

Appendix 2 - Working with Display Screen Equipment (DSE) – Managers Policy Guidelines

Frequently asked questions

Q1. Where can I find a summary of the procedure for completing DSE risk assessments?

The Assessors Quick Guide to DSE assessments gives an overview of the steps to take.

Q2. How do I get a workstation assessment done?

You should approach your line manager or IT Officer to undertake DSE workstation risk assessment.

Q3. How do I know whether I am classified as a ‘habitual’ DSE user?

A DSE workstation risk assessment will determine who is classed as a habitual USE user. **This depends on the nature, frequency and length of the use of the DSE.** The Manager’s Guide to Working With Display Screen Equipment gives guidance on the criteria for eligibility.

Q4. How do I obtain an eye test?

The Regulations ensure that eye tests are available for colleague’s who are classified as habitual DSE users. Habitual DSE users must have a current DSE Assessment, and meet the criteria for a habitual DSE user. The DSE assessor must check and agree eligibility with the HR Officer who should then arrange completion of the Eye Care Request Form attached to the back of the policy if the colleague does fulfil the correct criteria. **Please note that refunds for eye tests cannot be given retrospectively.**

Q5. What if my Optician tells me that I need spectacles for DSE use?

Spectacles can be fitted when the colleague attends for their eye test.

Introduction

This document supports the Dudley Mind Policy on Display Screen Equipment and aims to provide you with the information required to help you comply with the Health and Safety (Display Screen Equipment) Regulations 2003.

This legislation seeks to protect the health of colleagues by reducing risks that may arise from DSE also known as visual display unit (VDU) work.

The health problems associated with this type of work are

- Upper limb disorders (including pains in the neck, arms, elbows, wrists, hands, fingers)
- Backache
- Temporary eyestrain (But not eye damage), headaches, fatigue and stress.

The causes of such health problems may not always be obvious and can be due to a combination of factors.

This booklet describes the 7 basic steps that managers/IT Officer should follow in order to demonstrate compliance with the Regulations.

Who is accountable and responsible?

The Chief Executive is accountable for ensuring proper compliance with the regulations for all Dudley Mind employees (this may include those working remotely or home workers). However, responsibility may be delegated for the activities required to achieve compliance to line managers, the IT Officer or the HR Officer.

Make sure whoever you choose (it may be more than one person) understands and agrees their responsibilities and knows what is expected of them. Ask them to read this booklet. They will need to set a timetable for action. Check later that action has been taken.

For your convenience, a brief summary of the tasks involved in completing a DSE assessment can be found in the Assessor's Quick Guide to DSE Assessments.

Assessor's Quick Guide to DSE Assessments

Task	Action
a). Identify DSE users	Keep list of DSE users
b). Issue Employee Guide prior to assessment	Record date guide is issued to each employee
c). Assess workstations using DSE Workstation Risk Assessment Checklist	Keep <i>paper copy</i> record of Risk Assessment in designated folder
d). Any problems identified should be corrected to reduce risk	Refer to DSE Workstation Risk Assessment Checklist
e). Following corrective action a further assessment must be carried out	Date each assessment completed
f). Complete documentation	When you are confident the workstation complies with the Regulations, sign the DSE Risk Assessment Checklist as complete. Obtain DSE users signature once complete.
g). Apply eye test criteria to identify habitual DSE users	Complete documentation. If eligible for an eye test, HR Officer completes DSE Eye Care Request Form.
h). Once completed, keep the original DSE Risk Assessment Checklist in the designated folder and a copy in the DSE user's Personnel file.	
Completed Assessments to be reviewed as appropriate	Refer to Step 3 of this document

The steps to take

Step 1. Decide who is covered by the Regulations and identify the workstations they use

Anyone who uses DSE must have a risk assessment. However, only those who use DSE continuously would be considered to be a habitual DSE user under the terms of the Regulations (so would be entitled to an eye test). The following guidelines are designed to help you decide who these employees are.

Decide who is a DSE user.

Not everyone who uses DSE is legally classified as a DSE user. The regulations apply to all colleagues using DSE, but specifically focus on those who **habitually** use DSE as an integral part of their normal work for significant lengths of time, (as distinct from people who may only use it infrequently, for short periods of time). **Habitual** DSE users may be at a greater risk of developing a health problem because they do not have the discretion to 'spread' their DSE related job tasks throughout the day alongside other non-DSE related job tasks. Examples of **habitual** DSE users are data input clerks/copy typists etc. Many managers are able to use their discretion about how and when they use DSE and therefore would not **automatically** be classified as **habitual** DSE users. **Habitual** DSE users are entitled to be offered a free eyesight test at their request to check mid vision for DSE use.

In Dudley Mind, a **habitual** DSE user therefore, is a permanent colleague whose duties on an ongoing basis require him/her to work with DSE as an integral part of their work for either:

- Continuous or near-continuous spells of one hour or more at a time daily, and
- Use DSE in this way more or less daily.
- Have to transfer information quickly to or from the DSE, and also,
- Need to apply high levels of attention and concentration to do their job.
- Have little/no opportunity to break away from DSE work to undertake alternative (non-DSE related) tasks.

Having read these guidelines, you will have to use your discretion to decide whether or not a colleague should fall under the category of a habitual DSE user or not.

Do the regulations cover temporary workers?

All of the requirements of the Regulations apply to temporary or agency workers with the exception of the requirement for Dudley Mind to provide eyesight tests (these individuals should speak to their direct employer about providing an eye test).

Workstation assessments

The Regulations require an assessment of the DSE workstation, to ensure that it meets the prescribed minimum requirements. Each DSE user of the workstation should be personally involved in the assessment.

The steps to take

Step 2. Train DSE users and Workstation Assessors

Arrange training for

- **All DSE users**, on the risks, and on safe behaviour and practices. For example adjustable chairs only reduce the risk if users adjust them and know how to sit in them properly. If workstations are substantially changed users may need additional training

- **All workstation assessors**, step 3 requires you to assess all workstations. Assessors must be equipped to recognise potentially risky workstation layouts, environments and practices.

Training

DSE user information and training should normally include

- Potential risks from DSE work (see introduction)
- Importance of good posture and changing position frequently
- How to adjust furniture to help avoid risks
- Organising the workplace to avoid awkward or repeated stretching movements
- Avoiding reflections and glare on the screen
- Organising work for activity changes or breaks if necessary
- Whom to contact for help and report problems or symptoms to

REMEMBER – the purpose of training is to increase the user's competence to use the workstation equipment safely and reduce risks to their health. Make sure that DSE users have the opportunity to ask about anything that isn't clear.

Information for workstation assessors will cover the points above plus

- Legal requirements
- How to use and complete the Checklist
- How to identify obvious and less obvious causes of risk
- Deciding when additional information and help is needed and where to go for it
- How to draw conclusions from assessments and identify steps to reduce risks
- How & when to communicate findings to those who need to take action

The steps to take

Step 3. Assess workstations and reduce the risks

The DSE Workstation Risk Assessment Checklist is simple to use and helps guide the Workstation Assessor through the process of doing an assessment. DSE users and Workstation Assessors should fill in the checklist together. Once completed help the DSE user to tackle any problems they are having difficult resolving. Agree to review the assessment at least after 2 years or when there are significant changes to the workstation or if it is relocated.

Please ensure that prior to the assessment the DSE user for each workstation has been given and read a copy of the “Employee Guide to Working with DSE”.

Definition of a Workstation

A workstation is defined as

“The immediate working environment around the display screen equipment and the designated user. This includes both the display screen equipment and other features such as chairs, desks, work surfaces, printers, document holder etc.”

It will not apply to workstations where the use of the display screen is limited to occasional or infrequent access or entry of data e.g. office automated diary, memo or vehicle loading system.

The definition of DSE includes conventional office based display screens and liquid crystal displays; as well as screens used to mainly display drawings, graphs, charts or computer generated graphics and non-electronic display systems such as microfiches.

The DSE Workstation

DSE users must answer the questions asked by the Workstation Assessor from the DSE Workstation Risk Assessment Checklist, and make the required adjustments as they go. Where they answer ‘Yes’ no further action is necessary. Where they answer ‘No’ the “action to take” column must be completed by the Workstation Assessor.

The steps to take

DSE Workstation Risk Assessment Checklist is to be used. Print a hard copy for each assessment.

Workstation assessors may find the following guidelines helpful

- Deal with the biggest problems first
- Take seriously and investigate reports of aches and pains from DSE users
- Look for the less obvious causes of risk. For example, poor posture may be due to bad seating, or sitting awkwardly to avoid glare on the screen, or leaning forward to key because the arm rests prevent the chair being close to the workstation
- Consider different ways of tackling e.g. also consider how risks can be reduced by varying job tasks.
- Remember keep solutions simple
- Sign off the checklist to show that the initial assessment has been undertaken.

Identify Actions

Organise the actions required to correct any **required** problems.

Having taken actions to reduce the risks, check with the DSE user that a different problem hasn't arisen as a result, for example:

- To have her forearms in the correct keying position, Miss A, a 5'1" DSE user may raise her chair height but now her feet cannot be placed flat on the floor. Therefore, a footrest is needed if the desk height cannot be adjusted.
- Mr B's workstation layout is reorganised to give him more space but Mrs C who sits beside him is now sitting next to a group of noisy printers.
- Miss D has a lot of glare on her screen, you opt for an anti-glare filter but she continues to have headaches because of the strong sunlight coming in through the window blinds, which are broken.

Actions on completing

Following each assessment the points identified on the checklist as requiring action should be progressed immediately. A further assessment must then be completed. The assessment cannot be considered to be complete until the workstation has been assessed as “no further action is necessary”. Finally the HR Officer should sign the form on behalf of the Dudley Mind to show that the assessment has been completed.

The DSE Workstation Risk Assessment Checklist should be retained in hard copy in a designated folder with a copy placed in the colleague’s Personnel file for reference.

Assessment Reviews

Completed Assessments will need to be reviewed

- At least every 2 years or if,
- Major changes to the display screen equipment, furniture, or software are made.
- New DSE users start work, or existing DSE users change workstations.
- Workstations are re-sited

Focus on the aspects that have changed. For example

- The environmental factors are important if the workstation location changes
- Different DSE users have different needs – replacing a tall DSE user with a short DSE user may mean a foot-rest is required
- DSE users working from a number of source documents will need more desk space than DSE users who are word processing.

The steps to take

Step 4. Plan changes of activity or breaks for DSE users

Breaking up long spells of DSE work helps prevent fatigue and upper limb problems. Where possible, include spells of other work, e.g. telephone calls, filing, photocopying, etc. Otherwise, plan for DSE users to take breaks, away from the screen if possible.

The length of break required is not set down in the law, needs vary depending on the work done.

Work Organisation

When advising DSE users about how to organise their work the following points are important

- Vary the tasks
- Remind DSE users to incorporate an exercise routine, e.g. blinking, stretching, focusing eyes on distant objects and looking away from the screen.
- Breaks should be taken before the DSE users are tired, rather than simply to recover.
- Short frequent breaks are better than longer, infrequent ones, e.g. a 5-10 minute break after 50-60 minutes continuous DSE work.
- Individual control over work patterns is the ideal.
- Make sure DSE users don't get carried away and work intensely for too long or save breaks to take a few longer ones.
- Imposed rest breaks may sometimes be the only solution, e.g. in some data preparation activities.

The steps to take

Step 5. Provide eyesight testing and a contribution towards any necessary correction for DSE work if requested.

This only applies to those colleagues who are classified as **habitual DSE users** and meet the Dudley Mind criteria outlined in Step 1.

Arranging eye tests

Once the Workstation Assessor has established that the DSE user meets the criteria to entitle them to an eye test and they have requested to have a test:

- The HR Officer should complete the DSE Eye Care Request Form
- The colleague is responsible for arranging for their eye test at an optician selected by Dudley Mind once they have been authorised to do so by their HR Officer.

Please note: Dudley Mind cannot reimburse colleagues for eye tests that are arranged in any other way. DSE users will not be refunded retrospectively if they have had an eye test or purchased spectacles outside the procedure outlined above.

Eye tests can only be undertaken by Opticians selected by Dudley Mind.

Spectacles for DSE Use

If as a result of the eye test, an employee's optician recommends that they need to wear spectacles for DSE use, these can be fitted at the time of the appointment from a price range selected by Dudley Mind..

The steps to take

Steps 6. Make sure workstations comply with the requirements of the regulations.

The Regulations set out a number of ergonomic features that should be present in workstations. Once the workstation is set up in the workplace, the Workstation Assessor should complete a risk assessment and take action to reduce any risks as in Step 3.

Ergonomic Factors

Posture and Furniture

DSE users should be able to manoeuvre easily and efficiently between one task and the next. The DSE should be placed directly in front of the DSE user. Items used less frequently can be positioned further away, yet still accessible.

The desk should be at a proper height to match the chair and ensure that sufficient legroom is available. The desk should be big enough to provide room for the display screen equipment, peripherals and accessories, in some cases the user may benefit from using a document holder. The desk structure should be smooth, flat and stable.

The chair must enable the DSE user to adopt a comfortable position. The backrest should be comfortable and adjustable in height and tilt, in order to accommodate different sitting positions. The seat area should be adjustable in height and should swivel. The chair height should be adjusted so that the DSE user's elbows are level with the 'A' row on the keyboard. This keeps his/her hands and arms in the proper position.

The chair should be solidly supported with at least 5 castors or 'feet'. The chair must allow the DSE user to plant his/her feet firmly on the floor – a foot-rest may have to be provided if the desk height is not adjustable. Generally, the chair should be adjustable in height between 38-45cms (15-21 inches). Once adjusted the user's thighs should be mostly supported by the seat.

Screen Display

The screen unit should offer the ability to tilt and swivel. For the best readability, it should be positioned so that the top of the screen falls slightly below the DSE user's eye level. The screen should be placed in a suitable position to allow the DSE user to adopt a comfortable position, whilst avoiding glare or reflections.

Each display screen should be clear, bright and readable.

Computer display should not jitter, appear distorted or leave a ghost image of a character or word on the screen after it has been erased.

A good screen surface should be non-reflective as shine or slickness can cause glare. Screens should be positioned to prevent reflections from lights or windows.

The keyboard must be separate from the display unit (this does not apply to a laptop computer) and offer the DSE user a reasonable choice of positioning. The space in front of the keyboard should be sufficient to allow the DSE user to rest their hands and arms between tasks. The centre row of keys should be approximately 30mm above the desktop. All key cap legends should be clearly readable.

The temperature and ventilation at the workstation should be comfortable. Lighting levels should be sufficient for all tasks performed. Remember excessive noise can be distracting.

If the DSE user has a health problem, which is aggravated by using the specified equipment above, medical advice should be sought.

Laptops

Portable DSE, (e.g. laptop and notebook computers), is subject to the DSE Regulations if it is used for prolonged periods of time. Whilst research suggests that some aspects of using portable DSE are no worse than using full-sized equipment, it is not true about every aspect. The design of portable DSE can include features (such as smaller keyboards or a lack of keyboard/screen separation), which may make it more difficult to achieve a comfortable working posture. Portable DSE is also used in a wider range of environments, some of which may be poorly suited to DSE work. Risk assessment for users of

portables can be a challenge, as it is clearly not practical to use a Workstation Assessor to assess each location where work may take place. In this case the best solution is to ensure that the portable DSE users are given sufficient training and information to undertake their own risk assessments and ensure that measures are taken to control risks (for example poor posture) whenever they set up their portable. Portable users' risk assessments for, say, half an hour's work in a borrowed office can be quite informal and need not be written down. Wherever possible, portable DSE should be used with a docking station, and discouraged for regular use over prolonged lengths of time. However, where there is no option other than to use a portable for extended or repeated periods in the same location, a written assessment must be undertaken using the DSE Workstation Risk Assessment Checklist. This could be done by either, a suitably trained DSE user (possibly with input from the Workstation Assessor) or by the Workstation Assessor themselves. As well as the risks described here associated with the use of portables, additional manual handling risks may exist when moving between locations, as well as a possible risk of theft involving an assault. Risk Assessments must take account of this, and corrective action must be taken by the Line Manager (e.g. purchase of suitable laptop carrying cases if deemed appropriate etc.)

The steps to take

Step 7. Inform DSE users about what you have done.

This can be done by talking to colleagues and ensuring they obtain a copy of the Employee Guide to Working with DSE.

Give DSE users information on

- Health and safety relating to their workstations
- Risk assessments and steps taken to reduce risks
- Breaks and changes of activity
- Eyes and eyesight tests

You have now completed Steps 1-7.

APPENDIX 1

Seating and posture for office tasks

Comfort at work is important. Changing positions occasionally will prevent aches and pains.

- Are the DSE user's forearms horizontal and their wrists straight, with enough space in front of the keyboard to support hands/wrists during pauses in keying?
- Have they adjusted their seat height and backrest?
- Is their back supported?
- Are their feet comfortable on the floor or footrest, preventing excessive pressure on underside of thighs and backs of knee with thighs being properly supported by chair seat?

"Squinting" or peering at the screen could cause tired, irritable, red eyes at the end of the working day.

- Is the screen at a comfortable distance, angle and height?
- Is the screen clean and free from glare and reflection?
- Has the user adjusted the contrast and brightness?
- Has the user had their eyesight tested?
- Does the user look away from the monitor frequently?

To avoid discomfort it helps if the work area and working day is well organised.

- Is the workstation arranged so that the DSE user is not sitting in an awkward position, with sufficient room for movement?
- Are their tasks varied?

If a colleague experiences persistent, painful or tired muscles affecting their back or upper limbs the HR Officer should refer the employee to their doctor for advice.

Dudley Mind

DSE WORKSTATION RISK ASSESSMENT CHECKLIST.

Please print off the Workstation Risk Assessment Checklist and use as a hard copy for each assessment undertaken.

1. Workstation location (if applicable).....	
2. DSE User Name.....	
3. Checklist completed by	
4. Date of assessment	
6. Any further action needed	YES/NO
7. Follow up action completed on	
8. Assessment signed by DSE user.....	
9. Assessment signed off by HR Officer	

This checklist must be used to comply with the Health and Safety (Display Screen Equipment) Regulations 2003.

Ensure that the *Manager's Guide to Working with Display Screen Equipment (DSE)* is also consulted when completing the DSE risk assessment.

Work through the checklist, ticking either the 'yes' or 'no' column against each risk factor:

- 'Yes' answer require no further action
- 'No' answers will require investigation and/or remedial action to be taken by the Workstation Assessor, who should record their decisions in the 'action to take' column. Assessors should check later that the actions have been taken and problems have been resolved.

RISK FACTORS	TICK ANSWER		THINGS TO CONSIDER	ACTION TO TAKE
	YES	NO		
1. DISPLAY SCREENS				
Are the characters clear and readable?			Make sure the screen is clean and cleaning materials are available.	
Is the text size comfortable to read?			Settings may need adjusting to change text size.	
Is the image stable, i.e. free of flicker and jitter?			Try using different screen colours to reduce flicker. E.g. darker background and lighter text.	
Is the screen's specification suitable for its intended use?			For example, intensive graphic work or work requiring fine attention to detail may require large display screens.	
Are the brightness and/or contrast adjustable.			Separate adjustment controls are not essential, provided the user can read the screen easily at all times.	
Does the screen swivel and tilt?			You may need to replace the screen if: <ul style="list-style-type: none"> ○ Swivel/tilt is absent or unsatisfactory ○ Work is intensive and/or ○ The user has problems getting the screen to a comfortable position. 	
Is the screen free from glare and reflections?			Use a mirror placed in front of the screen to check where reflections are coming from. You might need to move the screen or even the desk and/or shield the screen from the source of reflections. Screens that use dark characters on a light background are less prone to glare and reflections.	
Are adjustable window coverings provided and in adequate condition?			Check that blinds work. Consider anti-glare screen filters.	

2. KEYBOARDS			
Is the keyboard separate from the screen?			This is a requirement unless the task makes it impracticable (e.g. where there is a need to use a laptop)
Does the keyboard tilt?			
Is it possible to find a comfortable keying position?			Try pushing the display screen further back to create more room for the keyboard, hands and wrists. Users of thick raised keyboards may need a wrist rest.
Does the user have good keyboard technique?			Provide advice to prevent: <ul style="list-style-type: none"> ○ Hands bending up at the wrist ○ Hitting the keys too hard ○ Overstretching the fingers
Are the characters on the keys easily readable?			Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing.
3. MOUSE, TRACKBALL ETC			
Is the device suitable for the tasks it is used for?			If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and are available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others). Seek advice from Occupational Health
Is the device positioned close to the user?			Most devices are best if they are placed as close as possible, e.g. right beside the keyboard. Advice may be needed to: <ul style="list-style-type: none"> ○ Prevent arm overreaching ○ Tell users not to leave their hand on the device when it is not being used ○ Encourage a relaxed arm and straight wrist

Is there support for the device user's wrist and forearm?			Support can be gained, for example, the desk surface or arm of a chair. If not, a separate supporting device may help.	
Does the device work smoothly at a speed that suits the user?			See if cleaning is required (e.g. of mouse ball and rollers). Check the work surface is suitable. A mouse mat may be needed.	
Can the user easily adjust software setting for speed and accuracy of pointer?			Users may need training in how to adjust device settings.	
4. SOFTWARE				
Is the software suitable for the task?			Software should help the user carry out the task, minimise stress and be user-friendly. Check users have had appropriate training in using the software. Software should respond quickly and clearly to user input, with adequate feedback such as clear help messages.	
5. FURNITURE				
Is the work surface large enough for all the necessary equipment, papers etc.			Create more room by moving printers, reference materials etc. If necessary, consider providing new power and telephone sockets, so equipment can be moved. There should be scope for some flexible rearrangement.	
Can the user comfortably reach all of the equipment and papers they need to use?			Rearrange equipment, papers etc. to bring frequently used things within easy reach. A document holder may be needed, positioned to	

			minimise uncomfortable head and eye movements.	
Are surfaces free from glare and reflection?			Consider mats and blotters to reduce reflections and glare.	
Is the chair suitable?			The chair may need repairing or replacing if the user is uncomfortable, or cannot use the adjustment mechanisms.	
Is the chair stable?				
Does the chair have a working: <ul style="list-style-type: none"> o Seat back height and tilt adjustment? o Seat height adjustment? o Swivel mechanism? o Castors or glides? 				
Is the chair adjusted correctly?			<p>The user should be able to carry out their work sitting comfortably?</p> <p>Provide advice on how to adopt suitable postures while working.</p> <p>The arms of chairs can stop the user getting close enough to use equipment comfortably.</p> <p>Move any obstructions from under the desk.</p>	
Is the small of the back supported by the chair's backrest?			The user should have a straight back, supported by the chair, with relaxed shoulders.	
Are forearms horizontal and eyes at roughly the same height of the DSE?			Adjust the chair height to get the user's arms in the right position, then adjust the DSE height if necessary.	
Are feet flat on the floor without too much pressure from the seat on the backs of the legs? Are the thighs supported by the seat surface for most of their length?			If not, a footrest may be needed.	
6. ENVIRONMENT				

<p>Is there enough room to change position and vary movement?</p>			<p>Space is need to move, stretch and fidget?</p> <p>Consider reorganising the office layout and check for obstructions.</p> <p>Cables should be tidy and not a trip or snag hazard.</p>	
<p>Is the lighting suitable, e.g. not too bright or too dim to work comfortably?</p>			<p>Users should be able to control light levels, e.g. by adjusting window blinds or light switches.</p> <p>Consider shading or re-positioning light sources or providing local lighting e.g. desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces). Sometimes, fluorescent lights can be too "harsh" – consider changing positioning.</p>	
<p>Does the air feel comfortable?</p>			<p>DSE and other equipment may dry the air.</p> <p>Circulate fresh air if possible.</p> <p>Consider increasing humidification levels if discomfort is severe.</p>	
<p>Are levels of noise comfortable?</p>			<p>Consider moving sources of noise, e.g. printers, away from the user. If not, consider soundproofing.</p>	

See specific action advice for Yes or No responses.

7. ADDITIONAL QUESTIONS	YES	NO	THINGS TO CONSIDER	ACTION TO TAKE
Is the colleague consider to be a habitual DSE user as defined in the Managers guide?	If yes see right.		If Yes they may be eligible for an eye test. See below.	Consult the Managers guide to check whether the colleague is eligible for an eye test.
Has the DSE user been advised of the procedure for requesting a DSE eyetest?		If No inform user	Colleagues must be defined as an habitual user to be eligible for a DSE eye test.	To request an eye test. The HR Officer must check for eligibility criteria and complete the DSE Eye Care Voucher Request Form.
Ask if the user regularly takes breaks away from DSE.		If No see right	DSE policy provides guidance on breaks frequency and duration.	If no: Advise the colleague of the need to take regular breaks from DSE work.
Ask the colleague if they have experienced any other discomfort/symptoms not covered already which they can attribute to working with their DSE.	If yes see right		Ask colleague to describe their symptoms.	Record symptoms below Obtain prompt advice from HR Officer (HR may seek further medical advice).

Write the details of any problems and action taken to resolve them

APPENDIX 3

DSE Eye Care Request Form

HR Officer to complete the following details authorise,

Name (HR Officer):	
Name (Employee):	Job (Colleague):

DSE Eye Care Voucher Checklist	Yes	No
1. Has the colleague had a work-station assessment? <ul style="list-style-type: none"> - If Yes then progress to question 2, - If No then colleague not eligible for Eye Test. 		
2. Is the employee considered a Habitual DSE User within the criteria described in the Managers Policy Guide to Display Screen Equipment? <ul style="list-style-type: none"> - If Yes progress to question 3. - If No colleague is NOT eligible for Eye Test. 		
3. Has the employee received an Eye test paid for in the last 2 years from Dudley Mind? <ul style="list-style-type: none"> - If yes, the employee will <u>only</u> be entitled to an Eye Test if the Optician has specifically indicated the need for another test within a 2 yr period. - If no and colleague has answered 'yes' to all the above questions they will be entitled to an Eye Test. 		

Please note Eye Tests are only available to colleagues directly employed by Dudley Mind.