

CHAPTER 1

INFocus

HEALTHY COMPUTING

Working with computers involves more than just using software and hardware. This chapter focuses on aspects that must be considered to ensure that employees' working conditions are both safe and healthy.

In this session you will:

- ✓ gain an understanding of **Work Health and Safety** in **Australia**
- ✓ gain an understanding of performing a computer risk assessment
- ✓ gain an understanding of what constitutes good posture
- ✓ gain an understanding of what constitutes a good computing work environment
- ✓ gain an understanding of appropriate rest breaks and exercises
- ✓ gain an understanding of the standards and specifications associated with ergonomics
- ✓ gain an understanding of stopping and controlling influenza in the workplace
- ✓ gain an understanding of social problems that are associated with computer addiction.

WORK HEALTH AND SAFETY

A safe and healthy workplace is essential for successfully running a business of any size. Business owners have rights and responsibilities regarding the health and safety of their

employees, their customers and also the general public. In Australia the states and territories have each enacted their own **Work Health & Safety** (WHS) laws.

Employer Obligations

Even though each state and territory in Australia has its own WHS legislation, the laws are similar enough to ensure that all employers are obliged to provide:

- Safe premises
- Safe machinery and substances
- Safe systems of work
- Information, instruction, training and supervision
- A suitable working environment and facilities

It doesn't matter whether you sit on a chair in front of a computer in an office or descend two kilometres underground to dig coal, as an employee your health and safety is covered by WHS legislation, and heavy penalties exist for employers who fail to meet their obligations.

Acts, Regulations and Codes of Practice

Each state and territory in Australia has its own **WHS Act** which sets out the requirements for ensuring safe and healthy workplaces. These acts are general in nature and explain the responsibilities and duties of various people who play a role in workplace health and safety.

Some hazards in the workplace require more specific regulations or codes of practice. The various states and territories have created their own codes of practice to regulate these hazards. For example in New South Wales there is a code of practice dealing with *The Safe Removal of Asbestos*, another for *Working in Confined Spaces*, and yet another for the *Collection of Domestic Waste*. These codes spell out more detailed regulations, procedures and responsibilities for dealing with specific hazards to employees, customers and the general public.

WHS Authorities

Each state and territory has its own authority that is responsible for enforcing the WHS laws, codes and regulations. These authorities also work with a national **Safe Work Australia** authority. Each of these authorities has its own website where you can obtain WHS information specific to the state in which you work. The authorities are listed below.

| State/Territory | Authority | Website |
|--------------------|--|--|
| ACT | WorkSafe ACT | www.worksafe.act.gov.au |
| New South Wales | WorkCover NSW | www.workcover.nsw.gov.au |
| Northern Territory | NT WorkSafe | www.worksafe.nt.gov.au |
| Queensland | Workplace Health and Safety Queensland | www.worksafe.qld.gov.au |
| South Australia | SafeWork SA | www.safework.sa.gov.au |
| Tasmania | Workplace Standards Tasmania | www.wst.tas.gov.au |
| Victoria | WorkSafe Victoria | www.worksafe.vic.gov.au |
| Western Australia | WorkSafe WA | www.commerce.wa.gov.au/WorkSafe/ |

These authority names and website addresses were correct at the time of writing but may vary and change over time. You can use an internet search engine (such as **Google**) to find the relevant WHS authority for the state in which you work.

PERFORMING A COMPUTER RISK ASSESSMENT

To ensure that you are working safely and in a healthy manner with your computer and at your workstation you can perform a **risk assessment** to ascertain where any potential problems lie. A

risk assessment tool can simply be a checklist with questions like the ones shown below. This checklist can then be used to rectify potential problems.

| | | |
|--|-----|----|
| Workstation | | |
| Is the desk between 68cm and 72cm high and have a top dimension larger than 115cm x 90cm? | Yes | No |
| Is the workstation designed to prevent undue twisting of the neck or trunk? | Yes | No |
| Can all frequently used items such as telephones and documents be placed within easy reach? | Yes | No |
| Does the chair have height adjustment, backrest adjustment, lumbar support, and a 5 star castor base? | Yes | No |
| Are your thighs fully supported with 2-3 finger space behind the knees when seated and with the back fully supported by the chair? | Yes | No |
| Is a footstool required? | Yes | No |
| Can the keyboard be placed at a height where your forearms are parallel with the floor? | Yes | No |
| Can the mouse be positioned next to and at the same height as the keyboard? | Yes | No |
| When sitting tall and looking straight ahead can you look at the top edge of the screen? | Yes | No |
| Is a document holder available? | Yes | No |
| Is the screen at approximately one arm's length away and at a comfortable reading distance? | Yes | No |
| Is the image on the screen steady and free from flicker? | Yes | No |
| Is the screen free from glare and reflection? | Yes | No |
| Work Environment | | |
| Can the level of lighting be adjusted, perhaps through the use of window blinds? | Yes | No |
| Is access and egress to the workstation and work area free from obstacles? | Yes | No |
| Is the area free of tripping and slipping hazards? | Yes | No |
| Are adequate storage facilities available? | Yes | No |
| Is ventilation, heating and cooling adequate? | Yes | No |
| Is the level of noise conducive to concentration? | Yes | No |
| Work Practices | | |
| Can your posture be changed at least every hour, perhaps by changing the variety of tasks? | Yes | No |
| Do you have control over your workload and the ability to take breaks? | Yes | No |
| Safety Equipment | | |
| Is a first aid kit available? | Yes | No |
| Are electrical cords and connections safe (undamaged and not caught around or under equipment)? | Yes | No |
| Have appropriate circuit breakers been installed in electrical circuits? | Yes | No |

There are many checklists available on the internet that can be used a source of inspiration for your own. Some of the questions on the checklist above have been adapted from a checklist published on the internet by the University of Western Australia and other organisations.

GOOD POSTURE AT THE WORKSTATION

The way you sit at your computer desk and work with the computer, that is your **posture**, is critical to maintaining your health and safety. Good posture is knowing how to sit properly and in

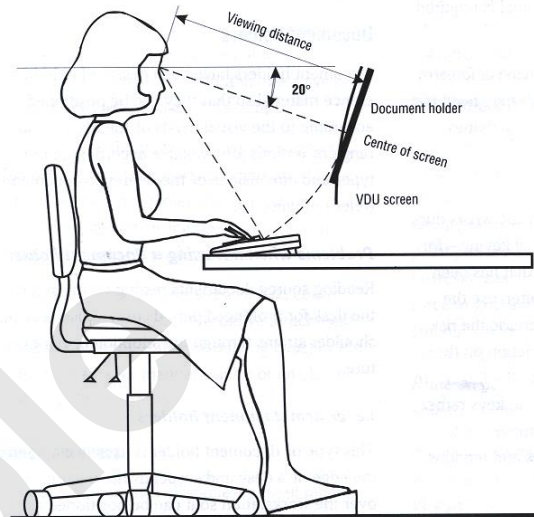
many ways is reliant upon having the correct chair, desktop and other accessories while working with the computer.

The Height of Your Working Surface

The height of your workstation surface and/or the height of your chair should be such that your elbows while working at the keyboard are bent at 90 degrees, with forearms parallel to the floor, your wrists straight, and your shoulders relaxed. Ideally you should have either an adjustable desk where the height can be raised or lowered or a separate and adjustable keyboard shelf.

Your Chair

You should adjust the tilt of your seat so that you are comfortable while working at the computer. This may be close to horizontal or tilted slightly forwards. The backrest should be adjusted so that it supports your lower back when you are sitting upright. Your knees should be bent at a comfortable angle and greater than 90 degrees flexion. If this is uncomfortable or makes it difficult to reach the floor you should use an adjustable footrest.



Your Keyboard and Mouse

Your keyboard and mouse should be within a comfortable reach so that your upper body and spine are in a neutral working posture. Place the keyboard and the mouse far enough into the work surface to allow for forearm support, while maintaining a comfortable 90 degree bend at the elbow.

While there is some debate about the benefit or otherwise of a wrist support, a gel wrist rest can provide support of the forearm, help to produce a neutral wrist position, and can reduce contact stress with the hard surface of the desk. If you are unconvinced of the benefits of a gel wrist rest, you can at least use it as a rest when not typing.

At all costs you should try to keep the keyboard as flat as possible. Do not use the keyboard supports at the back of the keyboard to tilt it forward. A keyboard that is tilted forward puts too much strain on the wrists.

The humble mouse is actually the source of many wrist and upper limb injuries. A well designed mouse should not cause undue pressure on the wrist and forearm muscles. Avoid a large and bulky mouse which can keep your wrist bent at an unnatural angle. Use a slim-line, low-profile mouse and release it regularly.

Your Computer Screen

You should place your screen at a distance that permits you to most easily focus on the screen. For most people this will be at about an arm's length. Recent recommendations suggest the screen should be placed between 15-50 degrees below the horizontal line of sight, and that a lower monitor height and low gaze angle helps reduce headaches and eyestrain. Generally, the screen should be at a height that allows your head and neck to be within 20 degrees of the upright position. The monitor should be tilted back so that the top is slightly farther away from the eyes than the bottom.

Note: While the specifications above are based on standards and recommendations current at the time of writing, they are constantly under investigation and subject to change. Use the internet to research the latest recommendations and guidelines, or if possible and viable, consult with ergonomic professionals to obtain the best settings for you and your computer.

A GOOD WORKING ENVIRONMENT

In addition to setting up for good posture at your computer workstation it is important that the environment and the ambience surrounding the workstation are conducive to healthy and safe

computing. Environmental factors include such things as lighting, noise, ventilation, space and storage, equipment safety, and the like.

Lighting and Glare

To avoid excessive reflections and glare a computer user should not be facing an uncovered window. If a window is uncovered the workstation should be positioned at right angles to the window.

With regard to lights, a computer monitor should be positioned to the side of a light source and not underneath it. If the monitor is well away from windows and there are no other sources of bright light you should use a low level of service light of 300 lux. If the room has strongly contrasting light levels then a moderate level of lighting of 400 – 500 lux may be desirable.

Noise

Excess noise can be distracting to a computer user. Excessive noise around a workstation can be filtered out using portable panels and partitions, double glazing on windows, noise cancelling headphones, and the like. You can also download specialist software (such as **ChatterBlocker**) which purports to cancel out peripheral noises by playing sounds similar to the older **Muzac** played in elevators and department stores.

Ventilation, Heating and Cooling

A comfortable working environment leads to better concentration and therefore productivity. Computers and their peripheral devices such as printers can produce fumes and heat. It is important therefore that the workplace has adequate ventilation to prevent these fumes from causing health problems.

A comfortable level of heating and cooling, depending upon the location and season, are also important.

Space and Storage

Your workstation should be able to accommodate all of the items and equipment that you need to do your work. Your desk should have enough space for items such as a keyboard, mouse, document holder, telephone, pens, and other items that you would use during the normal course of your work. If you work from books or document the desk should be large enough for you to work from these without too much clutter. If your desk is not large enough to do this then you could consider having a side table for items that are not used or accessed that frequently.

Keyboarding from Documents

When keyboarding from documents a good document holder should be used. Touch typists should use an A4 document holder placed level with and close to one side of the screen. Non touch typists should use an A3 document holder above the keyboard and in front of the screen.

Computer Radiation

All computer monitors emit low levels of radiation that may affect your health. You should avoid sitting to the side or back of monitors and keep at least 1 metre away. Where possible use liquid crystal display (LCD) monitors as these emit less radiation than older style CRT monitors. If you use an older style CRT monitor use a radiation filter screen over the front of the monitor to reduce the rays emitted. Monitors should be turned off when not in use.

Equipment Safety

Computers are electrical devices and therefore have cabling associated with them. Cabling can present both a tripping and an electrical hazard at the workplace. All electrical devices, including computers, should be electrically tested periodically to ensure that they are safe and working correctly. Cables should not be placed where they present a tripping hazard – dangerous and exposed cables should always be re-routed by an electrician.

Older style double adaptors should be avoided, as should overloading a powerboard with too many appliances. These pose significant office fire risks.

RESTS AND EXERCISES

Prevention is definitely better than cure when it comes to any form of illness or injury. Here are a number of suggestions for rest breaks and stretching exercises for you to try while working

at the computer. Make sure that you relax and perform the exercises gently. You should stop immediately if you feel any discomfort.

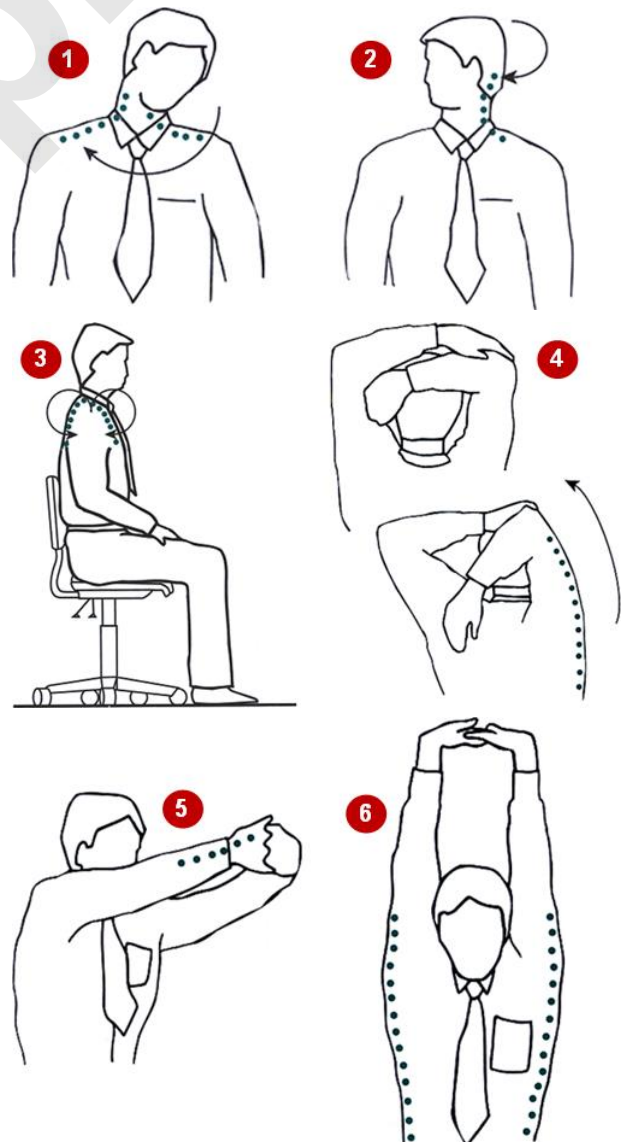
Rests and Breaks

- Take a rest break away from the computer for 5 to 10 minutes every hour.
- Active rest during a break with some other type of activity, such as walking or stretching, is more beneficial than passive rest – get up off your chair and walk to the printer to collect those print jobs!
- Vary activities where possible interspersing computer activities and tasks with non-computer activities and tasks.
- Try to limit computer time to 5 hours per day – break this time up into segments.

Some Suggested Exercises

Exercises provide a way of using those parts of your body that may become stiff or unused with prolonged computer work. These suggested exercises have been compiled from several internet sources. Exercise suggestions change regularly and you are encouraged to search the internet for the latest offerings of these. Note also that you should stop immediately if these or any other exercises cause you pain or discomfort – they are here as a suggestion only.

| | | |
|----|-------------------------------------|--|
| 1. | Head Rolls | Gently lower ear to shoulder and hold for 10 seconds. Slowly roll chin to chest and up to other shoulder and hold chin for 10 seconds. Repeat several times and be careful not to extend your neck back too far. |
| 2. | Head Turns | Turn head to look over left shoulder and hold for 10 seconds. Turn head the other way and hold for 10 seconds. Repeat several times. |
| 3. | Shoulder Rolls | Circle shoulders forward several times, then backwards. Repeat 3 to 5 times. |
| 4. | Shoulder Stretch | Stretch arm above head, cradle elbow with hand and gently pull elbow behind head. Hold for 10 seconds and repeat several times. |
| 5. | Wrist Stretch | Interlace fingers, palms outwards, and straighten arms in front. Hold for 10 seconds and repeat several times. |
| 6. | Upper and Lower Back Stretch | Interlace fingers and turn palms upward above head, straighten arms then slowly lean slightly from side to side. Repeat movement several times. |



SPECIFICATIONS AND STANDARDS

WHS is a huge subject and is constantly evolving. There are many WHS sources of information related to computing especially in regard to ergonomics. Most countries around the

world recognise the importance of WHS and there are now a number of national and international standards that can help you determine how to correctly setup a workstation.

Common Specifications and Dimensions

| Height of work surface (from floor) | Viewing distance to work |
|--|---|
| Fixed desk: 680mm to 720 mm Adjustable: 580 mm to 730 mm | 350 mm to minimum 750 mm to maximum |
| Work surface area | Height of display |
| Width: 1,500mm minimum Depth: 900 mm minimum | 30 mm to 40 mm below eye level |
| Leg space volume | Seat pan height |
| Width: 800 mm minimum Depth: 550 mm minimum Height: 580 mm minimum | Surface of seat to floor: 380 – 510 mm Seat pan depth: 330 – 430 mm Footrest area: 300 – 375 mm |

National Standards Pertaining to Computer Ergonomics

| |
|--|
| AS3590.1-1990 Screen-based Workstations – Visual Display Units |
| AS3590.2-1990 Screen-based Workstations – Workstation Furniture |
| AS3590.3-1990 Screen-based Workstations – Input Devices |

National/International Standards Pertaining to Computer Ergonomics

| |
|---|
| AS/NZS 4438:1997 Height Adjustable Swivel Chairs |
| AS/NZS 4442:1997 Office desks |
| AS/NZS 4443:1997 Office panel systems |

International Standards Pertaining to Computer Ergonomics

| |
|--|
| ISO 9241-1:1997(E) Ergonomic requirements for office work with visual display terminals |
| Part 1: General introduction |
| Part 3: Visual display requirements |
| Part 4: Keyboard requirements |
| Part 5: Workstation layout and postural requirements |
| Part 6: Environmental requirements |
| Part 7: Requirements for display with reflection |

These standards are all very comprehensive and are supplied in quite large books. If you perform a search on the internet (using Google or something similar) you will easily be able to locate retailers who can provide these standards to you should you require them.

INFLUENZA IN THE WORKPLACE

Influenza, or **flu**, contributes significantly to workplace illnesses and absence. While flu is not new, recent strains of influenza, such as SARS, H5N1 (avian flu) and H1N1 (swine flu) have

caused widespread concern in the community and has prompted the government to recommend that WHS risk control measures be incorporated by businesses to cope with pandemic outbreaks.

Background

New strains of influenza emerge, usually in the cooler months, almost every year and effect literally tens of thousands of employees in the workplace. Some strains, however, are more severe than others and may reach pandemic stage. A pandemic occurs when a new subtype of influenza emerges that can spread easily between humans and is capable of causing severe disease. According to **Comcare**:

*"It is anticipated that up to 25% of the population could become infected and ill during the course of a pandemic. Some people will die and it is estimated that with an infection rate of 25% there could be between 13,000 to 44,000 deaths in Australia."*¹

It is important in periods of heightened risk that preventative measures designed to reduce the spread of influenza be undertaken in the workplace.

Responsibility of Employers and Employees

Under the *WHS Act* employers must take all reasonably practical steps to protect the health and safety of their employees during an influenza pandemic which is relatively foreseeable. Employees must co-operate with their employer in implementing the appropriate control measures.

How Infections Are Transmitted

Infections general occur through:

- **Contact** – including direct person to person contact (handshaking, touching, kissing, etc), touching contaminated surfaces, or from handling infected materials. Generally a virus will survive several hours on common surfaces.
- **Airborne droplets** – generally transmitted through the air by coughing and sneezing.
- **Aerosol transmission** – through air-conditioning concentrations of the virus suspended in moisture or dust particles.

Managing the Direct Risks of Infection

Comcare recommends a number of ways of managing the direct risk of infection, including:

| | |
|--------------------------|--|
| Social distancing | Allowing only essential staff to attend work; using alternative work options such as working from home; prohibiting handshaking, kissing, and touching in the workplace; replacing meetings with electronic communications such as video conferencing; closing or reducing service counters |
| Hygiene | Undertaking additional cleaning of the workplace and especially equipment handled by a number of people; encouraging personal hygiene such as regular and thorough hand washing, covering of the face when coughing and sneezing, disposal of tissues; wearing of surgical masks by employees who develop symptoms |
| Controlled entry | Imposing an exclusion period and restricting the entry to the workplace by persons who may have influenza or who may be at risk of contracting it |
| Managing illness | Isolating staff who become ill at work and ensuring that they can safely be sent or taken home (avoiding public transport); cleaning of the employees work area once they have left. |

1. *OHS Preparedness for an Influenza Pandemic: A Guide for Employers* (published September 2009); Australian Government, Comcare

SOCIAL PROBLEMS OF COMPUTER ADDICTION

While most people find spending some time online to be productive, compulsive internet use can interfere with work, relationships and daily life. When you feel more comfortable with your

online friends than your real ones or you can't stop playing games, gambling or surfing compulsively, even when it has negative consequences in your life, then you may be using the internet too much.

What Is Computer Addiction?

Computer addiction (also known as internet addiction or online addiction) is the name given to a variety of problems including:

- *net compulsions* such as compulsive online gaming (like World Of Warcraft), stock trading or compulsive use of online auction sites such as eBay, often resulting in financial and job-related problems
- *cyber-relationship addiction* such as addiction to social networking, chat rooms and messaging to the point where virtual, online friends become more important than real-life relationships with family and friends
- *computer addiction* such as obsessive playing of offline computer games (like Solitaire or Minesweeper) or obsessive computer programming
- *cybersex addiction* such as compulsive use of internet pornography, adult chat rooms or adult fantasy role-play sites impacting negatively on real-life intimate relationships.

Symptoms Of Computer Addiction

Signs and symptoms of computer addiction vary from person to person, but some general warning signs that your internet use may have become a problem include the following.

- *Losing track of time while online* – Do you frequently find yourself on the internet longer than you intended? Does a few minutes turn into a few hours? Do you get irritated or cranky if your online time is interrupted?
- *Having trouble completing tasks* – Do you find yourself working late more often because you can't complete your work on time? Do you find laundry piling up or no dinner on the table because you've been busy online?
- *Isolation from family and friends* – Is your social life suffering because of the time you spend online? Are you neglecting your family and friends? Do you feel like no one in your 'real' life, even your spouse, understands you like your online friends?
- *Feeling guilty or defensive about your internet use* – Are you sick of your spouse nagging you to get off the computer and spend time together? Do you hide your internet use or lie to your boss and family about the amount of time you spend on the computer and what you do while you're online?
- *Feeling a sense of euphoria while online* – Do you use the internet as an outlet when stressed, sad, or for sexual gratification or excitement? Have you tried to limit your internet time but failed?

How Do People Become Addicted And How Can They Overcome It?

Many people turn to the internet in order to manage unpleasant or overwhelming feelings such as stress, loneliness, depression, anxiety and boredom. Losing yourself online can temporarily make these feelings evaporate into thin air.

But as much comfort as the internet can provide, it's important to remember that there are healthier and more effective ways to keep difficult feelings in check – for example, exercise, meditation, sensory relaxation strategies, and simple breathing exercises. For many people, the best way to overcome internet and computer addiction is to find alternative ways to handle these difficult feelings, such as going to the gym or spending time with friends.

Even when your internet use is back to healthy levels, the painful and unpleasant feelings that may have prompted you to engage in unhealthy internet use in the past will remain. So, it's worth spending some time thinking about different ways that you can deal with stressful situations and the daily irritations that would normally trigger you to log onto the internet.

Sample

CHAPTER 2

INFocus

COMPUTERS

Computers come in all sorts of shapes and sizes and with vastly dissimilar price tags and performance abilities. And as a result, different types of computers have different uses.

In this session you will:

- ✓ gain an overview of information technology
- ✓ gain an understanding of the different types of computers
- ✓ gain an understanding of the two main types of personal computers
- ✓ gain an overview of how the different types of computers are used
- ✓ gain an overview of computer performance.

INFORMATION TECHNOLOGY AND COMPUTERS

Information technology basically involves the use of equipment and techniques to handle and process information. The term is used more specifically to refer to electronic communications

and the use of computing which have really allowed the easy dissemination of information to enter virtually every aspect of daily life.

Information Technology

Since information technology is primarily concerned with communications, the earliest forms of information technology included the use of ochres and dyes to create cave paintings, the use of an abacus to perform calculations, and later, a printing press to disseminate information.

It is believed the term **information technology** itself was first coined in the 1970s to refer to the advances in electronic technology that burgeoned at the time. Today, it incorporates a wide spectrum of technology including communications, broadcasting, consumer electronics and computing.

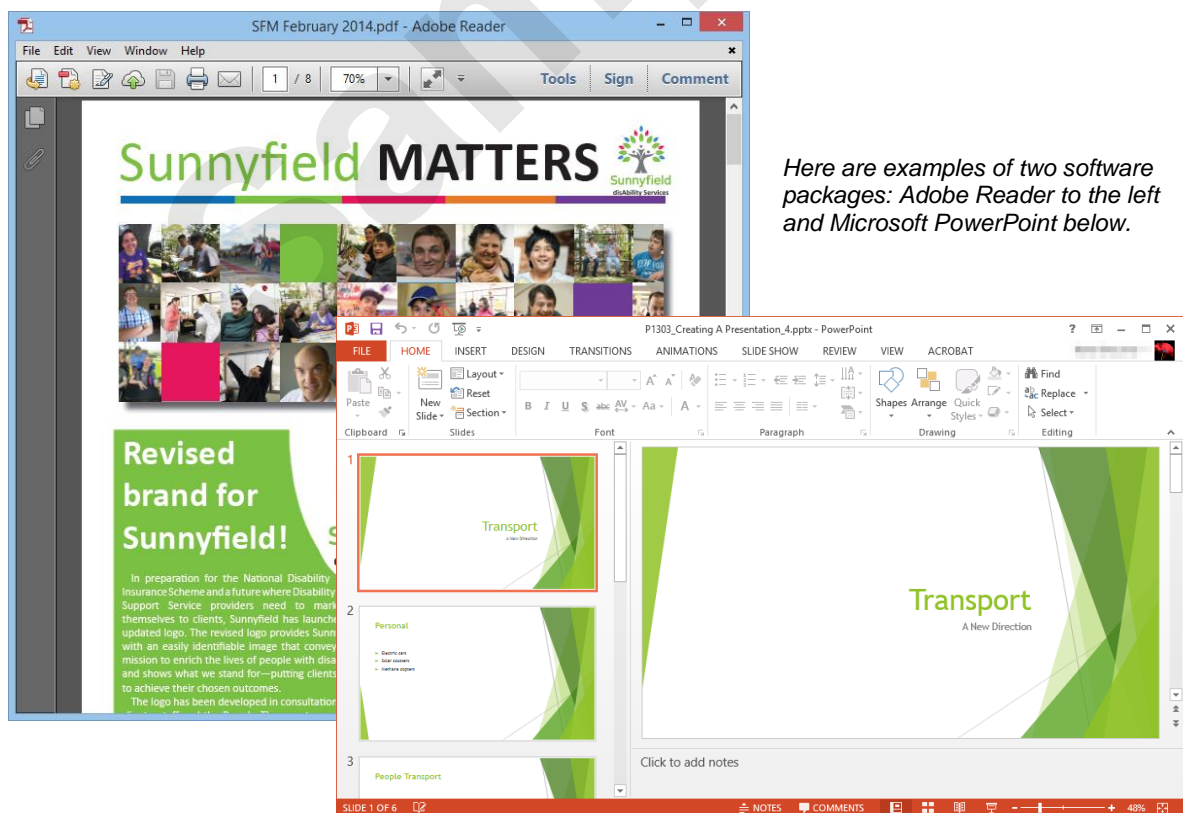
At the heart of the **information technology revolution**, as it has been called, are computers.

Hardware and Software

A computer is made up of two components: the **hardware** and the **software**.

The hardware refers to the physical components of the computer including the monitor (the screen), the computer cabinet, the various peripheral devices such as the keyboard and mouse, and even the printer that is used to print information. In general terms, hardware means all of the electrical and electronic components of the computer together with the cabinets, boxes, or shells, in which they are housed.

The software refers to the instructions (also known as programs) that make the computer work. Basically, it is the software that tells the computer what to do and how to do it.



Here are examples of two software packages: Adobe Reader to the left and Microsoft PowerPoint below.

In very general terms, **hardware** refers to the tangible aspects of the computer (the case, the mouse, the keyboard, and so on), while **software** refers to the intangible elements of the computer such as the processing instructions.