

Safety and Health Investment Projects FINAL REPORT REQUIREMENTS

The purpose of the final report of your SHIP project is to:

1. Evaluate and document the achievements, challenges, and shortcomings of the project for the constructive benefit of others interested in learning from SHIP projects; and
2. Provide the Division of Occupational Safety and Health with information that shows:
 - a. The outcomes specified in the project application were met; and
 - b. The grant was used for the purpose(s) for which it was approved and in accordance with relevant WAC rules and any special conditions or requirements; and
 - c. The outputs of the project have been disseminated as specified in the application.

The report format has four sections:

1. Cover Sheet
2. Narrative Report (part I)
3. Financial Information (part II)
4. Attachments (part III)

Please provide complete and detailed information in the final report. If you have questions, please call your SHIP grant manager.

REMINDER!!: All products produced, whether by the grantee or a subcontractor to the grantee, as a result of a SHIP grant are in the public domain and can not be copyrighted, patented, claimed as trade secrets, or otherwise restricted in any way.

SAFETY AND HEALTH INVESTMENT PROJECTS FINAL REPORT

Hazard Communication Training the Trainers
2013XA00203
March 18, 2013-June, 15, 2014

Valerie Pyle
valeriep@vigilant.org

Vigilant

July 15th, 2014

Valerie Pyle



Funding and support for this project has been provided by the State of Washington, Department of Labor & Industries, Safety & Health Investment Projects.

[Grantee] is solely responsible for the content of and views expressed in this report and related material unless they have been formally endorsed by the Washington State Department of Labor and Industries.

PART I

Narrative Report

Organization Profile:

For awarded organizations, to include partners and collaborators, provide a brief description of each organization. Mission, vision, and purpose for each of the organizations who applied (this includes partners and collaborators) for the grant.

Vigilant benefits employers and employees by providing a unique combination of affordable, expert counsel, personalized solutions and group programs they could not access by going it alone. We are a vibrant and continuously improving employer's organization with proven advocates intensely committed to providing quality service and living core values. We are strongly committed to helping our members and other companies create a safe work environment and reducing cost of injuries and by focusing on prevention and return to work. In Washington State, Vigilant has sponsored a group Retrospective program since 1984 and has refunded more than \$110 million dollars to employers. The group has grown from \$2.3 million to more than \$20 million in total premium.

See Vigilant's core values attached

Abstract:

Present a short overview of the nature and scope of the project and major findings (less than half a page). *How might your project benefit other Washington businesses and workers?*

This train-the-trainer class was designed to train leaders and trainers of a variety of industries within Washington State on how to effectively communicate changes to the chemical handling procedures. The class had two sections. The first section was designed to review the current material safety programs, outline the changes and discuss the specific deadlines of the GHS program. The second half of the class was dedicated to teaching the participants the skills to return to their companies and deliver effective training to their entire staff. Training practice activities, and materials were sent back with each participant for their use. The class was originally planned for a 4 hour training that was offered to employers & employees in all industries. Our focus was on high hazard industries, throughout Washington in 18 different locations with an emphasis on rural areas. Nearing the end of the grant a modification request was submitted on, April 17th, 2014 to add an additional location. This modification was submitted and approved. All employers were made aware of the training through word of mouth, as well as marketing inside and outside our industry. We also used calendars and community bulletin boards available through city offices and chambers of commerce throughout the state. The training was not limited to any industry or person. Any employer that uses chemicals with or without a hazard communication program was welcomed. Trainers received a CD with the SHIP reference to funding which will included two workbooks, handouts, pre-test/post-test, forms, checklists and other useful training tools, for training their employees.

Purpose of Project:

Describe what the project was intended to accomplish.

To reduce chemical exposure related injuries in the workplace by ensuring that trainers understand potential hazards as well as the means and methods to train their workers on those hazards. Additionally, it is the purpose of this program to involve workers in developing a strong hazard communication program that all workers at their facility will have ownership in. It was also designed to help leaders and trainers effectively communicate these changes, implement them, and ensure that all of their team members were effectively trained. We also intended to provide them with all of the tools they would need to conduct those training classes internally.

Statement and Evidence of the Results:

Provide a clear statement of the results of the project include major findings and outcomes and provide evidence of how well the results met or fulfilled the intended objectives of the project.

We trained a total of 344 trainers representing 190 companies. Many of these companies have multiple locations spread out throughout several different cities in Washington. Among those were Boise Cascade, Cardinal Glass, hotel industry, veterinary clinics, and restaurant chains. A conservative estimate is that each of these learners will be able to train an average of 25 employees each of their respective companies or locations. We estimate that 8,600 people were exposed to the GHS training as a direct result of the class and more will be in the future. We anticipate and additional 20% generated by ongoing training for new hires and material accessed through the L&I website. This brings estimated trainees who will benefit from this program to 10,320.

Measures to Judge Success:

If relevant, state what measures or procedures were taken to judge whether/ how well the objectives were met and whether the project or some other qualified outside specialist conducted an evaluation.

We used two tools to judge overall success:

1st- We gave each participant a course evaluation upon completion to ensure that each and every participant had the opportunity to comment on their experience, satisfaction with material and content, and give suggestions. Those evaluations were reviewed and remain on file as part of our grant paperwork. Comments provided us with positive feedback to use throughout this program.

Sample Participant Feedback**Participant Feedback(+)**

- Tri-Cities: "Thank-you. It was nice to hear different opinions/perspectives on how they are approaching the program."
- Tri-Cities: "Brian did a good job making sure we all understood everything."
- Woodinville: "Very good instructors that kept asking for questions and had a thorough understanding of the training scope."
- Everett: "Great Class. Info was presented in a digestible format to absorb."
- Moses Lake: "The class went smoothly and to the point-was very helpful to go back and train the employees."
- Bellingham: "I appreciate the effort Mr. Hallenbeck put forth on creating a presentation template for our organizations."

Participant Feedback (-)

- Tri-Cities: "I would have liked more implementation ideas/strategies."
- Woodinville: "Possibly use a SDS that illustrates storage concerns or some other details besides the motor oil since the hazard level was low."
- Bellingham: "Maybe, share w/us how to "jazz-up" training and provide examples of FREE tools from our various compliance agencies."

2nd-We gave each participant a pre-test to gauge their current level of understanding and a post-test to evaluate how much each participant grew in understanding of the upcoming GHS requirements. The pre/post-test comparisons show that the overall improvement percentage for all classes was 15.83% for participants. Improvement ranged from a high of 23.46% in Fife, WA to a low of 8.05% in Shelton, WA

Relevant Processes and Lessons Learned:

Specify all relevant processes, impact or other evaluation information which would be useful to others seeking to replicate, implement, or build on previous work

AND

Provide information on lessons learned through the implementation of your project. Include both positive and negative lessons. This may be helpful to other organizations interested in implementing a similar project.

Lessons Learned:

- The overall format of the program was well thought out and was constructed in such a way as to both educate the participants but also to give them the tools and the practice they needed to educate their teams with the overall intent of preventing chemical injuries in Washington businesses in an efficient and simple way.
- By making the presentation material customizable and editable, it created interest and active participation for participants from a total of 15 different industry classifications.
- By focusing on the importance of the content and the changes being made to the GHS system, we were able to create enthusiasm and raise the importance of investing the training time in their teams' learnings.
- We created most of the material but also used supplemental information available through Washington State Department of Labor and Industries and a video produced by OSHA. By relying on creative and comprehensive material produced by our own professional safety experts and supplementing with outside material, we made a complete package for the participants. Easy to learn and implement.
- We had a harder time than expected finding affordable marketing that put us in front of this very narrow target audience, trainers in high-risk industries. In response to this challenge, we posted the classes on community bulletin boards, the L&I posted the schedule, and we were able to put this out to local chambers of commerce offices. We also researched Associations in Washington and sent out invitations to many associations in Washington. This resulted in our ability to reach not only our original target market but a number of diverse industries. We had participants from our industrial and manufacturing industries but also from, restaurants, retail, hospitality, local governments, education services, sporting activities, medical and veterinary clinics and more. The lesson learned here is do not limit your search to such a narrow market. By looking further we were able to provide training to so many more diverse companies.
- When we originally created the program, we used images that reflected the "old" standards in the first half of the slides and changed the later slides as we covered the GHS changes. We did this to illustrate the old standard versus the new but this created some confusion and we were asked to re-do the material to reflect all new GHS standards. This was a legitimate concern and we addressed it as quickly as we could. Lesson learned, be open to feedback and respond accordingly.

- In response to a safety fair, the PowerPoint presentation was posted prior to the completion of the project. The PowerPoint presentation was only a very small part of the printed material and did not reflect magnitude of the class content, delivery, or the ancillary documents. This created some confusion and concern. The positive thing was that this is when we were notified that we needed to replace images for consistent messaging. The lesson learned is to not allow any material to be posted unless all material is posted. Posting only one document without the full concept of the training can be disruptive.
- We also experienced higher than usual no-show rates. Early on in the program we added additional reminder messages and we followed up with many of the participants that did not show up and invited them to nearby classes. We think that the 6-month difference in compliance dates between OSHA and L&I created some confusion for our Washington businesses and many of them did not wait for the class and provided the training prior to the deadline(which is positive).

Product Dissemination:

Outline of how the products of the project have been shared or made transferrable.

The materials for this project were manually disseminated to all participants. They were provided with 2 workbooks; one outlining the changes implemented by Globally Harmonized System of Classification of Dangerous Chemicals, the second workbook was the train the trainer piece which gave each participant the materials and the opportunity to practice and the materials they need to return to their companies and complete the training. They were also provided a CD that had printable material to assist them in disseminating the information back at their facilities. This material included a PowerPoint presentation template for each participant to customize and edit to meet the specific needs of their companies.

All materials printed and provided on CD will be submitted with the final report. This material will be made available through Washington State Department of Labor and Industries website.

All material will be made available on the Vigilant member website as well as links that can be accessed from the public side of Vigilant's website.

Feedback:

Provide feedback from relevant professionals, stakeholder groups, participants, and/ or independent evaluator on the project.

We received a lot of feedback, primarily positive. The evaluation forms were reviewed at the completion of each class and adjustments were made.

Sample Participant Feedback**Participant Feedback(+)**

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Project's Promotion of Prevention:

Explain how the results or outcomes of this project promote the prevention of workplace injuries, illnesses, and fatalities?

The initial intent was to reduce chemical exposure related injuries in the workplace by ensuring that trainers understand potential hazards as well as the means and methods to train their workers on those hazards. Additionally, it was the purpose of this program to involve workers in developing a strong hazard communication program that all workers at their facility will have ownership in and providing trainers the resources to conduct effective training focused on both meeting the new Global Harmonization System standards and safe chemical handling in general. By educating 344 trainers we know that there are many facilities with a much greater understanding of chemical hazards and a much better understanding of their own Haz-com program.

Uses:

How might the products of your project be used within the target industry at the end of your project?

Is there potential for the product of the project to be used in other industries or with different target audiences?

Our original target market was high-risk industries such as manufacturing & industrial applications. Due to broad appeal to this program we reached a total of 15 different industry classifications. As a result, not only can the basic agenda be applied to this topic but the process (2-part class) can be incorporated into many other training topics. Within our industry, we will continue to encourage our members and others to use a similar format to reinforce the topic and then teach each of their individual trainers how to deliver effective training, and provide the trainers with the tools they will need in advance of the training. The use for this material as stated has wide appeal and can be applied to any industry handling chemicals.

Additional Information

Project Type <input type="checkbox"/> Best Practice <input type="checkbox"/> Technical Innovation <input checked="" type="checkbox"/> Training and Education Development <input type="checkbox"/> Event <input type="checkbox"/> Intervention <input type="checkbox"/> Research <input type="checkbox"/> Other (Explain):	Industry Classification (check industry(s) this project reached directly) <input checked="" type="checkbox"/> 11 Agriculture, Forestry, Fishing and Hunting <input type="checkbox"/> 21 Mining <input checked="" type="checkbox"/> 22 Utilities <input checked="" type="checkbox"/> 23 Construction <input checked="" type="checkbox"/> 31-33 Manufacturing <input checked="" type="checkbox"/> 42 Wholesale Trade <input checked="" type="checkbox"/> 44-45 Retail Trade <input checked="" type="checkbox"/> 48-49 Transportation and Warehousing <input type="checkbox"/> 51 Information <input type="checkbox"/> 52 Finance and Insurance <input type="checkbox"/> 53 Real Estate and Rental and Leasing <input type="checkbox"/> 54 Professional, Scientific, and Technical Services <input checked="" type="checkbox"/> 55 Management of Companies and Enterprises <input type="checkbox"/> 56 Administrative and Support and Waste <input type="checkbox"/> 57 Management and Remediation Services <input checked="" type="checkbox"/> 61 Educational Services <input checked="" type="checkbox"/> 62 Health Care and Social Assistance <input checked="" type="checkbox"/> 71 Arts, Entertainment, and Recreation <input checked="" type="checkbox"/> 72 Accommodation and Food Services <input checked="" type="checkbox"/> 81 Other Services (except Public Administration) <input checked="" type="checkbox"/> 92 Public Administration																
Target Audience: 380 supervisors and trainers from many different industries. The intention is for each of these participants to return to their job sites and teach the material to their teams. The impact when these participants train their entire team will be exponential.																	
Languages: English																	
Please provide the following information - - <i>(information may not apply to all projects)</i>	List, by number above, industries that project products could potentially be applied to. Was applied to: 11,22,23,31-33,42,44-45,48-49,55,61,62,71,72,81,92, Could be applied to:21, 54, 56, 57																
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"># classes/events:</td> <td style="text-align: center;">20</td> </tr> <tr> <td># hours trained</td> <td style="text-align: center;">60</td> </tr> <tr> <td># companies participating in project</td> <td style="text-align: center;">95</td> </tr> <tr> <td># students under 18</td> <td style="text-align: center;">0</td> </tr> <tr> <td># workers(trainers)</td> <td style="text-align: center;">344</td> </tr> <tr> <td># companies represented</td> <td style="text-align: center;">95*</td> </tr> <tr> <td># reached (if awareness activities)</td> <td style="text-align: center;">n/a</td> </tr> <tr> <td>Total trainers reached</td> <td style="text-align: center;">344</td> </tr> </table>	# classes/events:	20	# hours trained	60	# companies participating in project	95	# students under 18	0	# workers(trainers)	344	# companies represented	95*	# reached (if awareness activities)	n/a	Total trainers reached	344	Potential impact (in number of persons or companies) after life of project? 344 participants/190 unique companies. Calculated 8,600 employees were directly educated as a direct result of this program. And anticipate an additional 20% with material posted bringing estimated exposure to approx. 10,300
# classes/events:	20																
# hours trained	60																
# companies participating in project	95																
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# reached (if awareness activities)	n/a																
Total trainers reached	344																
Have there been requests for project products from external sources? Yes. L&I project manager requested material CDs be made available to two companies while we were in the process of fulfilling the grant. That material was shipped out directly to the person requesting the material. We also had a couple of requests from our membership who were not able to attend the class. That material was shipped directly to them also.																	

PART II

Financial Information Budget Summary

Project Title: Hazard Communication Training of Trainers

Project #: 2013XA00203

Report Date: July 15th, 2014

Contact Person: Valerie Pyle

Contact #: 425-349-4477

Start Date: June 30th, 2013

Completion Date: May 15th, 2014

1.	Total budget for the project	\$ <u>112,839</u>
2.	Total SHIP Grant Award	\$ <u>91,200</u>
3.	Total of SHIP Funds Used	\$ <u>82,560</u>
4.	Budget Modifications (if applicable)	\$ <u>n/a</u>
5.	Total In-kind contributions	\$ <u>36,175.</u>
6.	Total Expenditures (lines 3+4+5)	\$ <u>118,735</u>

Instructions:

- Complete the Supplemental Schedule (Budget) form first (on the next page).
- The final report must include all expenditures from date of completion of interim report through termination date of grant.
- Indicate period covered by report by specifying the inclusive dates.
- Report and itemize all expenditures during specified reporting period per the attached supplemental schedule.
- Forms must be signed by authorized person (see last page).
- Forward one copy of the report to Anar Iman **SHIP Project Manager** at **PO Box 44612, Olympia, WA 98504-4612**

PART II
(Continued)
Financial Information
Supplemental Schedules (Budget)

Project Title: Hazard Communication Training of Trainers

Project #: 2013XA00203

Report Date: July 15th, 2014

Contact Person: Valerie Pyle

Contact #: 425-349-4477

Start Date: June 30th, 2013

ITEMIZED BUDGET: How were SHIP award funds used to achieve the purpose of your project? All grant expenditures were calculated on a per student cost. All direct expenditures were calculated into the original grant request amount.

	Budgeted for Project	Amount Paid Out	Difference
A. PERSONNEL	n/a		
Explanation for Difference and other relevant information: Included in per student cost			

	Budgeted for Project	Amount Paid Out	Difference
B. SUBCONTRACTOR	n/a		
Explanation for Difference and other relevant information: Included in per student cost			

	Budgeted for Project	Amount Paid Out	Difference
C. TRAVEL	n/a		
Explanation for Difference and other relevant information: Included in per student cost			

	Budgeted for Project	Amount Paid Out	Difference
D. SUPPLIES	n/a		
Explanation for Difference and other relevant information: Included in per student cost			

	Budgeted for Project	Amount Paid Out	Difference
E. PUBLICATIONS	n/a		
Explanation for Difference and other relevant information: Included in per student cost			

	Budgeted for Project	Amount Paid Out	Difference
F. OTHER	\$91,200	\$82,560	\$8,640
All costs per student listed as other			

	Budgeted for Project	Amount Paid Out	Difference
TOTAL DIRECT COSTS	\$91,200	\$82,560	\$8,640

	Budgeted for Project	Amount Paid Out	Difference
TOTAL INDIRECT COSTS	n/a	n/a	n/a
	Included in per student fee		

	Budgeted for Project	Amount Paid Out	Difference
TOTAL SHIP BUDGET	\$91,200	\$82,560	\$8,640

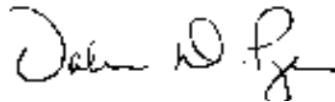
	Budgeted for Project	Amount Paid Out	Difference
F. IN-KIND	\$21,639	\$36,175	+\$14,536

Explanation for Difference and other relevant information:

We spent more on scheduling, development and revisions, and much more time spent in researching and implementing marketing options to increase class size. We also spent more man hours revising material 2x's at the end of the program to reduce confusion. We also opted to pay for the CD production to improve consistency and quality.

I hereby certify that the expenditures listed on this report were made with my approval:

Final Revision 12/30/2014



Date

PART III

Attachments:

Provide resources such as written material, training packages, or video/ audio tapes, curriculum information, etc. produced under the grant.

Also include copies of publications, papers given at conferences, etc.

This information should also be provided on a **CD** or **DVD** for inclusion in the file.

Note:

- Hardcopy of all training material will be submitted to Anar Iman, our Project Manager at the SHIP program at the completion of this document.
- File size prohibits emailing these contents of the CD. Printed sample copies and the CD will also be sent with all applicable files for inclusion on the L&I website.
- The files for the 2 workbooks are on the CD and will also be provided with the hard copies we send.

REMINDER!!! All products produced, whether by the grantee or a subcontractor to the grantee, as a result of a SHIP grant are in the public domain and can not be copyrighted, patented, claimed as trade secrets, or otherwise restricted in any way.

Vigilant Core Values



WHAT WE STAND FOR

- OUR PURPOSE** Serving employers with timely and practical counsel on employment issues.
- OUR CULTURE** A vibrant and continuously improving employers organization with proven advocates intensely committed to providing quality service and living Vigilant's core values.
- OUR VALUES**
- RESPONSIVE**
Accessible • Timely • Helpful • Caring • Sincere
- RELIABLE**
Honest • Accurate • Capable • Thorough • Loyal • Trustworthy
- RESULTS-ORIENTED**
Practical • Useful • Solution-focused • Value-adding
Daily improving
- RESPECTFUL**
Of Members • Coworkers and Others • Their Time • Opinions and Resources
- RESPONSIBLE**
Good Stewards of Member Resources and Vigilant's Future
Confidential • Ethical • Conscientious
- RELATIONAL**
Interested • Supportive • Empathetic • Friendly • Collaborative
Understand Members' Cultures • Challenges and Objectives
- OUR CORE COMPETENCIES** Human Resource Management • Employment Law • Safety
Employee Benefits • Workers' Compensation • Labor Relations
Management Training & Leadership Development

Vigilant 4323
REV 5/14/2007

Pre/Post Test Improvement %				
	Pre-test	Post Test	Improvement	% Imp
Bellingham	114	136	22	16.18%
Burlington	107	130	23	17.69%
Spokane	130	151	21	13.91%
Kettle Falls	104	117	13	11.11%
Kent	136	156	20	12.82%
Aberdeen	90	107	17	15.89%
Vancouver	151	177	26	14.69%
Shelton	80	87	7	8.05%
Tacoma	99	117	18	15.38%
Fife	137	179	42	23.46%
Kelso	131	150	19	12.67%
Yakima	179	219	40	18.26%
Tri-cities	109	132	23	17.42%
Chehalis	160	181	21	11.60%
Olympia	108	133	25	18.80%
Woodinville	118	137	19	13.87%
Everett	223	272	49	18.01%
Sammamish	94	120	26	21.67%
Wenatchee	44	51	7	13.73%
Moses Lake	36	40	4	10.00%
n/a-5				
	2350	2792	442	15.83%