

**ProStart's ProSafety: A Curriculum for Improving the Safety of Today's and
Tomorrow's Restaurant Professionals**

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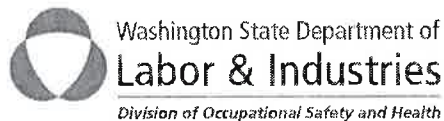
Washington Restaurant Association

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Cover Sheet for SHIP Final Report

Organization Profile

The Washington Restaurant Association Education Foundation is a non-profit organization focused on "training tomorrow's workforce today." Our mission is to provide Washington state's hospitality community with education, training and mentoring through active outreach programs.

To achieve this we will:

- PROPEL talented individuals into successful hospitality careers
- PARTNER with members, agencies and the community to promote safety through ongoing training and certification
- PROMOTE the exchange of information among our diversified member base
- PROVIDE timely industry-specific resource materials to our members.

The **Washington Restaurant Association** is the leading business association representing the state's hospitality industry. The Washington Restaurant Association's mission is to help their members succeed with a vision to provide unquestionable value to their members.

The **Department of Environmental and Occupational Health Sciences** identifies, seeks to understand, and help manage the effects of the environment on human health by:

- Evaluating and controlling workplace hazards
- Maintaining a safe supply of food and drinking water
- Discovering the mechanisms of occupationally and Environmentally related diseases
- Improving methods for treatment and disposal of solid and toxic wastes
- Researching how the environment interacts with genetics to influence human health
- Studying how environmental chemicals affect the health of children
- Educating the next generation of occupational and environmental health professionals

Their mission is to:

- Identify agents in the environment and the work place that affect human health
- Elucidate their mechanisms
- Develop strategies for confronting their effects
- Share the knowledge obtained

Abstract

According to both Washington state and national data, teens are injured on the job up to two times that of adults. Between 2000 and 2006, 35 percent of young worker injuries occurred in the restaurant industry. Few programs exist for disseminating health and safety information to young workers. The ProSafety program is designed to increase knowledge and ultimately change on the job behaviors to eventually reduce the overall incidence of injuries. Our program has addressed the problems of:

- Health and safety issues leading to injuries among young restaurant workers in Washington state
- Insufficient safety procedures and risk assessment skills among young restaurant workers
- A lack of awareness about age-appropriate accommodations and young worker needs by employers and supervisors

We are also contributing to a national movement towards age, industry and appropriate occupational safety trainings for food service workers.

Purpose of Project

ProSafety strives to improve knowledge, impact behaviors, and ultimately reduce the number of occupational injuries incurred by young restaurant workers. Knowing safety isn't always in the hand of the employee, we consciously developed a program that educates the employer as well.

Statement of Results

We had intended to analyze the pre and post-tests to rate the individual student's success with the program. Unfortunately, due to the loss of several key positions in the program and the lack of a clear process, we were unable to do so. Having addressed this, we are determined to create and enforce a process for the second phase.

The worksite evaluations proved that the interns were able to apply the knowledge from the curriculum to their work environment. It also identified which areas of the curriculum may need more time dedicated to it or a change in the delivery method of that information. For example, only 10 percent of interns were rated as being 'Extremely Aware' of biological hazards while 60 percent were rated 'Aware', 20 percent as 'Somewhat Aware' and 10 percent 'Not Aware'. At the minimum, we would like to see all interns falling into either the 'Extremely Aware' or 'Aware' levels. (Please note that a copy of the breakdown of worksite evaluation scores is included in the attachments section of this report).

Evidence of the Results

Overall, the student interns did very well on their worksite evaluations. Some highlights include:

- 92% of the interns were rated as 'Extremely Aware' of slips and falls and 8% as 'Aware'.
- 85% were rated as 'Extremely Aware' in the appropriate footwear category.
- 83% were rated 'Extremely Aware' in working with hot food and beverages.

Many of the supervisors commented on the excellent abilities of the interns and described specific instances when the intern used proper safety procedures.

Project's Promotion of Prevention

The outcome of this project promotes the prevention of injuries, illnesses and fatalities through a consistent curriculum that is delivered quarterly in year one and two of the pilot programs. Students learn not only in the classroom but are given qualitative feedback from both their teacher and their supervisor on their ability to apply the learned knowledge in the workplace. We have discovered that the extra time and attention the supervisors give to observe and coach the interns has increased their overall supervising abilities.

Relevant Processes

- **Pre and Post Tests**

These tests are one key aspect of our evaluation of the student's success. By giving them a test before they start the program, we are able to create a base line of knowledge that is specific to each student. After the curriculum has been presented and the student has had a chance to utilize the knowledge in practice through their internship, we give them the post-test which is identical to the pre-test. The increase in their score helps to support the validity of the process.

- **Multiple Delivery Methods**

Much of the success of the program lies in the ability for the curriculum to be taught by two different methods. The classroom model, the teacher's presentation of the information in an interactive way, is important for students who learn kinesthetically. The computer model, a CD-ROM based curriculum, is great for students who have either missed a class, want to review what was taught in the class on their own time or are just better visual learners.

- **Stipends Offered to Employers**

Understanding that the success of the program relied heavily on employer participation, we made a stipend available to all employers who participated in the program. We are proud to say many of the employers were so impressed with the student's knowledge that they chose to give the money back to the program in hopes of continuing the success.

Lessons Learned

- Choose a Realistic Timeline

Our excitement of the possibility a program could be so beneficial to the industry and future restaurant workers as a whole made us think we could do a lot in a short period of time. While we were successful in creating the curriculum and seeing the curriculum put to use as laid out in the original timeline, we quickly realized a three year time frame would have been more ideal. Instead of taking twelve months to develop and implement the program, it would have possibly been more effective to use that time to only develop the curriculum and use the next twelve months for the implementation of the program. The third phase, creating a program for supervisors in teen worker safety, would then have occurred in the third twelve month cycle.

- People Are Harder to Manage than the Program

Every step of the program was well thought out and relevant to the overall success of the student. On that note, many of the steps involved the teacher and the employer to meet, have a site visit and discuss the student's progress. Unfortunately, the schedules of the two parties were somewhat difficult to align. The dedication of both parties to the success of the program ensured that, despite the difficulties, everything was completed on time.

- Consistency Pays Off

The problem with teaching teen worker safety is the lack of consistent information being available and utilized. We were able to bring together experts in the field to compile and deliver the concise and accurate information needed to bring about this consistency.

Measures to Judge Success

- Attendance by supervisors, teachers, and students at trainings and classroom activities will inform decisions about audience's ease of engagement. Qualitative feedback from teachers will provide additional clarity regarding ease of engagement and curriculum delivery.
- Increased knowledge will be measured through the comparison of pre-test and post-test data.
- Behavior adoption will be assessed through standardized observation of students from pilot and non-pilot classrooms in their respective internship settings.
- The relationship between content received in class, degree of supervisor engagement and behaviors adoption, and student performance of safety behaviors will provide insight about intervention effectiveness.

- **Expert Evaluation**

Holly Markee, a Certified Safety Specialist with L&I, reviewed and evaluated the project and curriculum as an outside expert. She was very excited about the program and believed that it was a positive way to teach safety to a target group that needs it. Holly completed an unofficial report on the program that she submitted to her supervisors.

- **Interest & Support Expressed by Multiple Organizations**

Department of Environmental and Occupational Health Sciences included our curriculum in their Workplace Health and Safety Curriculum Resources for Teens and Young Workers brochure.

Aware of the link between the lack of teen safety education and teen worker visits to the emergency room, University of Washington School of Nursing indicated that they would like to be involved with our program.

The Building Trades has expressed interest in utilizing our model to create a safety program for their industry.

Uses

Upon the completion of this project we are determined to see the following:

- All ProStart schools and an increasing number of skill centers utilize the ProSafety curriculum.
- Restaurant employers utilize the "Supervising-For-Safety" curriculum for ALL employees.
- Implementation of the program by the National Restaurant Association (NRA) into the national curriculum for ProStart.

Product Dissemination

The ProSafety program is now the property of L&I. The program is available on CD-ROM to every member of the WRA and has been reviewed by the NRA for possible implementation nation wide.

Feedback

The Young Workers Advisory Committee discussed the ProSafety curriculum and are very optimistic that it can be easily adopted for other trades.

Please see Attachments for:

1. Email from Mary Miller to the Young Workers Advisory Committee. The focus is on the list of active committee members, not the actual email.
2. Letter from Rebecca Kang, PhD-UW School of Nursing
3. Email from Julie Ward, MN, RN-UW School of Nursing