and instructions at all telephones
- Know the facility address, including cross streets

Overhead #18

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Office Safety Summary

- Arrange your workstation to prevent injuries
- Take steps to stay comfortable and secure, and avoid stress, theft and violence
- Control dangers like fire, electricity and hazardous materials
- Learn about your employer's plan to help you deal with emergencies

Overhead #19

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References

REFERENCES

The proposal appeared in the November 23, 1999 Federal Register. Copies of the proposal regulatory text, introduction and public participation sections plus materials from the news conference are available on OSHA's website at <http://www.osha-slc.gov/ergonomics-standard/index.html>.

OSHA is also making available at no charge a CD-ROM with the regulatory text, preamble, complete regulatory analysis and full discussion of health effects. Both the CD-ROM and printed copies can be ordered over the web or by calling 202-603-1888.

PREVIEW



Certification of Training

Training Session: Office Safety

Student Name

Employee ID Number

