



DEPARTMENT OF THE NAVY
NAVAL HOSPITAL
2080 CHILD STREET
JACKSONVILLE, FLORIDA 32214-5000

IN REPLY REFER TO:

6200.2

Ser 06IHZZ/0157

JAN 28 2019

From: Commanding Officer, Naval Hospital Jacksonville
To: Director, Defense Logistics Agency Information Operations Jacksonville Florida

Subj: PERIODIC INDUSTRIAL HYGIENE SURVEY OF THE DEFENSE LOGISTICS
AGENCY INFORMATION OPERATIONS ALBANY GA

Ref: (a) OPNAVINST 5100.23G

Encl: (1) Executive Summary
(2) Industrial Hygiene Survey Report (AL19008)

1. A periodic Industrial Hygiene Survey of the Defense Logistics Agency Information Operations Albany GA was conducted on 14 January 2019 as required by reference (a). Enclosures (1) and (2) are provided for your information.

2. The point of contact is Mr. Bryan S. Arwood, Naval Branch Health Clinic Albany Industrial Hygiene Division, at (229) 639-7846 or email: bryan.s.arwood.civ@mail.mil.

T. R. WALKER
By direction

Copy to:
DLA Information Operations Albany, MCLB Albany
MCLB Risk Management Office, MCLB Albany
Occupational Health Division, NBHC Albany

EXECUTIVE SUMMARY

A periodic industrial hygiene survey of Defense Logistics Agency (DLA) Information Operations Albany (*formerly Document Services*), Georgia was conducted on 14 January 2019 by Mr. Bryan S. Arwood, Industrial Hygienist, Naval Branch Health Clinic, Albany. The purpose of this survey was to identify health hazards present, assess actual health risk, and recommend controls where needed, as well as to assess your Occupational Health program status. No formal response to Industrial Hygiene is needed, although the Risk Management Office may specify recommendations made in this report as items for mandatory corrective action. Following is a summary of major findings and recommendations. Detailed findings, observations and recommendations are provided in enclosure (2) and its associated attachments.

Item: *Hazard Assessments.* Since the previous industrial hygiene (IH) survey in 29 December 2016, there have been no changes. This survey consisted of a walk-through evaluation of the work areas, sampling as required and employee interviews, as appropriate, to assist in the industrial hygiene assessment.

Recommended Action: Please review the program summaries in Attachment (1) and the individual work center hazard assessments in Attachment (2) for more details on all identified hazards. If there are any changes in work operation from what is described in this report, or if a focused health hazard evaluation of a specific work operation or new project is needed, please contact Mr. Bryan S. Arwood of the Naval Branch Health Clinic Albany Industrial Hygiene Division, at 229-639-7846 or bryan.s.arwood.civ@mail.mil.

**PERIODIC INDUSTRIAL HYGIENE SURVEY
DEFENSE LOGISTICS AGENCY INFORMATION OPERATIONS ALBANY
ALBANY, GEORGIA
REPORT NUMBER: AL19008**

Ref: (a) OPNAVINST 5100.23G, *Navy Safety and Occupational Health Program Manual*
(b) NAVMC 5100.8, *Marine Corps Occupational Safety and Health (OSH) Program Manual*
(c) Navy and Marine Corps Public Health Center (NMCPHC) Industrial Hygiene Field Operations Manual (IHFOM)

Att: (1) Program Evaluation Summary
(2) Individual Hazard Assessment
(3) Medical Surveillance Summary
(4) Noise Survey and Hearing Protection Requirements and Personal Noise Sampling Results Summary
(5) Exposure Monitoring Plan
(6) Neutral Posture for Computer Use/Computer Breaks
(7) Customer Satisfaction Survey

1. Introduction. Per reference (a) and (b), a periodic industrial hygiene survey of the Defense Logistics Agency (DLA) Information Operations Albany, Georgia was conducted on 14 January 2019 by Mr. Bryan S. Arwood, Industrial Hygienist, Naval Branch Health Clinic, Albany. This survey consisted of a walk-through evaluation of the work areas, a review of the operations and the hazards associated and employee interviews, as appropriate, to assist in the industrial hygiene assessment.

2. Report Contents. Reference (a) requires that each Navy workplace, or naval base supported DOD workplace, be thoroughly evaluated in order to accurately identify and quantify all potential health hazards. This report fulfills that requirement. An evaluation summary of Safety and Occupational Health (SOH) programs, control measures, and hazard evaluations is provided in attachment (1). The updated Individual Hazard Assessments for surveyed workcenter(s) are provided in attachment (2). Medical surveillance recommendations are provided in attachment (3). A list of the noise hazardous areas and operations and the required level of hearing protection is provided in attachment (4) along with a summary of personal noise sampling results. The Exposure Monitoring Plan, provided in attachment (5), details the operations/processes on which more information is required in the form of periodic sampling. Attachment (6), the Neutral Posture for Computer Use/Computer Breaks, can be used for training personnel in utilizing their computer workstations ergonomically. Attachment (7) is a Customer Satisfaction Survey, so that you may critique the services provided.

3. Design Reviews. Per reference (a), industrial hygienists should participate in the review of plans and specifications for local projects, standard operating procedures, purchasing transactions, and contracts which involve, or could create, exposure to potential health hazards, such as toxic materials, radiation, noise, or other health hazards. Cognizant facilities management and/or occupational health and safety personnel should ensure that the supporting

industrial hygienist is made aware of such plans and specifications and that they are made available for his/her review.

4. Re-evaluation Schedule and Changes in the Workplace. Please retain this report on file and post a copy in a common work area for personnel to review. IH surveys had historically been accomplished with an established survey frequency based on the nature of operations at the Activity/Command in accordance with reference (a). Survey periodicity is now scheduled at the command or shop level in accordance with reference (b). Ratings and associated survey frequency are now listed on individual work center assessment(s) within this report and reflect as High (annual), Moderate (biennial), or Low (quadrennial) hazard category. Shop periodicity will be continually re-assessed during future IH surveys. Defense Logistics Agency (DLA) Information Operations Albany, Georgia is considered a moderate hazard category and therefore will be re-evaluated in January 2021.

Any significant changes in the type of operations currently performed, current workplace setting, new equipment acquired, or change in the kinds or amounts of chemical used, as identified in the survey, will result in a need for an immediate re-evaluation of the affected area. Industrial Hygiene, Naval Branch Health Clinic Albany at 229-639-7846 should be notified in the event of any significant operational changes as described above so that a prompt re-evaluation can be completed.

**PERIODIC INDUSTRIAL HYGIENE SURVEY
PROGRAM EVALUATION SUMMARY
DEFENSE LOGISTICS AGENCY INFORMATION OPERATIONS ALBANY
ALBANY, GEORGIA
REPORT NUMBER: AL19008
JANUARY 2019**

New or Significantly Modified Work Center Operations/Processes?

Comments:

- There have been no significant changes since the last survey conducted 29 December 2016.
- All operations/process were identified for each of the workcenters and are provided in the Individual Hazard Assessments (attachment (2)).

Safety and Occupational Health (SOH) Program Findings and Recommendations

Ref: OPNAVINST 5100.23G

1. Medical Surveillance Program Status.

- No Medical Surveillance is Recommended.
 Medical Surveillance is Recommended.
 Command/Shop Safety Manager is familiar with required Medical Surveillance and Medical Exam Program (if required). Safety Manager knows the Medical Surveillance and Certification Exam Referral Form is required prior to personnel visiting Occupational Medicine for examination.

Comments: None.

2. Hazardous Material Control and Management (HMC&M) Program (Chapter 7):

- AUL Y N N/A Accurate Y N (where spot checked)
SDS Files Y N N/A Accurate Y N (where spot checked)
HAZMAT Training Required? Y N
Other (lead, asbestos, etc.): Y N

Comments: None.

3. Respiratory Protection Program (Chapter 15):

- Are respirators used to control workplace exposures? Y N Voluntary Use
Are they effective? Y N N/A
Is the Respiratory Protection Program satisfactory? Y N Marginal N/A
ESAMS agrees with medical surveillance recommendations? Y N N/A

Comments:

- Respirator use is not required for operations/processes performed in this shop/command.

4. Noise and Hearing Conservation Program (HCP) (Chapter 18):

- Are personnel recommended for the HCP? Y N
Are personnel receiving audiograms? Y N Not All N/A
Is hearing protection readily available? Y N N/A
Is hearing protection used? Y N N/A Not observed
Are hearing protection devices adequate? Y N N/A
ESAMS agrees with medical surveillance recommendations? Y N N/A

Comments:

- Personnel use a cutting machine that can produce hazardous noise and requires the use of hearing protection devices, which have an NRR of 33 dB and are capable of attenuating worker noise exposure below the OEL.
- A list of noise hazardous equipment and operations is listed in Attachment (4).

5. Personal Protective Equipment (PPE) (Chapter 20).

- Is PPE required for the job? Y N
Is PPE provided? Y N Not All N/A

Comments: Personnel are provided personal protective equipment for the various operations performed.

<p>6. Lead Control Program (Chapter 21).</p> <p>Is lead used in the workplace? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N</p> <p>Is exposure to lead in excess of the action level (AL)? <input type="checkbox"/> Y <input type="checkbox"/> N <input checked="" type="checkbox"/> N/A</p> <p>Comments: None.</p>
<p>7. Ergonomics (Chapter 23):</p> <p>Ergonomic risk factors were identified pertaining to:</p> <p><input checked="" type="checkbox"/> Shop work</p> <p><input checked="" type="checkbox"/> Office/Computer work</p> <p>Available equipment/furniture incorporates good ergonomic design? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A</p> <p>Ergonomic training recommended? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N</p> <p>Comments:</p> <ul style="list-style-type: none"> Office areas in each shop was typically equipped with cubicle or executive styled desks. In general, the desks had round or hard edges and keyboards and mice were placed on the desktop. A few of the keyboards had gel pads or wrist rests in front of them to help maintain the wrists in the optimal neutral position and prevent a pressure point between the wrists and desk edge. A more detailed assessment is documented in each shop's IHA. Attachment (6) illustrates the optimum computer station setup and placement of the screen, hands, wrists, etc.
<p>8. Management of Reproductive hazards (Chapter 29):</p> <p>Reproductive Hazards Present? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N</p> <p>Comments:</p> <p>Reproductive hazards listed in OPNAVINST 6000.1C or NMCPHC-TM-OEM 6260.01C have been identified in this workcenter. It is recommended that, wherever possible, the workcenter reduce, minimize, and/or eliminate the reproductive hazards and personnel exposure. Reproductive hazards are specifically identified for all operations addressed in attachment (2) and is summarized below:</p> <ul style="list-style-type: none"> Personnel use a cutting machine that produces hazardous noise. Hazardous noise is a recognized reproductive hazard.
<p>9. Management of Carcinogenic hazards:</p> <p>Cancer Causing Hazards Present? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N</p> <p>Comments: None.</p>
<p>10. Other Applicable Programs:</p> <p><input type="checkbox"/> Asbestos Control (Chapter 17)</p> <p><input type="checkbox"/> Non-ionizing radiation (Chapter 22)</p> <p><input type="checkbox"/> Ventilation</p> <p><input type="checkbox"/> PCBs (Chapter 25)</p> <p><input type="checkbox"/> Bloodborne Pathogens (Chapter 28)</p> <p><input type="checkbox"/> Other</p> <p>Comments: None.</p>
<p>11. Exposure Monitoring Plan (EMP):</p> <p><input type="checkbox"/> Exposure Monitoring needs were identified.</p> <p><input checked="" type="checkbox"/> No Exposure Monitoring needs were identified.</p> <p>Comments: None.</p>
<p>Additional Comments: None.</p>

INDIVIDUAL HAZARD ASSESSMENT		DATE: 14 January 2019		
RECORDED BY: Bryan S. Arwood COMMAND: Defense Logistics Agency Information Operations BLDG: 3600 SHOP: DLA Document Services SHOP HAZARD PRIORITY RATING: 2		POC: Terri Eaton PHONE: 229-639-5648 TOTAL PERSONNEL: 2 (Civ: 2) MALE: 1 FEMALE: 1		
SHOP OPERATIONS: DLA Information Operations is the primary sources of full service document solutions for MCLB Albany and the tenants aboard the base. This includes printing, duplicating and building libraries of digital documents. There is a paper-cutter, small shrink wrapper, binder paper-drill, and wire binder stitcher.				
OPERATIONS AND POTENTIAL HEALTH HAZARDS	NUMBER OF WKRS	FREQUENCY /DURATION OF EXPOSURE	CONTROLS (1)	EXPOSURE ASSESSMENT (2)
Document services: Noise* Personnel may use a cutting machine that produces hazardous noise levels.	2	1x/month Less than 30 minutes	PPE: Single hearing protection is required for noise levels at or above 85 dBA. Double hearing protection is required for noise levels at or above 96 dBA.	ACCEPTABLE. According to frequency/duration of use personnel should not be exposed to hazardous noise in excess of the DoD standard. See attachment (4) for historical noise results. <i>*Noise is a recognized developmental reproductive hazard.</i>
Document services: Work-related musculoskeletal disorders (WMSD) (dynamic postures, heavy lifting*) Personnel may perform various tasks throughout the day that can include lifting or moving heavy boxes or supplies and/or work in awkward postures.	2	Daily Intermittent throughout the day	ADM: Two-person lift over 35 pounds. ENG: Carts and dollies. Presto-automatic 220lb lift.	WMSD RISK FACTORS. No ergonomic-related injuries/problems directly related to work were reported during the survey walkthrough. <i>*Heavy lifting is a recognized reproductive hazard.</i>

INDIVIDUAL HAZARD ASSESSMENT			DATE:	14 January 2019
RECORDED BY: Bryan S. Arwood COMMAND: Defense Logistics Agency Information Operations BLDG: 3600 SHOP: DLA Document Services SHOP HAZARD PRIORITY RATING: 2			POC: Terri Eaton PHONE: 229-639-5648 TOTAL PERSONNEL: 2 (Civ: 2) MALE: 1 FEMALE: 1	
SHOP OPERATIONS: DLA Information Operations is the primary sources of full service document solutions for MCLB Albany and the tenants aboard the base. This includes printing, duplicating and building libraries of digital documents. There is a paper-cutter, small shrink wrapper, binder paper-drill, and wire binder stitcher.				
OPERATIONS AND POTENTIAL HEALTH HAZARDS	NUMBER OF WKRS	FREQUENCY /DURATION OF EXPOSURE	CONTROLS (1)	EXPOSURE ASSESSMENT (2)
Administrative duties: Work-related musculoskeletal disorders (WMSD) (static postures) Personnel work at desks where the keyboard and mouse are placed on top of the desks. Desks had hard edges and some keyboards were not equipped with a wrist rest or gel pads in front of it. Chairs were not ergonomic because they did not have adjustable arm rest height and lumbar support.	2	Daily Up to 8 hrs	ADM: Stretch breaks to avoid long periods in the same posture.	WMSD RISK FACTORS. No ergonomic-related injuries/problems directly related to work were reported during the survey walkthrough. Gel pads or wrist rests should be employed in front of the keyboards to help maintain a neutral wrist and keep the wrist off of the hard edge of the desk. As chairs are replaced, consideration should be given to purchasing ergonomic chairs with adjustable lumbar support and arm rest height. ErgoGenesis, BodyBilt chairs are an approved GSA source. Personnel should ensure that workstation is set up correctly (example included in attachment (6)) to help prevent WMSD issues from occurring.
1. USE THE FOLLOWING CONTROL CODES: ADM – Administrative Controls PPE – Personal Protective Equipment ISO – Isolation DV – Dilution Ventilation ENG – Engineering Controls LV – Local Ventilation				
2. EXPOSURE ASSESSMENT refers to “Potential” exposure and does not take PPE such as respiratory protection or hearing protection into account. Use the following exposure codes: ACCEPTABLE – One where the IH will not expect the similar exposure group (SEG), on average, to be above the selected occupational exposure limit (OEL). UNCERTAIN – Additional data needs to be collected to clarify the exposure assessment. The IH should make an interim exposure assessment based on observation of the process and/or professional judgment. UNACCEPTABLE – One where the IH will expect the SEG, on average, to be exposed above the selected OEL. WMSD RISK FACTORS – Work-related musculoskeletal disorder (WMSD) risks include but are not limited to force, repetition, awkward or static postures, vibration and contact stress. SKIN – The material poses a skin absorption hazard. REPRO HAZARD – The material is a Navy-recognized reproductive hazard. CARCINOGEN – The material contains greater than 0.1% of an OSHA, ACGIH, IARC, OR NTP-recognized carcinogen.				

**SUMMARY OF MEDICAL SURVEILLANCE RECOMMENDATIONS
 DEFENSE LOGISTICS AGENCY INFORMATION OPERATIONS ALBANY
 ALBANY, GEORGIA
 REPORT NUMBER: AL19008
 JANUARY 2019**

Ref: (a) Medical Surveillance Procedures Manual and Medical Matrix, Edition 12, NMCPHC-TM OM 6260 (<http://www.med.navy.mil/sites/nmcphc/occupational-and-environmental-medicine/oemd/Pages/medical-surveillance-certification.aspx>).

The following table summarizes identified medical surveillance recommendations.

WORKCENTER	WORK PROCESSES	MEDICAL SURVEILLANCE	ESTIMATED # OF PERSONS
Exposure Based Medical Surveillance Recommendations			
None.			
Occupation Based Medical Exam Recommendations			
None.			

1. Explanation of Medical Surveillance/Certification Recommendations: Recommendation for inclusion in a hazard-based medical surveillance program for employees involved in a given operation is based on the industrial hygienist's judgment, either through observation or knowledge of the process or representative sampling, that these employees will be routinely exposed to workplace concentrations at or above 50% of applicable OSHA standards or action levels established by Navy instruction or Federal regulation. Medical certification is required by specific Navy or Federal directive where a certain degree of physical fitness has been judged as necessary for a component of the job (i.e. respirator use) or the job itself (i.e. forklift operators or security guards). Governing references regarding certifications should be followed. Scheduling of these personnel for examination is to be accomplished through the Occupational Medicine.

2. New Medical Surveillance Requirements: The Supervisor's Medical Surveillance and Certification Exam Referral form (SECNAV 5100.1T) is required to be filled out prior to personnel visiting Occupational Medicine for medical surveillance exams (https://navalforms.documentservices.dla.mil/formsDir/_SECNAV_5100_1T_10914.pdf).

**NOISE SURVEY WITH HEARING PROTECTION REQUIREMENTS
AND PERSONAL NOISE SAMPLING RESULTS SUMMARY
DEFENSE LOGISTICS AGENCY DOCUMENT SERVICES ALBANY
ALBANY, GEORGIA
REPORT NUMBER: AL19008
JANUARY 2019**

1. BUMED NOTICE 6260, 6 April 2018, directs the Navy to follow the Department of Defense Hearing Conservation Program guidance provided in DoD Instruction 6055.12, 3 December 2010. This changed the noise levels for which single and double hearing protection are required, the calculated protection factor or noise reduction rating (NRR) for devices used, and the way in which personal exposure dosimetry data is calculated. Areas requiring hearing protection should be appropriately labeled according to DoD requirements. Personnel should also be trained to subjectively identify “noise hazardous” conditions that may be encountered throughout the command/shop. In general, if personnel must raise their voice or shout to be heard over a noise source by a colleague standing two feet or less away, they are in a noise hazardous condition. Personnel should know to wear single hearing protection whenever such conditions are encountered.

2. The following table identifies spaces, work tasks and equipment that require the use of hearing protection. These measurements were taken at DLA Document Services during the current or previous industrial hygiene (IH) survey. All personnel working in the area or performing the identified tasks that are exposed to sound pressure levels of **85 dB(A)** and greater must use single hearing protection. Personnel exposed to sound pressure levels of **96 dB(A)** and greater require the use of double hearing protection, as indicated by the word “Double” in the “Level of Hearing Protection Required” column. The hearing protective devices used must meet the requirements of standard to reduce the noise attenuation below 85 dBA.

IDENTIFIED NOISE HAZARD AREA, OPERATIONS AND EQUIPMENT					
SHOP/ WORKCENTER	SPACE	WORK TASK AND/OR CONDITIONS	RANGE OF MEASURED SOUND PRESSURE LEVELS (dBA)	NOISE RADIUS (FT)	HEARING PROTECTION REQUIRED
DLA Document Services	Work area	Champion Paper Cutter	83 underload	N/A	None
			78-85 95.8 peak not underload	1	Single
		Lawson Super Duty Drill (Paper punch)	78	N/A	None

3. At the discretion of Industrial Hygiene, additional noise measurements (sound level surveys) may be obtained in work centers or noise dosimetry (personal monitoring on individuals) performed to resolve compliance issues such as the posting of hazardous noise areas, the adequacy of hearing protection devices already in use, or implementing administrative controls to bring the effective exposure to less than the DoD OEL.

4. The hearing protection devices currently in use (**Howard Leight Max corded earplugs (NRR 33)**) are capable of attenuating worker noise exposure below the OEL unless otherwise stated. It is recommended that the shop re-emphasize the need for wearing appropriate hearing protection continually when in designated noise hazard areas and it should be ensured that hearing protection use is strictly enforced throughout the shop. The shop should also consider any means available to minimize or eliminate noise wherever possible in order to reduce potential worker exposures. All noise hazardous areas/equipment should remain labeled with appropriate noise hazard stickers/signs. Should tasks change such that worker noise exposures are affected, notify Industrial Hygiene so that another assessment can be conducted.

5. The original sample results discussed in this attachment are on file with the Industrial Hygiene office. The workers have been notified of their sample results and the results have been recorded in their individual medical records. At this time there are no additional recommendations to be made.

UPDATED EXPOSURE MONITORING PLAN
DEFENSE LOGISTICS AGENCY INFORMATION OPERATIONS ALBANY
ALBANY, GEORGIA
REPORT NUMBER: AL19008
JANUARY 2019

COMMAND: DLA Document Services UIC: M38441TLA		P.O.C: See below PHONE:		SURVEY PERIOD: 2019 BY IHO: ARWOOD ASSIGNED TO IHT: WILLIAMS		
EXPOSURE MONITORING PLAN						
OPERATION AND STRESSOR TO BE MONITORED		NUMBER OF SAMPLES	I METHOD	II AREA	III FREQ	IV MAN-HOURS
NONE.						
Rationale: A		Priority: 4				
Action:						
Monitoring Plan Completion Reviewed By:				TOTAL HOURS:		
I Method of Measurement	II Area	III Frequency		IV Man-hours (Type/Number of Units/Hours)		
DR Direct Reading	BZ Breathing Zone	1	1x/Year	AIR: Full Shift: Each	9	
IT Indicator Tube	HZ Hearing Zone	2	2x/Year	STEL: Up to 3 samples	1.5	
F Filter	GA General Area	3	4x/Year	HEAT STRESS: Full Shift: Each	9	
PD Personal Dosimeter	SZ Source Zone	4	1x/2 Years	NOISE DOSIMETRY: Full Shift: Each	9	
AT Adsorption Tube (Charcoal, Silica Gel, Etc.)	O Other (Specify)	5	If performed	NOISE SLM: All Sources: Up to 5	2.5	
W Wipe		6	Other (specify)	VENTILATION: Hoods/Tanks/Exhausts: Each	0.5	
B Bulk Sample				VENTILATION: Air Changes: Each space	1	
				VENTILATION: Each Walk-In Booth	2.5	
				BREATHING AIR: Per System	2.5	

Sample Rationale:

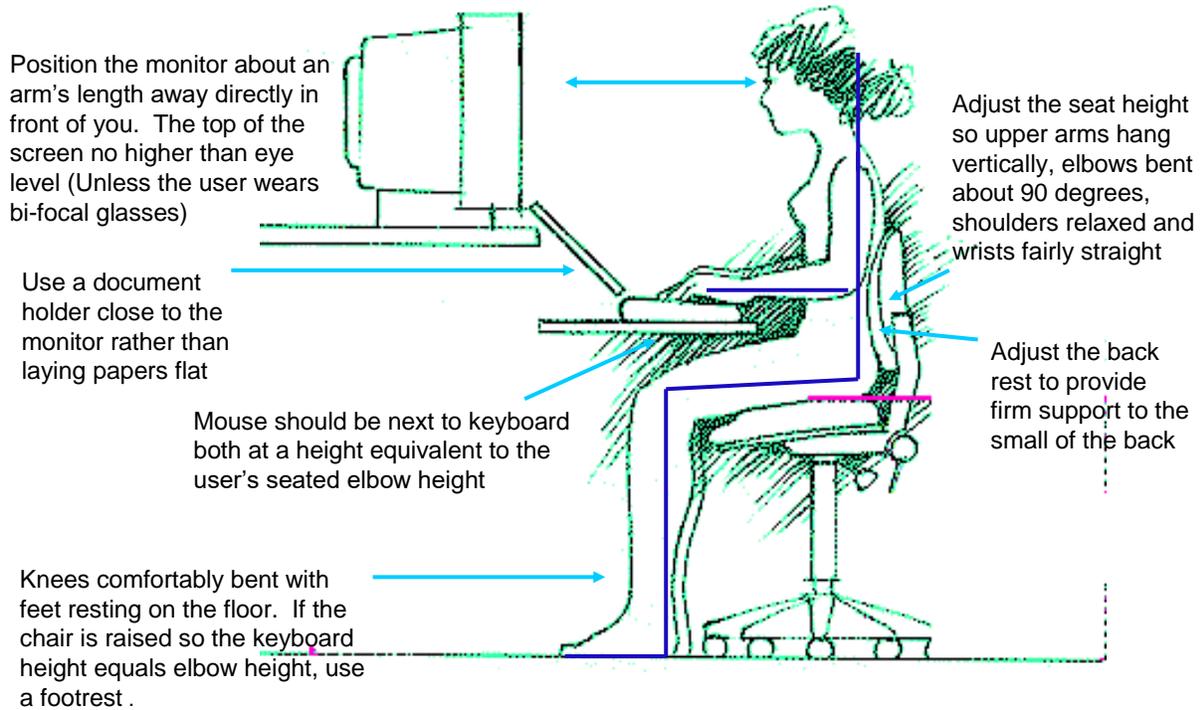
- A:** Fulfill regulatory sampling requirements.
- B:** Collect sufficient data to allow statistically valid exposure assessments.
- C:** Track workplace exposures to determine trends.
- D:** Validate professional judgments of unchanged exposure assessments.

Priority Category:

- Priority 1:** Needed to fulfill regulatory/instructional requirements (Federal, Navy, BUMED, etc).
- Priority 2:** Noise dosimetry and non-regulatory personal breathing zone sampling.
- Priority 3:** Other sampling needed in order to provide a more accurate or statistically valid exposure assessment.
- Priority 4:** Needed to validate professional judgments and/or to refresh existing data

Regardless of the **Priority** assigned, exposure monitoring is an essential part of the Industrial Hygiene Program for the command. Command and employee support for the sampling process is important. It is requested that every effort be given to cooperating with the personnel assigned to perform the exposure monitoring. Cooperation by both workers and supervisory personnel will expedite the sampling and minimize undue interference with work center operations.

Neutral Posture for Computer Use



TIME TO TAKE A COMPUTER BREAK

For every 20 minutes of computer use,
look at an object 20 feet away for
20 seconds. This reduces eyestrain.

Move your eyes side-to-side and
top to bottom. This helps moisten
your eyes and reduces eyestrain.

Close your eyes and gradually
lower your head. This relaxes
your eyes and neck.

Cup your eyes with your hands
and close your eyes. Do not put
any direct pressure on your eyes.
This relaxes your face and
moistens your eyes.

Extend your arms and fingers
and rotate. This reduces stress
on the upper extremities.

Rotate your ankle. This promotes
blood circulation in your legs.

With your arms at your sides,
shake your fingers. This
relaxes your arms, hands
and fingers.

While seated, elongate your back
by pretending there is a cable
attached to your head that is slowly
pulling upwards. This will promote
good posture and relieve some
low back pain.

Shrug your shoulders. This eliminates
stress from the shoulders and upper back.

Slowly pull your arms back as far as
you can, trying to touch your shoulder
blades together. This will reduce
upper back stress.

Tip: Taking 20 second micro-breaks throughout the day to refocus your eyes will reduce fatigue at the end of the day. 20/20 rule: for every 20 minutes of work, rest the eyes 20 seconds.

CUSTOMER SATISFACTION SURVEY

Industrial Hygiene Division
Naval Branch Health Clinic, Albany

Command: _____ Date: _____

Please rate this survey and report by indicating the numbers below that reflect your level of satisfaction:

	Level of Satisfaction				
	Low				High
	1	2	3	4	5
1. Coordination and/or response to request					
2. Courtesy and professionalism of IH personnel					
3. IH personnel's ability to communicate clearly and openly					
4. Clarity of Report					
5. Usefulness of Report					
6. Exposure Monitoring (if applicable)					
7. Timeliness of Report					

7. How can we improve the services we are providing?

8. What other services would you like Industrial Hygiene Services to provide?

9. Additional Comments (add a separate sheet if necessary):

Name: _____ Position: _____ Shop/Codes: _____

PLEASE RETURN THIS SURVEY TO:

Head, Industrial Hygiene Division
Naval Branch Health Clinic, Albany
bryan.s.arwood.civ@mail.mil