

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

Creating a Safer Work Atmosphere for the Aging Worker in the Retail Environment.
SHIP Grant #2014XA00259
July 2014 thru February 2016

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Washington Retail Association

March 2016



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

Washington Retail Association is solely responsible for the content of and views expressed in this report and related materials unless they have been formally endorsed by the Washington State Department of Labor and Industries.

PART I

Narrative Report

Abstract:

Present a short overview of the nature and scope of the project and major findings (less than half a page).

We are seeing a continued rise of the older employee in the workforce. Older workers tend to have more severe injuries with extended treatments and recovery duration, risking permanent impairment. Injuries like neck, back, knee and shoulder sprains/strains are among the top body parts affected. *Human Resource Magazine* reports that in 2012, the 50+ age group has become one third of the labor force. They also report that of the top 15 jobs held by workers 65+, retail ranks 3rd and for the 55-64 group retail ranks 8th.¹ A recent poll stated, “The shift in retirement expectations coincides with a growing trend of later-life work. Labor force participation of seniors fell for a half-century after the advent of Social Security, but began picking up in the late 1990s. Older adults are now the fastest-growing segment of the American workforce; people 55 and up are forecast to make up one-fourth of the civilian labor force in 2020.”² As that workforce ages, employers need to be advised as to better practices within the 55+ age group of employees. Also employees need to better understand their own physical ability as they continue to work later into their years. Employers need to understand that as they employ the later life worker, they have a commitment to provide a safe work environment for this group of individuals. Employees need to know their role is to use these tools to reduce their chances of injury, therefore achieving their desire of working in their later years and strengthening the relationship between employee and employer.

Purpose of Project:

Describe what the project was intended to accomplish.

To develop a safety program to assist employers on how to best utilize their skilled workers in the 55+ age group. Also to provide employees with an easy to follow webinar/video and worksheets to assist them with better sense of how they can work safer by understanding their capabilities as they age. The experienced worker has a lot of talent, skill and knowledge to share with fellow employees and employers.

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.

Attached ‘Exhibit A’ is a conclusion from Dr. Clyde Wilson, MD Occupational Medicine and project SME.

¹ HR Magazine August 2013 issue

² Associated Press-NORC Center for Public Affairs Research poll released 10/14/2013

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.

During the term of the grant we were not able to see if our intervention was totally successful. Some of the data we thought would exist through L&I, ended up not being available, mainly tracking of worker hours which would require OSHA 300 reports.

We had several deliverables; video, dvd, posters/brochure, webinars, advertising, conferences and quarterly reporting. At times there are many things happening at once, and it is recommended that utilizing some sort of project management process or software is recommended to keep project on course. All deliverables in this project were achieved.

We attended seven conferences and could have done a couple more if time would have allowed. These conferences covered a wide spectrum of audiences that commented the aging workforce is something they needed to address. From this we believe we made an impact getting employers/employees to think about how they accommodate the aging workforce and having resources available to them. The recommendations within our project would also benefit their entire workforce.

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.

Observations throughout this project:

- While L&I is data rich, we were still missing some pieces of data that would help to tell us whether our intervention was effective or not. OSHA 300/300A would have been great information to derive more data to reach a better conclusion.
- Mature workers have fewer injuries and that data pool is small when you are on a 1 ½ year project. We will continue to monitor this within our resources to see if we moved the needle towards fewer accidents/reduced time loss for this cohort.
- Garnering video participants were more difficult than first thought. In the past it seemed easy to get them to participate but more were stating that they needed corporate approval which we were not able to obtain.
- We submitted Dr. Wilson to all seven conferences and were accepted to one, GIHSC and that workshop was 'sold out'. I expected us to get more workshop presentations.
- State per diem schedule has hotels at the government rate. I asked for it but didn't always get it because I didn't have the credentials. Maybe provide some sort of 'permission slip' as the project is government funded.
- The quarterly recaps take longer than we would have liked. I was working with a Word version and now understand that there is an Excel version which should make reporting quicker. Any future streamlining is appreciated.
- It was easy to work with the SHIP staff. They were timely with answers to questions and were always open to finding a way to keep the project moving forward.

Product Dissemination:

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

We created several items in different messaging techniques. We also utilized some existing L&I handouts; *Designing an Age Friendly Workplace* and *What Age Are You Aging*, as they were very relevant to this project. These were presented at conferences, mailings, webinars and on a dedicated webpage on the WRA site.

First item is an eight page booklet that addressed some of the primary concerns facing an aging workforce like; strength, balance, vision, light sensitivity. Within those topics, information on physical changes, implication and some solutions were given to provide direction on how to help employers and employees address this at their workplace. The booklet was well received and easy to share at conferences. Second printing was done to replenish inventory.

Next item was a set of posters for handing out at conferences. They were built as info-posters giving types of changes and some solutions to reduce the potential for injury. These started out well, but when the flash drive was created with them on it, people went for those instead. We include the posters in mailings noted below.

Four videos were created to coincide with training. We addressed major accident categories of; strength/overexertion, falls/balance, vision/lighting and well-being. These were posted on our website, used in the webinars as well as a DVD for another avenue of dissemination.

Another product contained the entire project on a 2gb 'flash drive' that held PowerPoints, posters, booklet, videos and other documentation from L&I on aging workforce tools. Although it came later in our project, it's compactness with lots of information, made this a highly distributed item at our last three conferences.

Webinars are also available and combined a PowerPoint, video and opportunity for Q&A. A monthly calendar was created and published to WRA membership as well as other associations/affiliations to share with their members.

We did several mailings which included cover letter, poster set and booklet. First mailing was to introduce project with second and third mailings acting as reminders and providing updates of new products that were available, such as website enhancements, webinars, and etcetera.

Feedback:

Provide feedback from participants, trainees, individuals who have used your products/processes, as well as any reports from an independent evaluator on the project.

From Conferences –

From the variety of conferences that were attended, people acknowledged this was happening. These conferences covered; retail, manufacturing, construction, government and other service sectors. The common theme was that this is occurring in all types of industries and businesses, not just in retail. People always had some comment or story of where this was happening within their operation. Flash drives that contained our entire project were popular as they didn't have to pack home much.

From Webinars –

Attendees were primarily from the retail sector and comments often came like this:

- Great information!
- Where do I get the spring loaded hand truck and dolly?
- Can you send me the BMW video?
- Good presentation.
- I really need to change out our step ladders.
- This was great, thank you!
- Looking forward to the next webinar.
- I picked up some ideas from this.
- I will mark my steps today!

From Mailings –

- I like the posters you made, this is a huge help!

Project's Promotion of Prevention:

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

The goal is to reduce the risk of injury to aging workers helping them to understand how to work safer within their physical capabilities. To better inform the older worker on techniques to do their job safer and avoid injuries. Also to enlighten supervisors who are most likely younger than the seasoned employee.

Producing a safety program that is easy to use by employers, as well as employees, encouraging safety and wellness during work performance to improve long term health at the workplace.

Tools used were:

- Provide training videos on topics that most affect this cohort.
 - We produced 4 videos; Strength/Overexertion, Falls/Balance, Vision/ Light Sensitivity and Well-Being. They average 4 minutes in length and also became part of our website page and webinar presentations.
- Attended conferences with booth representation and a workshop speaker when accepted as a presenter. We started with four conferences and were able to extend it to seven events without additional grant funding. We received many comments acknowledging this is happening in all industries and they appreciated the information. Our total reach was be 2,660 attendees.
 - Washington Chambers of Commerce Executives - 130
 - Washington Self Insured Association - 350
 - American Society of Safety Engineers - 115
 - Puget Sound Human Factors & Ergonomics Society - 115
 - Northwest Human Resource Managers Association - 600
 - Governors Industrial Health & Safety Conference - 1200
 - NW Tire Dealers Association – 150
- Direct mailings to 1000+ employers, associations, affiliations in Washington State.
- Advertising in the Puget Sound Business Journal with seven ads, circulation of 18,000 per ad, for a total of 126,000 impressions.
- Also a dedicated webpage, averaging 968 hits per month, was created on the Washington Retail RASI site. This page shows all products plus additional information for the viewer. It also was cross promoted in the videos, webinars and other materials. <http://www.retailassociationservices.com/aging-workforce-project/>

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?

The products will continue to be a part of WRA safety offerings. Webinars will endure until the end of May when our Adobe Connect license expires. After that, segments will be featured in newsletters and monthly safety packets. As we gain new members, a packet on this topic will be part of their 'Welcome Packet'.

As stated earlier, there is consensus that this is happening in all businesses. When it becomes a part of the L&I library, it will hopefully continue to expose all businesses in Washington State and maybe even picked up by other states.

Some items; booklet, posters and videos, could be converted to Spanish.

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.

Additional Information

Project Type <input checked="" type="checkbox"/> Best Practice <input type="checkbox"/> Technical Innovation <input checked="" type="checkbox"/> Training and Education Development <input type="checkbox"/> Event <input checked="" type="checkbox"/> Intervention <input type="checkbox"/> Research <input type="checkbox"/> Return to Work <input type="checkbox"/> Other (Explain):	Industry Classification (check industry(s) this project reached directly) <input 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 checked="" 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 Management and Remediation Services <input type="checkbox"/> 61 Educational Services <input type="checkbox"/> 62 Health Care and Social Assistance <input type="checkbox"/> 71 Arts, Entertainment, and Recreation <input type="checkbox"/> 72 Accommodation and Food Services <input type="checkbox"/> 81 Other Services (except Public Administration) <input checked="" type="checkbox"/> 92 Public Administration	
Target Audience: 		
Languages: English 		
Please provide the following information - - <i>(information may not apply to all projects)</i>		
# classes/events:	Seven conferences totaling 2,660 attendees	List, by number above, industries that project products could potentially be applied to. All
# hours trained	33 hours of webinars	Potential impact (in number of persons or companies) after life of project? Unknown
# students under 18	0	
# workers	 	
# companies represented	 	
# reached (if awareness activities)	 	
Total reached	 	
Have there been requests for project products from external sources? Boeing Everett, City of Seattle-Public Utilities Division- South District Safety had inquired about a direct presentation which we were happy to oblige, but in follow-up it did not come about. <i>If Yes, please indicate sources of requests: These came at the GIHSC</i>		

PART II

Financial Information Budget Summary

Project Title:	Creating a Safer Work Atmosphere for the Aging Worker in the Retail Environment.		
Project #:	2014XA00259	Report Date:	March 2016
Contact Person:	Rick Means	Contact #:	360.200.6454
Start Date:	August 2014	Completion Date:	February 2016

1.	Total original budget for the project	\$ 87,765.27
2.	Total original SHIP Grant Award	\$ 87,765.27
3.	Total of SHIP Funds Used	\$ <u>73,683.08</u>
4.	Budget Modifications (= or - if applicable)	\$ <u>0.00</u>
5.	Total In-kind contributions	\$ <u>0.00</u>
6.	Total Expenditures (lines 3+4+5)	\$ <u>73,683.08</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 **Caprice Catalano, SHIP Grant Manager** at **PO Box 44612, Olympia, WA 98504-4612**

PART II *(Continued)*

Financial Information

Supplemental Schedules (Budget)

Project Title:	Creating a Safer Work Atmosphere for the Aging Worker in the Retail Environment		
Project #:	2014XA00259	Report Date:	March 2016
Contact Person:	Rick Means	Contact #:	360.200.6454
Total Awarded:	87,765.27		

ITEMIZED BUDGET: How were SHIP award funds used to achieve the purpose of your project?

	Budgeted for Project	Amount Paid Out	Difference
A. PERSONNEL	\$ 29,988.77	\$ 32,901.43	\$ 2,912.66
Explanation for Difference and other relevant information: Project was extended to February 2016 to incorporate an additional conference and additional paperwork that was not originally projected into the budget. Was able to use existing funds to cover this expense.			

	Budgeted for Project	Amount Paid Out	Difference
B. SUBCONTRACTOR	\$ 23,320.00	\$ 21,473.00	(\$ 1,847.00)
Explanation for Difference and other relevant information: We budgeted for legal review and extra SME research which both came in lower than plan.			

	Budgeted for Project	Amount Paid Out	Difference
C. TRAVEL	\$ 8,045.20	\$ 2,897.15	(\$ 5,148.05)
Explanation for Difference and other relevant information: A major part of the unused balance is that we anticipated SME participation at all conference workshops. Budgeting was also planned around most events taking place in Eastern Washington as funding happened later than planned, events took place on the West side of the state equating to more savings.			

	Budgeted for Project	Amount Paid Out	Difference
D. SUPPLIES	\$ 11,537.00	\$ 10,750.86	(\$ 786.14)
Explanation for Difference and other relevant information: Conferences have a tiered pricing system and the earlier you can book the better the price. Budget was created at the highest tier price in case we could not attain early booking discount. That savings allowed us to add more conferences to the schedule. Another factor was that we asked for and received discounts at a dot org rate, which further reduced costs on some items like Adobe Connect and NHRMA conference.			

	Budgeted for Project	Amount Paid Out	Difference
E. PUBLICATIONS	\$ 9,874.30	\$ 8,573.30	(\$ 1,301.00)
Explanation for Difference and other relevant information: A large portion was allocated to mailing larger posters in tubes. A joint decision was made to make the poster an 11x13 size and ship in a flat envelope. This achieved a major cost savings which allowed us to use some of those remaining funds for different deliverables like the; eight page booklet and the USB flash drive with the entire project contained in a small easy to			

use product.

	Budgeted for Project	Amount Paid Out	Difference
F. OTHER	\$ 5,000.00	\$ 0.00	(\$ 5,000.00)
Explanation for Difference and other relevant information: Our original intent was to apply this towards yet unknown events or deliverables. Extra/unused funds in Publications and Supplies were tapped first and Other was not expended.			

	Budgeted for Project	Amount Paid Out	Difference
TOTAL DIRECT COSTS	\$ 87,765.27	\$ <u>73,683.08</u>	\$ 14,082.19
	Budgeted for Project	Amount Paid Out	Difference
TOTAL INDIRECT COSTS			
	Budgeted for Project	Amount Paid Out	Difference
TOTAL SHIP BUDGET	\$ 87,765.27	\$ <u>73,683.08</u>	\$ 14,082.19

	Budgeted for Project	Amount Paid Out	Difference
G. IN-KIND			
Explanation for Difference and other relevant information:			

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

03/11/2016

Date



Signature of Project Manager

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, news releases, curriculum, posters, brochures, etc.

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

- DVD: must be in an MP4 format
Other video files must be provided in uncompressed source files.
- Publications:
PDF of publication should be provided. SHIP also needs the original publishing documents (design documents), .eps, and .psd (if any illustrations/graphics are used)

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Washington Chambers of Commerce Executives Conference 11/2014



Washington Self Insured Association Conference 05/2015



Puget Sound Human Factors and Ergonomics Society Symposium 09/2015



Northwest Human Resource Managers Conference 10/2015



Governor's Industrial Health and Safety Conference – Booth 10/2015



Governor's Industrial Health and Safety Conference – Workshop Presentation
10/2015



Northwest Tire Dealers Association Conference 02/2016