



2020 ERGONOMICS PROGRAM

Objective	Provide a comprehensive and compliant Ergonomics Program
Intended Audience	All Bay Club Associates
Required Documents	TBCC Ergonomics Program Training Guidelines and Participation Forms

PROGRAM GOALS:

- Reduce to eliminate work-related Musculoskeletal Disorders (WMSD), repetitive motion injuries / illnesses (RMI) and cumulative trauma disorders (CTD). Those include:
 - Carpal tunnel syndrome
 - Tendinitis
 - Rotator cuff injuries (affects the shoulder)
 - Epicondylitis (affects the elbow)
 - Trigger finger
 - Muscle strains and low back injuries
- Increase awareness in repetitive movements for certain tasks / positions and modify as needed to protect Associates from WMSDs, RMIs and CTDs.
- Increase morale, productivity and quality

BAY CLUB LEADERSHIP RESPONSIBILITIES:

1. Read this program entirely before training or allowing someone to train front-line Associates. Trainers must use any and all material in the Ergonomics Program Additional Resources to secure good knowledge of Ergonomics.
2. Document Training of new associates (upon hire) and existing associates (yearly and as needed). Use "Ergonomic Program Training Guidelines". [California Code of Regulations, Title 8 section 5110 b\) \(3\)](#) "...**Training...includes an explanation of:**
 - (A) *The employer's program;*
 - (B) *The exposures which have been associated with RMIs;*
 - (C) *The symptoms and consequences of injuries caused by repetitive motion;*
 - (D) *The importance of reporting symptoms and injuries to the employer; and*
 - (E) *Methods used by the employer to minimize RMIs."*
3. Communicate with associates and encourage them to be more aware and obey safety rules
4. Report to Club General Manager and/or HR as necessary regarding any safety concerns
5. Report to any issues related to training OR implementation of this Program, including disciplinary and corrective actions

INTRODUCTION - *The Need for an Ergonomics Program*

Work-related musculoskeletal disorders (MSDs) account for one-third of all occupational injuries and illnesses reported to the Bureau of Labor Statistics (BLS) by employers every year. These disorders thus constitute the largest job-related injury and illness problem in the United States today. Employers pay more than \$15-\$20 billion in workers' compensation costs for these disorders every year, and other expenses associated with MSDs may increase this total to \$45-\$54 billion a year.

Workers with severe MSDs can face permanent disability that prevents them from returning to their jobs or handling simple, everyday tasks like combing their hair, picking up a baby, or pushing a shopping cart.

In compliance with the [California Code of Regulations, Title 8 section 5110](#), The Bay Club Company has established this Ergonomics Program to minimize injuries associated with repetitive motions. This program must be used by management as a tool to recognize and control hazards as well as encouraging Associates compliance and involvement/participation. This program requires identification and resolution of reported hazards and will do so by providing training, medical management, and evaluation on an on-going basis.

ERGONOMICS is the science in reducing the amount of physical stress an Associate is exposed to while at work so that he/she can work most efficiently and safely. This might involve arranging the work environment to fit the Associate, not the other way around. The objective is to design tasks, work stations, safety devices, tools, and equipment to reduce physical stress and injuries.



Associates have different heights, weights, strengths, weaknesses, and range of motions. If a particular or repetitive task exceeds the physical abilities of an Associate, an injury/illness is likely to occur over time. The types of injuries caused by repetitive conditions are commonly known as **Cumulative Trauma Disorders (CTD)**, including conditions that involve nerves, tendons, muscles, and supporting structures such as inter vertebral discs.

CTDs can cause severe and debilitating symptoms such as pain, numbness, and tingling, and can lead to reduced productivity, lost time from work, inability to perform job tasks, increased workers' compensation costs, and even temporary or permanent disability. CTDs can be caused or made worse by, repetitive motions, forceful exertions, vibrations, awkward postures over an extended period of time. Most commonly affected are the upper extremities due to repeated and forceful actions such as twisting and bending. Also commonly affected are the hands, arms and wrists from activities such as excessive and/or improper computer work, for example. Among the most common are tendon disorders. The symptoms of which can include dull and/or aching sensations, discomfort with various movements, and/or tenderness when touched. The recovery time for CTDs is usually slow and may become chronic if working conditions are not modified. Some CTDs include the following:

- Carpal Tunnel Syndrome (CTS) is a common known CTD affecting the hands and wrists. It creates pressure in the wrist and/or hand that generally causes tingling, numbness, and/or severe pain. The pressure can also result in a lack of strength in the hand and in severe instances, the inability to make a fist, hold objects, or perform simple manual tasks (hold a pen).
- Muscle Strains are the result of over-stretched or torn muscles and can cause swelling and intense pain.
- Muscle Sprains are the result of torn ligaments and can cause swelling and intense pain.
- Back Disorders include pulled or strained muscles, ligaments, tendons, and disks. Common causes of back pain are:
 - Improper lifting is the number one cause.
 - Poor body mechanics - the way your entire body adjusts to keep its balance as you move and rest.
 - Weak, under-exercised, muscles rob the back of support. Poor muscle conditioning makes them more likely to be injured when they are stressed.
 - Carrying loads that are too big or too heavy. (Refer to proper lifting techniques)
 - Staying in one position too long.
 - Other contributing factors involve natural degeneration of back due to aging, vibration, and/or inactivity both at work and at home.

Proper lifting techniques

- Analyze the work to be done in advance. (i.e. carrying, lifting, bending)
- Ask for help if it is a heavy or awkward load
- Distribute weight to be carried as evenly as possible
- Review the path you will follow once carrying the load
- Push heavy objects rather than pulling them
- Keep objects close to your body as you lift and carry them
- Maintain a wide base of support and secure grip
- Tighten abdominal muscles, time and coordinate lift
- When turning, pivot with feet and avoid twisting your body

Lifting should be accomplished much in the same way that a weight lifter does. When lifting, the knees and hips should be fully bent and the lower back locked inward. In this position the weight is as close to the body as it can be. The head and shoulders must come up first. This is important in order to help maintain the inward curve during the entire lift. The maximum amount of stress will be placed on the lower back as you begin the lift. Keeping the lower back locked in its normal inward curve allows the stronger leg and hip muscles to perform the lift, protecting the back from injury.

ENGINEERING CONTROLS (“WORK PRACTICE CONTROL”)

Managing ergonomic hazards requires knowledge of the physical demands of a position / task, ongoing monitoring, and, as needed, putting in place engineering controls to reduce or eliminate the potential for an injury. Ergonomic hazards are prevented primarily by the effective design of a job, work area, tools, and equipment used in performing a particular task. Examples of Engineering Controls at TBCC are listed below. Managers and Trainers must discuss with their departments and determine if there are any additional hazards and controls not listed below. That information must be reported to Human Resources with evidence of training.



TBCC Department	Ergonomic Hazard	Control
Housekeeping	Over-Extending / Vacuuming / Mopping Towel Folding / Room Bedding Bending down (pick up towels inside carts, trash) Pushing / Pulling (carts, towels in machines)	Portable scaffold Spring loaded cart liners inside towel carts Proper wheels on towel carts
Maintenance	Over-Reaching / Use of Ladders Walking the Facility / Slips, Trips & Falls Use of Hand Tools	Proper Ladder / Portable Scaffold Slip-Resistant Footwear
Childcare	Lifting infant onto changing station	Stool / Step
Reception / Kitchen / Housekeeping / Valet	Standing for an extended period of time	Anti-Fatigue Mat
Operations	Inspecting the Facility <i>Loud equipment</i>	Slip-Resistant Footwear <i>Hearing protection</i>

ADMINISTRATIVE CONTROLS:

Administrative controls are procedures and methods of significantly reducing daily exposure to CTD hazards by altering the way in which work is performed, including:

- Training to become more aware
- Job or task rotation
- Job task enlargement
- Adjustment of work pace (e.g. slower pace)
- Redesign of work methods
- Alternative tasks
- Rest breaks (can include stretching exercises)

- **For Managers: (Mandatory):** Use TBCC Ergonomic Inspection List to help comply with [California Code of Regulations, Title 8 section 5110 b](#). "program shall include a worksite evaluation, control of exposures which have caused RMIs and training of employees.

(1) Worksite evaluation. Each job, process, or operation of identical work activity covered by this section or a representative number of such jobs, processes, or operations of identical work activities shall be evaluated for exposures which have caused RMIs.

(2) Control of exposures which have caused RMIs. Any exposures that have caused RMIs shall, in a timely manner, be corrected or if not capable of being corrected have the exposures minimized to the extent feasible. The employer shall consider engineering controls, such as work station redesign, adjustable fixtures or tool redesign, and administrative controls, such as job rotation, work pacing or work breaks."

Reporting symptoms and injuries to managers, and TBCC Human Resources, is critical in order to eliminate repetitive motion injuries. It is equally critical for Managers and HR to practice regular evaluations and planning of repetitive motion tasks.



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ADDITIONAL RESOURCES:

The material and links below must be used as additional assistance for Managers and Trainers to raise their awareness about ergonomics and how they can use the material to best communicate with their teams.

Source	Material / Link (Review and use as appropriate)	Audience
CalOSHA	<ol style="list-style-type: none"> Booklet: Ergonomic Hazards Factsheet – (12 pages) Booklet: Manual Material Handling – PDF (68 pages) – <i>Basic (p.8,9 and 10)</i> Booklet: Working Safer and Easier for Janitors, Custodians and Housekeepers – PDF (86 pages) Booklet: Easy Ergonomics for Computer Users – PDF (39 pages) Poster: ENGLISH Ergonomic Hazards – PDF (2 pages) Webpage Interactive: Hand Tool Ergonomics – Know your Job - Look at Your Work Space – Improve your Work Posture – Select the Tool – Checklist for Hand Tool Selection 	<ol style="list-style-type: none"> Trainers /MGR Maintenance Housekeeping Office & MGR ALL (Post) Operations/MGR
FedOSHA	<ol style="list-style-type: none"> Webpage US Department of Labor Webpage on Ergonomics: https://www.osha.gov/ergonomics Video*: Ergonomic programs that work (21:10) - Ergonomics on Manufacturing Plants with messages from CEOs, Managers and Workers. <u>Applies to all industries.</u> 	<ol style="list-style-type: none"> Trainers / MGR MGR
CDC / NIOSH	<ol style="list-style-type: none"> Webpage: The National Institute for Occupational Safety and Health – Ergonomics and Musculoskeletal Disorders - SPANISH: Instituto Nacional para la Seguridad y Salud Ocupacional – Ergonomía y Desordenes Musculo-esqueléticos Poster: Límites de peso provisionales recomendados para levantar objetos en el trabajo durante el embarazo APPS – <i>Iphone / Ipad / Android</i> — NIOSH Lifting Equation App: NLE Calc Centers For Disease Control and Prevention 	<ol style="list-style-type: none"> Trainers EN/SP Pregnancy / SP Trainers/MGR/ Maintenance
*Other Training Material / Videos	<ol style="list-style-type: none"> Spoken PPT Course: English Ergonomics (12:58) - Spanish Ergonomics (15:44) – MANDATORY** Spoken Animation - Workplace Ergonomics (2:55) Spoken Animation - Workplace Back Safety (5:31) Spoken Animation - Workplace – Proper Lifting (2:12) Video**: Department of Labor - Ergonomics Awareness: For Employees and Supervisors (17:02) 	<ol style="list-style-type: none"> ALL EN/SP ALL EN ALL EN ALL EN MGR EN
TBCC Safety Tips (ENGLISH SPANISH)	<ol style="list-style-type: none"> Housekeeping: Lifting and Carrying / Laundry Operations / Laundry Carts / Slip-Resistant Shoes Facilities: Hand Trucks and Dollies / Lifting Sand Bags Childcare: Lifting & Carrying Infants F&B/Kitchen/Café: Lifting and Carrying / Material Handling and Storage / Service Trays Fitness: Use of Pilates Equipment / Weight Rooms-Trees-Dumbbells / Demonstrating Exercises and Stretching 	ALL Post in working areas for ongoing training and compliance.

* Mandatory for Trainers and Managers must watch to reinforce understanding and knowledge (may need to skip ads)

** Mandatory for Trainers and Managers – Sharing with Associates is acceptable and encouraged as time allows

RECORDS:

Records from each Club associated with this program are maintained by Club Managers and are available to HR for review and audit at any time. HR maintains records it receives or collects from each club in The Bay Club Company digital folders and files.

Please contact Human Resources with any questions | 888.830.7160 | hr@bayclubs.com