

## EMAIL TEMPLATES FOR EHS ERGO PROGRAM

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**IN-PERSON ON-SITE EVAL OPTION:**

Hi,

Sorry to hear you are having discomfort. I am looking forward to helping you with your ergo needs.

I have proposed an appointment with you on Google calendar for [date/time]. Please accept the invitation if you are available.

Feel free to contact me if you have any questions.

**SETTING UP A TELEWORK EVAL:**

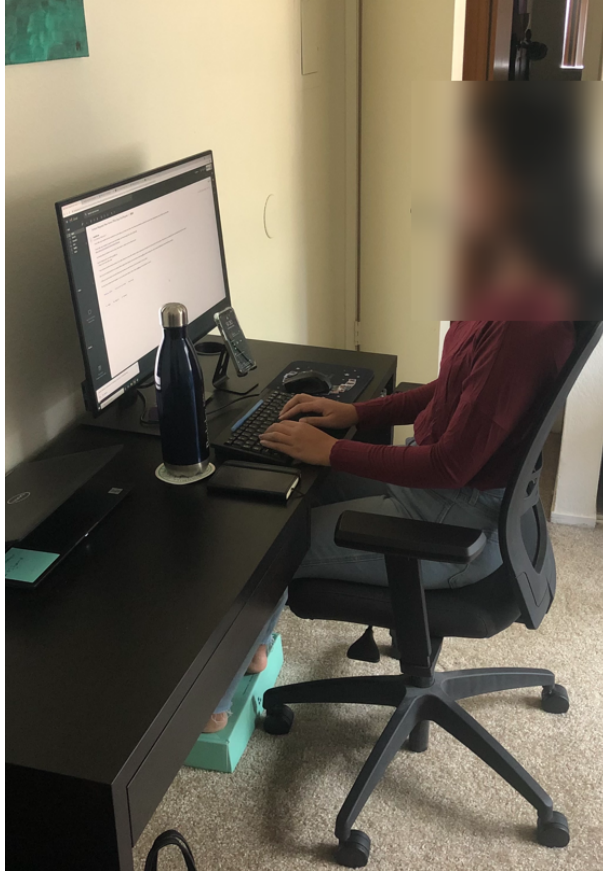
Hi,

I am looking forward to helping you with your ergo needs.

I have proposed a Zoom appointment with you on Google calendar for [date/time]. Please accept the invitation if you are available.

Will you be able to provide a photo of you and your home office set up prior to the evaluation? This will assist with making recommendations for enhancement.

Example:



Feel free to contact me if you have any questions.

**ERGO DISPLAY ROOM VISIT:**

Hi,

We look forward to your visit to the Ergo Display Room (026-0004). We have scheduled an appointment for you and **ERGO EXPERT** to meet on **DATE**. Let us know if you can make it.

Feel free to contact us if you have any questions.

**EMAIL TEMPLATE FOR SOMEONE WHO HAS SUBMITTED PHOTOS (for EHS Ergo Team):**

Hi

Thank you for the photos. I have uploaded them to the ergo database. Someone will be contacting you soon. Feel free to contact us if you have any questions.

Div Ergo Advocate [Insert name here],

This evaluation has been assigned to you. Please touch base if you need any assistance or have any questions.

Thanks,

### **EMAIL TEMPLATE FOR CHANGING IN-PERSON MEETINGS [No longer used]:**

Hi [Name],

Sorry to hear you are having discomfort. In an effort to comply with COVID-19 prevention recommendations we are not conducting in-person ergo evaluations at this time. I have set up a Zoom call for us to meet on [date/time]. Please confirm this date/time will work well for you. Also, please ensure that both your audio and video are on when logging in. If you do not have conferencing capabilities on your computer, please let me know and we can set up an alternate method for meeting (e.g. Facetime, Zoom via phone, etc).

Lastly, we are finding since we are not meeting in person it can be helpful if we can see your work set up/posture by using Zoom on a phone. I have provided instructions in case you want to give this a try. [Zoom Phone Instructions](#)

I apologize for any inconvenience.

Regards,

### **USING ZOOM ON YOUR PHONE**

A very effective way of meeting via is by using your phone. It is light and conveniently portable in order to stage and provide the best visual of their office setup.

Quick how to start:

 **Start a Meeting**  
Start or join a video meeting on the go



- 1) Download Zoom app on your smartphone.
- 2) Click “**Join a Meeting**” button at the bottom of screen.
- 3) Input **Meeting ID**
- 4) **Join with Video**
- 5) Select audio preference from the list provided

For a more detailed explanation on how to download and use Zoom on your smartphone, please click the link below:

**iPhone/iOS**

<https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>

**Android**

<https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>

**CHAIR SHIPMENT/DELIVERY PROCESS (for EHS Ergo Team Only):**

Hi,

I am happy to assist you with obtaining your chair from your office and have it delivered to your home.

Before delivering it to you, I need a few things from you:

1. Confirm you have supervisor approval. You will also need to provide a project/activity code for the delivery/shipping.
2. Complete [this](#) form. Return to me via email. *Note: the chair will be delivered in a special box that will just require you to tip the box sideways to open it and slide the chair out. It will not require you to lift it, but rather slide it out of the box and tip it onto the casters. Also, you must keep the box and all of the packaging materials so the chair can be returned to the lab.*
3. Confirm the exact location of the chair (building/room)
4. Specify the chair is accessible, ie. no locked doors
5. If there is more than one chair in the office/area, you will need to arrange to have the chair labeled, 'For Transportation Pick-up'. They will not pick up a chair that is not clearly able to be identified.
6. You will need to arrange to have the NetShip and Transportation Authorization Form(TAF) placed on the chair.
7. Please provide your home address.

Once I receive these details I will facilitate arranging to have the chair delivered to you.

Thanks,

#### **REQUEST FOR TELEWORK CHAIR:**

Hi,

The lab has made several chairs available for telework. The available telework chairs can be found in [eBuy telework catalog](#) for self-service ordering and do not require approval by the EHS Ergonomics Team. You will just need supervisor approval. Please carefully read the [Telework Shopping Guide for Chairs](#) page for assistance in choosing the right chair for your needs.

Click [here](#) for a step by step guide on how to purchase items via the eBuy Telework Catalog.

If you would like to meet with us for an ergo eval or consultation in selecting the best chair for you please either submit an ergo eval request at [ergoeval.lbl.gov](http://ergoeval.lbl.gov) or email us at [ergo@lbl.gov](mailto:ergo@lbl.gov)

Be well.

#### **WORKING DIRECTLY ON LAPTOP (No longer used):**

Hi

You are allowed to either go to the lab (with supervisor permission) and pick up your keyboard, monitor, mouse and other ergo accessories such as wrist/foot supports. If that is not possible, the items can be

ordered and drop shipped to your home. With supervisor approval you can go to the [eBuy telework catalog](#) to purchase items.

Click [here](#) for a step by step guide on how to purchase items via the eBuy Telework Catalog.

Let us know how you would like to proceed.

**FOLLOW-UP re: ERGO EQUIPMENT RECOMMENDATIONS:**

Hi

It was nice meeting with you today. Here is the recommended equipment we discussed. Please work with the person in your Division to have ordered and have the items drop shipped to your [home/office].

Please let me know if you have any questions.

Regards

**INFORMATION re: HEADSETS:**

Hi

Thanks for your inquiry into obtaining a headset for telework. There are several styles available via [eBuy telework catalog](#). You just need to obtain supervisor approval.

Click [here](#) for a step by step guide on how to purchase items via the eBuy Telework Catalog.

Please note that these are not noise-canceling.

Also note, that there is an approval process when purchasing noise-canceling headsets. Use this [form](#) when requisitioning noise-reducing/canceling headsets. We hope this information helps. Please feel free to contact us with any further questions.

Regards

**RETURNING TELEWORK ITEMS TO THE LAB:**

Hi,

Thank you for contacting us for information on returning your LBNL equipment to the Lab. Please follow the directions below based on the equipment you are returning. We wish you the best.

## Process to Return Telework IT Equipment & Furniture

### IT equipment/Office Equipment /Phones /Computer Peripherals:

- 1) Send an email to [help@lbl.gov](mailto:help@lbl.gov)

**Enter in the subject line:** *Please provide a shipping box and a return shipping label for (Employee name & Employee number)*

- 2) Provide the information below in the body of the e-mail message:

- Full name of the person
- Mailing address
- Mobile phone number
- DOE Property Barcode number of asset
- List of items to be returned (including peripherals)
- Project ID & Activity

**Note:** IT can also process the return of an LBNL ID badge and parking permit

### Furniture (chairs, sit-stand desks, etc.)

- 1) Contact [Facilities' Space Planning](#) for a copy of the *Transportation Authorization Form (TAF)*
- 2) Send an email and the completed TAF to [spaceplanning@lbl.gov](mailto:spaceplanning@lbl.gov)

**Enter in the subject line:** *Please provide furniture pickup confirmation for (Employee name & Employee Number)*

- 3) Provide the information below in the body of the e-mail message:

- Full name of the person
- Pickup address
- Destination address
- Mobile phone number
- Requested move date (Space Planning will call to confirm the schedule)
- Project ID & Activity
- Attached TAF form

For questions regarding the return of lab property please contact [PropertyManagement@lbl.gov](mailto:PropertyManagement@lbl.gov)

### **ANYONE WITH HIGH/MODERATE RISK ON CORITY PROFILE**

*Note: this email can be sent from your email or it can also be sent from the Cority system. Sending it from the Cority system will create a log entry to allow other Ergo Advocates to see what you have sent.*

Hello,

You have recently completed the Remedy Interactive Ergo Self-assessment for Computer Users and you were determined to be in the [High Risk/Moderate Risk] zone.

Please work with your supervisor or contact me (Ergo Advocate) for help in implementing the ergo recommendations in your Risk Profile.

[Can include a screen capture of the issues impacting their risk]

Regards