

Chapter VI. Special Issues – Selected Excerpts from Chapter

VI B2. Design to Improve Accessibility

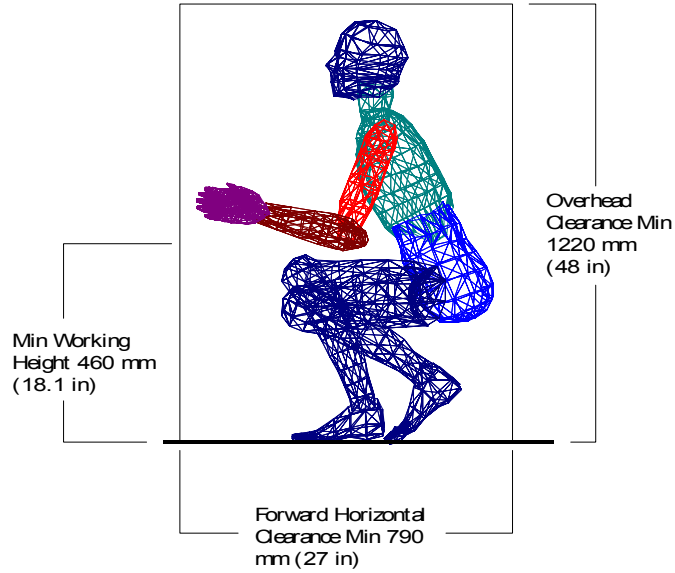


Figure VI.2. Squatting Overhead and Forward Horizontal Clearance, and Minimum Recommended Working Height

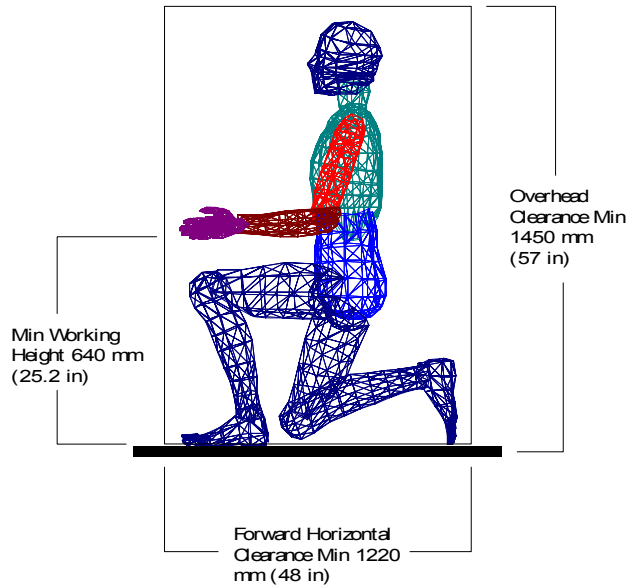


Figure VI.3. Kneeling Overhead and Forward Horizontal Clearance, and Minimum Recommended Working Height

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VI C2d. Accommodating Disabilities - Sensation Limitation

Guidelines, cont. Wheelchairs

Listed below are general guidelines for designing a workstation for an individual in a wheelchair

Table VI.4. Workstation Guidelines for Wheelchair Users

Feature	Characteristic	Guideline
Passageways	Width	48"
Door	Width	36"
Workstation	Height	32"
Leg Clearance	Minimum height under workstation	27"
	Width	30"
	Depth at knee/leg	19"
Foot Clearance	Minimum toe space height	8.8"
	Minimum toe height depth	7"
Curb Height	Maximum Threshold	1"
Reach	Maximum forward reach (from front of workstation)	15"
	Maximum reach above workstation	16"
	Lowest below workstation shelf reach	19"

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VI D. Administrative Controls, cont.

Benefits of Job Rotation

The benefits of job rotation have been documented in the ergonomics literature. Henderson (1992) reported decreases in musculoskeletal complaints following implementation of a job rotation program in a poultry processing plant. Hinnen, et al. (1992) reported similar results for cashier work with scanners. Pires, et al. (1997) reported that worker motivation increased while feelings of fatigue and trips to the medical unit decreased following implementation of a job rotation scheme in an assembly line environment. Kuijer, et al. (1999) developed a rotation schedule among street sweepers, refuse collectors, and drivers (workers rotated between 2 of the 3 jobs during a work shift). Job rotation resulted in a significant reduction in perceived workload and energetic load and slight decrease in postural load.

Additional (non-ergonomic) benefits of job rotation include:

- Scheduling flexibility in that workers are able to perform a variety of jobs.
- Increased worker satisfaction due to increased variety in their work routine.

Drawbacks of Job Rotation

Implementation of a job rotation program presents challenges to the employer that should be considered at the outset:

- Workers who have been in the same job for several years and are happy with the job may resist change to their work routine.
- Labor (union) contractual language and differing pay scales across jobs may be a stumbling block in “combining” jobs via job rotation.
- “Restricted” or “Alternative Duty” jobs may be eliminated in that a successful job rotation program assumes the presence of jobs with nominal physical demands.

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VI D6. The Psychosocial Environment

Table VI.10. Psychosocial Stressors - Control Strategies

Owner of Control Strategies	Psychosocial Issue	Guidelines
Company	Control Over Work	<ul style="list-style-type: none"> • Provide flexible rest breaks (this would include microbreaks, lavatory breaks, meal breaks). • Make certain worker is well-trained in all aspects of software and hardware used in job. • Avoid announcing overtime on short notice. • Develop worker teams to have input on company rules, regulations, and amenities.
Company	Supervisory Climate	<ul style="list-style-type: none"> • Communicate all relevant information to workers in a timely fashion. • Always be truthful to workers. • Ask workers what they need to perform their jobs well. • Meet with workers on a regular basis. Daily update/planning meetings are recommended. Supervisor should have clearly stated “open door” policy. • Workers should have ability to evaluate supervisor without fear of reprisal. • Supervisor should always respond to worker concerns, even if answer is “no”.
Company	Relationships with Fellow Workers	Provide opportunities for social interaction.
Company	Psychological Workload	Offer stress management classes.
Company	Reinforce Worker’s value to Company	<ul style="list-style-type: none"> • Consider flex-time policies. • Consider easy access to health and fitness facilities. • Consider wellness programs.