

Introduction

Your team's health, safety and wellbeing at work is important. The Government of Jersey recognises their responsibilities in ensuring we have both a safe place to work and can work safely while carrying out our jobs. 'Healthy Working' (HW) is an online training and assessment programme to be completed by your team members who are considered to be display screen equipment (DSE) users. It will assist them to set up their workstation wherever they are working, whether it is at home or in the office. HW will help to identify if they have the appropriate environment and equipment to be able to work safely and effectively.

There are 4 modules to the programme and they will have access a step by step guide to assist them.

Module 1- Setting up an individual profile, this identifies how the employee works and what equipment they have in place

Module 2 – eLearning, this gives guidance on health and safety, posture and workstation set up

Module 3 – Is a risk assessment module, this assist the employee to do a self- assessment of their workstation. This can be either at the office or at home depending where they are currently working. If an employee has worked at more than one location a previous assessment should be held on the system.

Module 4 – Individual Healthy working plan, this gives guidance on how to resolve issues and needs to be updated when any changes occur.

How your team access the Healthy working programme

You have a departmental Cardinus administrator who has access to the administrative side of the database and you can find them here [Cardinus Administrators](#) They are able to set up new users and send out invitations to training. Individuals will need to set up a password to be able to access the programme and guidance to help can be found at the link below [Risk Assessments](#)

Unresolved Issues

Employees will be given guidance on how to action and resolve problems when they complete their Healthy working plan.



The screenshot shows a user interface for the 'Healthy Working' programme. On the left, there is a list of actions to complete, with 'Monitor adjustment for neck position' highlighted. On the right, a 'My Action' panel displays the details for this action, including a checklist icon and a text box with instructions on how to adjust the monitor for a healthy posture.

4 action(s) to complete

- Soft seating advice
- Monitor adjustment for neck position**
- Laptop screen position
- Screen flicker

My Action

1. First complete the action below.

Monitor adjustment for neck position

When working it is important you maintain a healthy posture. If you twist or bend your neck to view your monitor or if you lean forward for long periods you are not supporting yourself properly. Over a period of time you may begin to feel discomfort. To avoid this it is recommended your monitor is repositioned so that it is directly in front of you, the top of the screen is level with your eye line and it is approximately an arm's length away. If you cannot move it yourself please contact your manager.



Employees are directed to alert any problems that cannot be resolved to their line manager. They can do this by sending you a copy of their risk assessment report.

As you can see from the risk assessment report below it contains the self-assessment questions and answers that were given, as well as two risk columns. The number in the 'Original risk' column is the risk grading before any action has been taken and the number in 'Current risk' is the residual risk following actions. The numbers are graded 1-10 and the higher the number the higher the risk. The columns are also graded in colour, red (high risk) amber (moderate risk) and green (low risk).

Monitor

Question	Answer	Original risk	Current risk
When using your laptop do you use?	Neither	4	4
If your screen is not directly in front of you can you adjust it so that it is?	My screen is already directly in front of me	0	0
Which statement most closely matches the height of your screen?	The top of my screen is below my eye level and I look down to it.	4	4
Please select the picture that most closely matches the distance of your screen?	My screen is less than an arms distance away	4	4
Do you wear bifocal or progressive lenses?	Yes	0	0
When using bifocal or progressive lenses there is a risk that you may bend your neck up or down or hold a fixed position to view the screen. Do you do this?	No	0	0
Are you easily able to read everything on your screen?	Yes	0	0
Is your ability to work affected by glare on your screen?	No	0	0
Is your screen's image stable, with no flickering?	No	4	0
Do you know how to adjust your screen's brightness and contrast to achieve viewing comfort?	Yes	0	0

Looking at the question 'Is your screen's image stable, with no flickering' the user has been able to resolve the problem using the guidance given in the Healthy working plan as the risk grading is now '0' in the current risk column

Is your screen's image stable, with no flickering?	No	4	0
Do you know how to adjust your screen's brightness	Yes	0	0

However, if you look at the questions below you can see that the user has not been able to resolve these issues. There are many reasons why issues cannot be resolved but when working at home it may be because the employee does not have suitable equipment. In this case it could be because they are using a laptop and so the screen is too low and too close, indicating a need for some equipment. To be able to resolve it, for example, a separate key board and mouse could be provided which would allow the employee to position their laptop on a secure box or pile of books or even a laptop stand so it is at a suitable height and further away.



Which statement most closely matches the height of your screen?	The top of my screen is below my eye level and I look down to it	4	4
Please select the picture that most closely matches the distance of your screen?	My screen is less than an arms distance away	4	4

You may need some assistance to resolve some issues from your departmental DSE assessors, they have received specific training in how to assess workstations. Each of the risks identified on the risk assessment report will need to be looked at to see how you they can be resolved.

Neither yourself or DSE assessor need to visit the employee at home, instead all parties, line manager, DSE assessor and homeworker will need to work together to resolve any problems. This can be done by using 'Teams' or other video link platforms such as 'Starleaf' or by the homeworker taking photos of their workstation.

As the homeworker has already been through the decision tree process to ensure it is appropriate for them to work from home, any issues that arise should not be too difficult to resolve. However, if any complex concerns do arise your departmental health, safety and wellbeing advisor will assist you. [Health& Safety Advisors](#)

There will be further guidance on how to provide equipment to staff working from home coming soon.