

Work
Safe
Work
Smart
Work
Right

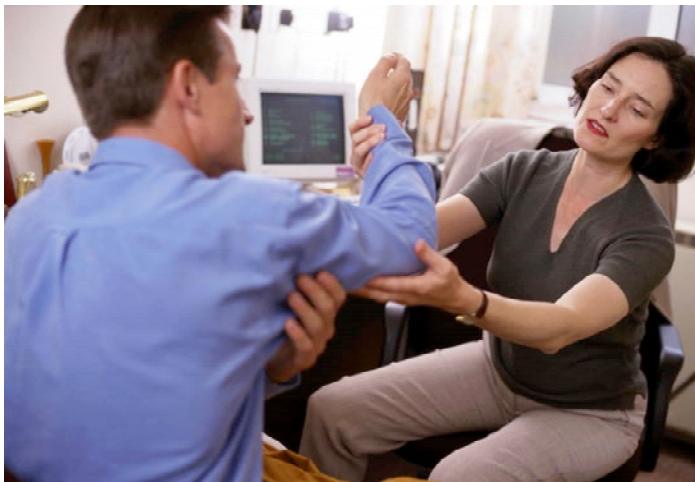


Not All Pains and Discomforts Are Alike ...

The employees in your mailing room are complaining of stiff necks and tired feet. Your data entry operators are working slower and taking more days off from work. Your secretary rubs her eyes frequently, and your delivery drivers have sore backs.

Many people experience occasional aches and pains on the job—a sudden twinge in the shoulder, say, or tenderness in the hand or wrist. If these sensations continue, however, they may cause someone to compensate by working more slowly or avoiding certain tasks, or even missing work altogether. Visits to a doctor may alleviate the symptoms, but not the underlying problem.

If this sounds like what's been happening at your worksite, you may have concluded that you need ergonomics services to improve the “fit” between your employees, their workstations, and the jobs they perform. If so, keep in mind that just as ergonomics *problems* differ, so, too, do the *solutions*.



... And Neither Are Our Solutions

At Ergo Concepts LLC, we believe there's no such thing as a one-size-fits-all approach to ergonomics. We understand that each worker is unique, each workstation is different, and each job comes with its own set of risks.

For example, we recognize that even your healthiest employee may be at high risk for work-related injuries, while someone who complains of chronic back pain may simply be sleeping on a soft bed or wearing worn-out shoes. We also recognize that seemingly unrelated factors, such as organizational policies and procedures, body weight and mass, or a family history of back pain, can exacerbate the likelihood or severity of workplace injuries.

Just as each employee is unique, so, too, is each employer. Workplace cultures, policies, and procedures differ from company to company, sometimes even from department to department. These can affect the way workers think about and perform their jobs and can raise or lower the injury risk posed by certain jobs.

Given all these variables, the process of assessing for ergonomic problems is best conducted by trained professionals on a worker-by-worker, workplace-by-workplace basis. Ergo Concepts is led by board-certified physical therapists with specific expertise in the prevention and treatment of musculoskeletal disorders (MSDs), conditions that affect the nerves, tendons, muscles, and supporting structures of the human body. Our team of trained ergonomists has helped thousands of workers perform more safely and productively.



Meet Our Team Leaders



CFO/Senior Ergonomist

Lori Eig, M.S., PT, CEES, CSCS, is a board-certified physical therapist and personal trainer with expertise in the treatment of musculoskeletal disorders, ergonomics, and strength conditioning. Lori has worked in the areas of ergonomics, clinical sports medicine, and orthopedics and has a special interest in strength training, orthotics, and manual therapy. She is integrally involved in all aspects of Ergo Concepts' project management and corporate development, including corporate launching of services (workstation evaluations, consulting, seminars, computer-based training, etc.), marketing, accounting, and client relations. She has more than 2,000 hours of hands-on ergonomic experience and was recently awarded the distinction of becoming a certified ergonomic evaluation specialist (CEES) through Roy Matheson & Associates.



COO/Senior Ergonomist

Julie Landis, M.S.P.T., CEES, is a board-certified physical therapist with expertise in the treatment of musculoskeletal disorders and ergonomics. She has worked in the areas of ergonomics, clinical sports medicine, and orthopedics and has a special interest in spinal therapy and orthotics. She is involved in all aspects of project management and corporate development, including corporate launching of services (workstation evaluations, consulting, seminars, computer-based training, etc.), marketing, operations, and client relations. She has more than nine years in the health care field and 2,000-plus hours of hands-on ergonomic experience, and was recently awarded the distinction of becoming a certified ergonomic evaluation specialist (CEES) through Roy Matheson & Associates.

We Offer More ...

Ergo Concepts offers a wide variety of services to fit your needs, including the following:

Ergonomic Evaluations

Level 1: “Mini Evaluations”

These evaluations are an economical, concise, yet effective option to controlling workplace-related MSDs. Our trained ergonomists spend 20 minutes with each employee and make “on the spot” recommendations. These evaluations are best suited to symptom-free workers and those considered to be at low MSD risk. They also are useful when upgrading office equipment, renovating workspaces, or relocating to new facilities.

Level 2: Protective Evaluations

Level 2 evaluations are much more comprehensive in nature than Level 1 evaluations. Lasting 45 minutes apiece, these evaluations are ideal for workers with MSD symptoms and those who work in high-risk jobs, such as data entry and materials handling. As part of the Level 2 evaluation process, Ergo Concepts will provide a detailed report of overall ergonomic conditions with workstations and work areas.

Level 3: Post-Injury Evaluations

These evaluations typically are conducted in the aftermath of an injury (regardless of whether it was work-related) and are designed to ease the employee’s return to work and reduce the injury’s impact on job productivity. A Level 3 evaluation also is conducted if a physician recommends an ergonomic evaluation for a patient. As with Level 2 evaluations, Level 3 evaluations generate detailed reports.

Ergonomic Seminars

Our one-hour ergonomic seminars are designed to be casual yet informative. We encourage audience participation to create a “spring board” effect that instills a sense of personal accountability. Attendees will leave the seminar equipped with the knowledge and tools necessary to make a lasting change in the way they conceptualize, organize, and perform their work. Seminars can be targeted to specific populations, such as supervisors or employees of a division or department.

Workspace Planning

A move to a new office or worksite presents an ideal opportunity to minimize the potential for injuries and lost productivity. Ergo Concepts can work with your design/architectural experts during the planning phase to help ensure an ergonomically sound workspace arrangement.

Product Selection

Ergo Concepts can help you select the appropriate furniture and equipment to reduce and prevent work-related MSDs. Our expertise can help ensure you make your decision based not on aesthetics or price, but on functionality and “bang for the buck.”

... So You Get More



At Ergo Concepts, we see our services as the foundation of a healthy and productive workforce, not a temporary salve for employees with back pains or wrist cramps. Our services are designed to empower workers to apply ergonomic principles to their jobs and work environments and encourage managers to incorporate ergonomic considerations into their strategic and business planning.

Because we insist on taking a fresh look at each company, each worker, and each job, Ergo Concepts does more than simply identify ergonomic problems and recommend solutions. We pride ourselves in making employees and their employers “ergonomics aware,” able to understand the ergonomic implications not only of workspaces and jobs but also policies, procedures, and business strategies.

We consider ourselves not vendors but *partners*, committed to helping you raise productivity and operate more safely. In keeping with our commitment, we stress to business leaders that they can—and must—play an important role in ensuring that our services have a lasting impact. Management commitment is essential for ergonomics programs and services to succeed, and we encourage business executives to develop a plan that sets measurable goals and establishes clear lines of authority and accountability.

We can assist with the creation and implementation of such a plan and help assess its progress over time. An ergonomics plan should include occasional activities such as seminars and focus groups to ensure that workers at all levels are fully absorbing the principles of ergonomics and incorporating them into their work. A plan should also allow for additional evaluations as needed to verify that new employees and those in jobs that pose high MSD risks are working safely.

A Growing Reputation for Excellence

Employers who hire us tell us our approach is paying off for them. They say their employees miss fewer workdays and file fewer health care claims. They also report improved worker morale and efficiency and better product and service quality.

“I have worked with Ergo Concepts and have been completely satisfied with the manner in which they fulfilled their commitments to Ferris, Baker, Watts Inc. I can unequivocally attest to their knowledge, integrity, and ability. They approached their work with a conscientiousness and enthusiasm that was admired by all who worked with them. There is absolutely no doubt in my mind they would be a valuable asset to your organization.”

*Karen Grebenstein
Ferris, Baker, Watts Inc.*

“We at Kelly Benefit Strategies wanted you to know how very pleased we were with your spot-on recommendations to improve the workstations at our office. From something as seemingly simple as correcting the position or height of the monitor to assisting us with selecting proper desk chairs, I am confident you have helped us avoid numerous aches and pains and made us more comfortable and thus more productive in our business. Thank you for a job very well and professionally done.”

*Joseph Sperling
President
Kelly Benefit Strategies*

“Ergo Concepts has been professional and a great resource for ergonomics. Our associates benefit from the immediate feedback or suggestions they receive during an ergonomic review, and the written reports from Ergo Concepts provide the guidance needed to implement the ideas or solutions.”

*Catherine Quinn, RN, B.S.N.
CareFirst BlueCross BlueShield*



Frequently Asked Questions



How do I determine the level of ergonomic evaluation that is appropriate for my workers?

We can provide employers with a short “symptom survey” to distribute to workers. Their answers will assist us in determining the type of evaluation to conduct. For symptomatic or injured workers, Level 2 or Level 3 evaluations are appropriate; for non-symptomatic employees, a Level 1 evaluation is suitable.

Will my insurance pay for ergonomic services?

Some insurance companies have employees who provide ergonomic services. These individuals generally do not have the training and experience to properly assess for ergonomic hazards and are often quite expensive. Ergo Concepts can sometimes subcontract (at your request) through your insurance carrier.

After initial evaluations are conducted, are follow-up services usually required?

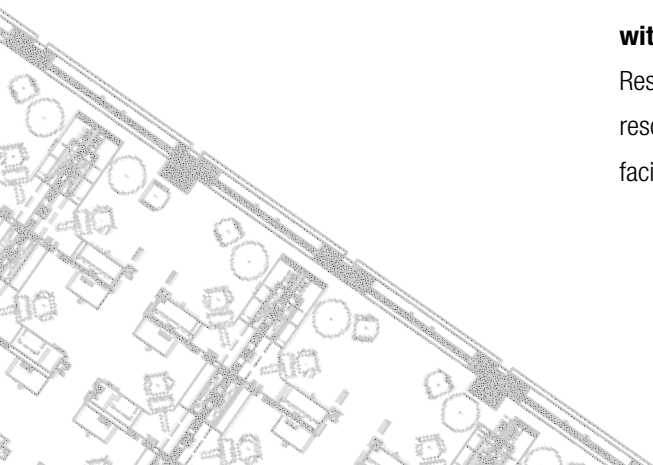
At your request, Ergo Concepts will conduct a second assessment for symptomatic or injured employees. We can also arrange for a post-evaluation “walk through” to ensure recommended changes were made successfully.

If we request ergonomic services, will we be required to purchase equipment or furniture?

Ergo Concepts does not encourage equipment or furniture purchases. Our seminars and evaluations focus on working with the equipment and furniture on hand to improve the fit with employees. If you need to purchase new equipment or furniture, we can provide recommendations at your discretion.

Who typically serves as the point of contact for ergonomics issues within a company?

Responsibility for ergonomics may lie in any number of functional areas—human resources, risk management, loss control, health and safety, occupational health, facilities, benefits management, or even office management.



The Company We Keep

Since our founding in 2001, Ergo Concepts has provided ergonomic services to dozens of employers in the Washington, D.C., metropolitan area. Following is a partial list of our clients:

American Institute of Architects
CareFirst BlueCross BlueShield
CBIZ
Ferris, Baker, Watts, Inc.
Freddie Mac
Human Genome Sciences
HumRRO
Institute for Defense Analyses
Kelly & Associates Insurance Group
Morgan Stanley
National Association of Securities Dealers
National Institute of Standards and Technology
NISH
Northrup Grumman
ReMax 1st Choice
Sodexo
Union of Concerned Scientists



As we roll out more services to complement those listed in this brochure, we'll incorporate them into your ergonomics program to help keep your business operating as productively as possible. We believe in rewarding your investment in our company by investing in yours—for the long term.



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