

ERGONOMIC PROCESS FREQUENTLY ASKED QUESTIONS

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EMPLOYEES

What should I do if I am feeling discomfort at my home or office workstation?

Whether you work in an office or at home, if you are experiencing pain or discomfort while working it is important to take the time to evaluate your workstation to make sure it is set up properly. Improper workstation set up can cause pain and discomfort that can result in an injury if not addressed. Review the resources on [this page](#) to learn how to properly set up your workstation properly.

What should I do if I have reviewed the resources available, adjusted my workstation set up and I am still feeling discomfort while working?

If you believe you would benefit from one of the following ergonomic accessories, you can ask your manager to order the item for you:

- Wrist rest
- Mouse pad
- Footrest
- Ergonomic mouse
- Ergonomic keyboard

Wrist rests, mouse pads and footrests are available to order from the WB Mason catalog in myBuy. Mice and keyboards are available to order in myBuy from the supplier CompuCom.

If you are unsure how to adjust your workstation or believe you may need other specialized equipment or furniture, you should have a workstation assessment completed by The Hartford's ergonomic partner Select Medical.

What is a workstation assessment?

A workstation assessment is a consultation by an ergonomist who thoroughly reviews and evaluates your workstation set up and makes recommendations to help alleviate any discomfort you may be experiencing. This includes evaluating your need for specialized ergonomic equipment and/or furniture.

There are two types of workstation assessments: 1) virtual, telephonic and 2) in-person. Both types of assessments are available for employees who work in offices as well as for remote employees. Rarely is an in-person workstation assessment needed and, in all cases, a virtual, telephonic workstation assessment is completed prior to an in-person assessment.

The workstation assessment begins by you completing a discomfort survey provided by Select Medical. You will also be asked to upload pictures of your workstation into the survey tool. Once you complete the survey, an ergonomist will contact you to schedule a call to complete the workstation assessment. During the call, the ergonomist will review the

results of your discomfort survey with you and discuss your level of discomfort, risk of injury and any medical condition/injury you have that may be causing or exacerbating your discomfort.

Following the completion of the workstation assessment, the ergonomist will share via email their recommendations which may include workstation adjustments, stretching exercises, specialized equipment/furniture, etc., with you and your manager.

If you work in an office and the ergonomist recommends the purchase of specialized equipment/ furniture, they will notify Real Estate of the items to be ordered and Real Estate will be responsible for ordering the items and having them installed. If you are a remote worker, your manager will be provided with instructions for how to order the items recommended by the ergonomist.

Select Medical will follow up with you to confirm you have received any recommended equipment/furniture and to re-assess your level of discomfort.

How do I request a workstation assessment?

If you are experiencing discomfort and are not able to alleviate it by self-adjusting your workstation, you should let your manager know that you would like to have a workstation assessment completed. To request a workstation assessment, you – or your manager on your behalf – can submit an order by searching “assessment” on the search bar on myBuy and placing an order for a telephonic/virtual workstation assessment.

My doctor recommended I receive specialized ergonomic equipment or furniture, what should I do?

If your doctor recommends you receive specialized ergonomic equipment or furniture due to a medical condition or injury you have, you should notify your manager of your need to have a workstation assessment completed. Do not share any information regarding your medical condition with your manager. Follow the directions above for placing an order in myBuy for a virtual/telephonic workstation assessment. You can feel free to share medical information with the ergonomist from Select Medical.

Do I need to submit a job accommodation request if my doctor recommends that I receive specialized ergonomic furniture/equipment?

No, you do not need to submit a job accommodation request. Instead follow the instructions above to request a workstation assessment.

Do I need to get a note from my doctor to request a workstation assessment?

No, you do not need to have a note from your physician to request a workstation assessment.

What should I do if my manager does not order the items recommended by the ergonomist based my workstation assessment?

If, based on a workstation assessment, the ergonomist recommends the purchase of specialized equipment or furniture and your manager does not order the items, you should notify Employee Relations by [submitting a request](#).

Does The Hartford purchase furniture or offer discounts on office furniture for remote workers?

Each business area will determine what expenses associated with establishing and maintaining a remote office space will be paid or reimbursed by The Hartford. Approval must be obtained prior to purchase. Refer to the [Remote Work Expense Reimbursement and Travel Information](#).

All employees have access to [Perks at Work](#). Through this program, discounts on a variety of office products and furniture are available.

Who should I contact if I have questions about the workstation assessment process?

If you have questions, please email mywellnessatwork@thehartford.com.

MANAGERS - Review the Employee FAQs above along with these additional FAQs

If an employee reports they are experiencing discomfort at their home or office workstation what should I do?

If an employee who works in an office or is remote tells you they are experiencing discomfort while working refer them to the resources on [this page](#) to learn how to properly set up your workstation properly.

If an employee requests an ergonomic accessory, such as a footrest, what should I do?

If an employee believes that they need one of the following items to be able to work more comfortably, you should order the item.

- Wrist rest
- Mouse pad
- Footrest
- Ergonomic mouse
- Ergonomic keyboard

Wrist rests, mouse pads and footrests are available to order from the WB Mason catalog in myBuy. Mice and keyboards are available to order in myBuy from the supplier CompuCom.

If an employee is unable to alleviate their discomfort by adjusting their workstation or their doctor recommends they receive specialized ergonomic furniture or equipment, what should I do?

You should submit an order for a virtual, telephonic workstation assessment on behalf of the employee. Do not ask the employee to share any personal medical information with you. To place an order for a virtual, telephonic workstation assessment, log in to myBuy and in the search bar search “assessment”. Place the order on behalf of the employee.

Is there a cost for a workstation assessment?

Yes; a virtual, telephonic workstation assessment costs \$75 and will be charged back to your business area. Though in-person assessments are rarely required, the cost is \$325 for remote workers and all locations other than Hartford and Windsor, or \$125 for employees working in our Hartford or Windsor office. The cost of an in-person assessment will be charged back to your business area.

If an employee requests a workstation assessment do I need to approve it?

Yes, to meet The Hartford’s obligations under the American with Disabilities Act and to prevent the employee from possible injury, it is important that you take action by approving requests for workstation assessments.

What can I expect will occur when an order for a workstation assessment is placed for one of my employees?

When our ergonomic partner Select Medical receives an order for a workstation assessment, they will contact the employee directly within 48 hours and provide them with an online discomfort survey to gather information about the employee’s needs.

Once the employee completes the survey, an ergonomist will schedule a call with the employee to review the results and discuss their discomfort and any medical condition or injury which might be causing or exacerbating their discomfort. The ergonomist will help the employee understand proper workstation set up and assess their need for specialized ergonomic equipment or furniture.

Upon completion of the assessment, Select Medical will email the results of the assessment including any recommendations for furniture or equipment they employee may need.

If the ergonomist recommends specialized equipment or furniture based on a workstation assessment, how do I order the items?

If the employee works in an office, you do not need to do anything. Select Medical will let Corporate Real Estate know what needs to be ordered and Real Estate will place the order and handle installation.

If the employee is remote, Select Medical will provide you with details on what should be ordered (e.g., model number, etc.) along with instructions on how to place the order. Typically, what is recommended is available from the WB Mason catalog in myBuy.

Who pays for the equipment or furniture that is ordered?

Corporate Real Estate is responsible for all costs associated with the purchase and installation of equipment and furniture in our offices.

The cost of furniture or equipment ordered for a remote worker as the result of a workstation assessment is charged to the employee's business unit.

Am I required to purchase those items?

Yes, to meet The Hartford's obligations under the American with Disability Act, the company must accommodate an employee's need for specialized ergonomic furniture or equipment.

What should I do if I do not have funds available in my budget to purchase the recommended items?

If you do not have funds available in your budget to purchase the recommended items, please discuss your concern with your manager. If you and your manager have questions, email mywellnessatwork@thehartford.com.

If an employee is provided with specialized ergonomic furniture do they need to return it when they leave the company?

No, The Hartford does not require remote employees to return home office furniture when they leave the company.

SPECIAL COVID-RELATED FAQs

What if an employee asks if they can take their office chair home or that they need a chair while working at home?

If an employee has a physical condition which necessitates specialized ergonomic furniture, such as a chair, they will need to have a workstation assessment completed by our ergonomist to ensure the furniture provided meets the employee's needs. Follow the instructions above for placing an order for a virtual, telephonic workstation assessment.

All other employee requests should be handled at the discretion of their manager and their senior leader - Vice President level (VP). It's important to keep in mind that our current unconventional work conditions are temporary.

If a direct manager and their senior leader (again, VP level) deem it appropriate, the manager can order a chair for an employee from the WB Mason catalog in myBuy. Five options are available.

On an exception basis and with the approval of their VP, managers can allow an employee to retrieve their chair from the office and bring it home. Keep in mind that while our buildings remain open, no one will be available to assist in removing the chair and loading it into the employee's car. Additionally, employees will need to sanitize the chairs they take home before they return them when the office re-opens.

If an employee takes their office chair home, do they need to return it to the office when they return to work?

Yes, employees are required to return all equipment when they return to the office.