

Educating Manufacturing Companies on Safety Training Material and Communication Tools for Their Temporary Employees

2008WC00028
11/26/2008 –February 15, 2010

Main Contact:
Nancy Nelson, CPC
nnelson@humanix.com

Humanix Staffing and Recruiting
and
Associated Industries

February 15, 2010

Writing the Report:
Nancy Nelson, CPC
Tiffany Steeley



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

Humanix Staffing and Recruiting and Associated Industries are 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

Final Report Narrative

<i>Final Report Narrative</i>	
Organization Profile	For awarded organizations, to include partners and collaborators, provide a brief description of each organization. Mission, vision, and purpose of the organizations may be valuable to include.
Abstract	Present a short overview of the nature and scope of the project and major findings (less than half a page)
Purpose of Project	Describe what the project was intended to accomplish.
Statement of the Results	Provide a clear statement of the results of the project include major findings and outcomes
Evidence of the results	Demonstrate evidence of how well the results met or fulfilled the intended objectives of the project.
Project's promotion of prevention	Explain how the results or outcomes of this project promote the prevention of workplace injuries, illnesses, and fatalities?
Relevant processes	Specify all relevant processes, impact or other evaluation information which would be useful to others seeking to replicate, implement, or build on previous work.

Lessons Learned	<p>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.</p> <p><i>Lessons outlined should not relate to SHIP grant processes.</i></p>

Measures to judge success	<p>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.</p>

Uses	<p>How might the products of your project be used within the target industry at the end of your project?</p> <p>Is there potential for the products of the project to be used in other industries or with different target audiences?</p>

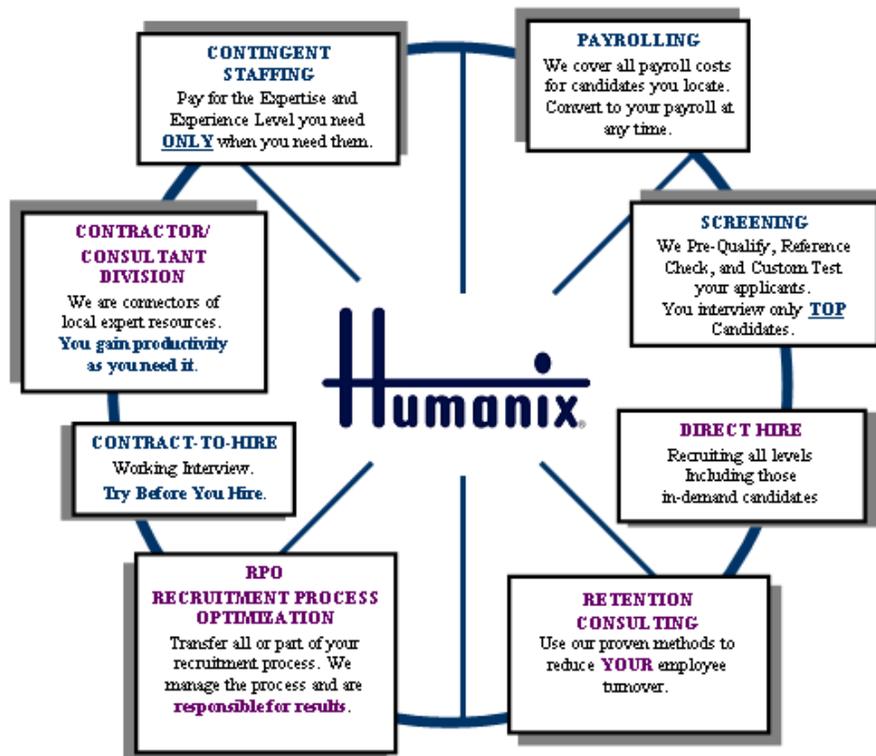
Product Dissemination	<p>Outline of how the products of the project have been shared or made transferrable.</p>

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

ORGANIZATION PROFILE

Humanix Staffing and Recruiting has been in business since 1986. Humanix's Mission is making the best job placements the first time, every time, or we make it right. Humanix values integrity, initiative, commitment, teamwork, and to exceed our customer expectations. Humanix has a staff of 16 with an office in Spokane, WA and an office in Coeur d'Alene, ID. Seven staff have earned the designation of Certified Personnel Consultants through National Association of Personnel Consultants. The company's Safety Committee meets monthly and includes the President, Nancy Nelson, VP, Mark Qualley, Safety and Account Manager, Tiffany Steeley, and two additional Recruiters, Jeff Toney and Dave Lewis. Staff members also participate in clients' Safety Committee meetings on a regular basis.

Humanix's contingent workforce has been as high as 4311 W-2s in 1998, and due to the down economy in 2009, we had 1125 W-2s. Sixty percent of clients are classified as light industrial and a high percentage are in the manufacturing sector. Client companies use Humanix's staffing services in a variety of ways as illustrated below.



For contingent, contract-to-hire, and payrolling services, Humanix is the primary employer and the client companies are secondary employers that control the job site.

Associated Industries is a member-driven employers' association founded in 1910 to help business thrive. They provide services in Industrial Safety and Risk Management, Labor Relations and Employment Law, Group Insurance, Human Resource Consultation Services, Education and Training Services, Electronic Payroll Services, and Healthcare Management. Associated Industries' Mission is an employer association dedicated to enhancing the success of member organizations and the greater business community by providing a variety of membership and fee-based services. Associated Industries values service, innovation, leadership, and integrity.

Safety services include:

Claims Management

- Verify Charges to Account
- Return to Work Programs
- Vocational Early Intervention
- Manage Workers' Comp Claims
- Verify Benefits Paid
- Facilitate Claim Closure
- Assist Development of Light Duty Jobs
- Employer Advocacy with Providers

Loss Control

- New Facilities Management
- Experience Rating Verification
- Risk Class Reviews
- Work Process Evaluation
- Injury Review and Analysis

Safety

- Accident Prevention Programs
- Consultations
- Review WISHA Citations
- Review Current Safety Program
- Worksite Safety Audits
- Answers to Safety Questions

Industrial Hygiene

- Noise Surveys
- Air Sampling
- Heat Stress
- Ergonomic Assessments
- Confined Spaces
- Personal Protective Equipment (PPE)
- Hazardous Communication
- Respiratory Protection
- Radiation Safety
- Bloodborne Pathogens (BBP)

Other Services

- Drug-Free Worksite Programs
- Seminars
- Attend Safety Meetings
- Supervisor Safety Training
- Employee Safety Training
- Newsletter
- Legal Assistance from In-house Counsel
- On-Line Computer Access to L&I
- Safety Roundtables
- Self-Insurance Feasibility Studies
- Safety Video Library Exchange

ABSTRACT

Many Washington companies and staffing companies are not aware or do not fully understand the safety responsibilities of the “Secondary Employer – controlling employer” and the “Primary Employer.” Humanix, in partnership with Associated Industries, provided onsite education training on practical safety guidelines and communication tools for companies using temporary employees. Companies also had access to Accident Prevention Program resource information and additional one-hour assistance for formulating and/or improving their safety program for both permanent and temporary employees.

Tiffany Steeley, Safety & Account Manager/Recruiter with Humanix and Jim Gurnea, Vice President/Safety Services with Associated Industries provided training to 98 companies in the Spokane area. The pre-survey conducted prior to the onsite safety training asked companies about their current accident prevention program for their temporary and permanent employees.

Pre-Survey Training Tabulated Results:

	Temporaries	Employees
☞ Safety Orientation	68.2%	88.2%
☞ First day safety training checklist	49.4%	71.8%
☞ Safety follow up after starting job position	31.8%	51.8%
☞ Review circumstances of an injury for future prevention	80.0%	90.6%

Pre-survey results confirm that many companies were not including their temporary employees in their company’s safety education. Also many companies’ current Accident Prevention Program had room for improvement for overall safety training for both permanent and temporary employees. The post-survey results indicated that 89.2% of participating companies found the safety training material very helpful and 10.8% found it somewhat helpful. We received zero responses indicating that the training material was “not helpful”.

PURPOSE OF THE PROJECT

The objectives for our training on practical safety guidelines and communication tools for companies using temporary employees and providing Accident Prevention Program resource information were:

- Bring awareness to companies on their responsibilities of Labor & Industries guidelines of secondary employers controlling the work site and the staffing firms' responsibilities on safety training as the primary employer;

- Increase safety awareness for all employees with the goal of reducing injuries across the board;

- Reduce injuries for workers by including temporary and permanent employees in safety training and continual safety awareness;

- Improve companies' safety programs with access to additional Accident Prevention Program resources;

- Provide Labor & Industries with resource "how to" guidelines on the safety responsibilities for temporary employees to include on their website and with other printed training materials.

STATEMENTS OF THE RESULTS

Provided training to 98 companies:

65 companies responded to both surveys		Pre-Training	Post-Training
My company's current Accident Prevention Program (safety) includes:		Currently in	Currently in
Safety Orientation	Temporaries	44	42
	Employees	56	56
First day safety training checklist	Temporaries	33	35
	Employees	46	47
Safety follow up after starting job position	Temporaries	20	25
	Employees	31	34
Review circumstances of an injury for future prevention	Temporaries	50	54
	Employees	57	61

Statement of Results

Comparison of Currently in Place Between the Pre-Training and Post-Training Surveys

- 2 companies determined they did NOT have adequate safety orientation place for their temporary employees
- 2 companies implemented a first day safety checklist right away for their temporary employees
- 1 company implemented a first day safety checklist right away for their permanent employees
- 5 companies implemented a safety follow up after starting job position right away for their temporary employees
- 3 companies implemented a safety follow up after starting job position right away for their permanent employees
- 4 companies implemented a review injury for future prevention right away for their temporary employees
- 4 companies implemented a review injury for future prevention right away for their permanent employees

65 companies responded to both surveys

	Pre-Training	Post-Training	
My company's current Accident Prevention Program (safety) includes:	Scheduled to be Developed in the Near Future	Scheduled to be Developed in the Near Future	
Safety Orientation	1	13	18.47% increase
	1	7	9.24% increase
First day safety training checklist	3	21	27.69% increase
	3	14	16.93% increase
Safety follow up after starting job position	4	24	30.77% increase
	6	22	24.62% increase
Review circumstances of an injury for future prevention	1	6	7.70% increase
	3	3	No change
Temporaries	Employees		

Statement of Results

Comparison of Scheduled to be Developed in the Near Future Between the Pre-Training and Post-Training Surveys

12 companies plan to schedule safety orientation for their temporary employees in the near future

6 companies plan to schedule safety orientation for their permanent employees in the near future

18 companies plan to implement first day safety training checklist for their temporary employees in the near future

11 companies plan to implement first day safety training checklist for their permanent employees in the near future

20 companies plan to start safety follow up after starting job position for their temporary employees in the near future

16 companies plan to start safety follow up after starting job position for their permanent employees in the near future

5 companies plan to review injury for future prevention for their temporary employees in the near future

65 companies responded to both surveys

	Pre-Training	Post-Training
My company's current Accident Prevention Program (safety) includes:	Do not know if have in place	Do not know if have in place
Safety Orientation	2	0
	1	0
First day safety training checklist	4	0
	4	0
Safety follow up after starting job position	4	1
	3	0
Review circumstances of an injury for future prevention	3	0
	2	0
Temporaries	Employees	

Statement of Results

Comparison of Do Not Know Between the Pre-Training and Post-Training Surveys

1 company still did not know after receiving the training if they had safety follow up after a temporary started a job position

22 survey responses that first indicated "do not know" in the pre-survey results received safety information that helped clarify what they had in place, not in place, or needed to be developed in the near future

EVIDENCE OF THE RESULTS

We had 5 objectives for our project.

Objective 1: Bring awareness to companies on their responsibilities of Labor & Industries guidelines of secondary employers controlling the work site and the staffing firms' responsibilities on safety training as the primary employer.

Safety Materials and communication Tools for Your Temporary Employee Training Manual Section II, Temporary Employee Communication Tools, page 1 clearly shows the dual responsibility of the primary and secondary employer. This information was reviewed in each training session to help the company understand a staffing company's safety training responsibilities and the responsibilities of the controlling employer.

The screenshot shows the Washington State Department of Labor & Industries website. The navigation bar includes 'Home', 'Safety', 'Claims & Insurance', 'Workplace Rights', and 'Trades & Licensing'. The 'Safety' tab is active. Below the navigation bar, there is a search bar and a link to 'Find a Law (RCW) or Rule (WAC) Get a form or publication help'. The main content area is titled 'Small Business Checklists - Responsibilities of Temporary Employees'. On the left, there is a sidebar with a tree view showing categories like 'The Basics', 'Core Rules', 'Steps to a safe workplace', 'Sample Programs', 'Assistance & Consultation', 'Small Business Basics', 'General Small Business Checklists', and 'Construction Industry Small Business Checklists'. The main content area has the following text:

Responsibilities for Temporary Employees

Every temporary employee has two employers:

- The "Primary Employer" -- generally, the one who writes their paycheck. Also known as "the employer of record."
- The "Secondary Employer" -- the one who runs the job site. Also known as the "controlling employer."

The Controlling Employer is generally responsible to:

- Give the employee an Employee Safety Orientation, the same as would be given to any other employee.
- Ensure the employee is qualified for any and all jobs
- Check to ensure the employee has any specific training or certifications required, such as operating a rough-terrain forklift, using a powder-actuated tool.
- Make sure they have and use necessary Personal Protective Equipment.
- Require temporary employees to participate in crew leader -- crew safety meetings.
- Monitor temporary employees on a random basis to ensure they are following your safety rules.
- Take -- and document -- immediate action on any/all safety violations committed by a temporary employee.

[Click here to read the WISHA Regional Directive](#)

The pre-survey showed that 23 responses from companies regarding their current Accident Prevention Program stated that they did not know if safety orientation, first day safety training checklist, safety follow up after starting a job position, or review circumstances of an injury were in place for their temporary and permanent employees. After the onsite safety training this number dropped down to only 1 response still not doing if there was a safety follow up after a temporary employee started a job position.

Objective 2: Increase safety awareness for all employees with the goal of reducing injuries across the board.

Safety Materials and communication Tools for Your Temporary Employee Training Manual Section I, General Safety Information, provided companies with Labor & Industries Accident Prevention Program Step by Step Guide resource information. The manual included Labor & Industries website

resource and local Labor & Industries contact information. We also included OSHA 300 Overview and Summary information.

Section II in the Manual, Temporary Employee Communication Tools, provided samples of safety orientation handout material, PowerPoint safety orientation and various communication tools to use in assessing a company's work environment, job duties and employee communication to increase safety awareness.

Evidence of reduced injuries will be in the future.

Objective 3: Reduce injuries for workers by including temporary and permanent employees in safety training and continual safety awareness.

The Safety Materials and communication Tools for Your Temporary Employee Training Manual documents were saved on a disk for companies to easily adjust and implement safety training and employee communication tools for all employees. The first day safety training checklist is an example of a safety training item to be used for ALL employees. We also shared in the manual our monthly safety awareness program, Safety a Sweet Idea, that was targeted for all employees both temporary and permanent.

We also shared with companies that it is a good idea for a staffing firm to take an active role on the client company's safety committee. Humanix participates monthly with a number of client company's safety committees.

Objective 4: Improve companies' safety programs with access to additional Accident Prevention Program resources.

We met with ten companies who requested additional training for their Accident Prevention Program. The training manual provided an outline for a company to adjust their APP specifically to their company program. We also mailed 10 APP training manuals to companies that requested additional information.

Objective 5: Provide Labor & Industries with resource "how to" guidelines on the safety responsibilities for temporary employees to include on their website and with other printed training materials.

Currently Labor & Industries' website briefly states the employer responsibilities for temporary workers. If a company does not have the required Accident Prevention Program in place, the thought of having to create one from scratch and facing blank pages is very overwhelming.

Companies have fewer staff and are doing everything they can just to stay afloat in our tough economy. Our Safety Materials and communication Tools for Your Temporary Employee Training Manual not only brought the awareness of dual employer safety responsibilities, Labor & Industry resources, but also provided access to documents, forms, and training material for easy adjustments and implementation. The manual included a disk with Word, Excel, and PowerPoint documents for the company to adjust to their specific needs. A number of companies provided feedback that they appreciated not having to reinvent the wheel and the easy access to forms, documents, and training material would allow them to implement their safety program quicker.

Pre-Survey Comments regarding current status of their company's Accident Prevention Program (safety):

Comments about your Accident Prevention Program (safety):

1. Pretty good but needs to be redefined.
2. Work in progress - currently utilizing L&I safety video library program.
3. Needs to be resurrected.
4. very informational
5. Needs to be updated.
6. most of our orientation is about building security
7. We have weekly safety meeting and then a monthly meeting for our safety committee and go over concerns.
8. We are just getting our program started and starting to see results in our OSHA rate.
9. Just moved to Washington
10. Gave Tiffany some example handouts
11. Don't use temporaries
12. In process of getting stuff off the ground.
13. It has helped to prevent serious injury on the job.
14. essentially non- existent 1st day training needs work

Comments about your Accident Prevention Program (safety):

Continued:

15. We have an active safety prevention program with safety committee and monthly safety training for all employees.
16. Currently reviewing our accident prevention program and crisis communication plan.
17. We are very proactive in safety and health orientation.
18. We have a monthly safety meeting covering all aspects of safety issues throughout the year.
19. Long term member of Associated Industries. Have taken advantage of AI training opportunities and Legal assistance in forming and implimenting our programs.
20. Would like to update our video library for our new hire orientation training. Also, just now "formally" having leads / supervisors record job-specific training with new hires. Although training was occurring, it was not being documented. Have several safety policies that are in need of update. Updating our Accident Prevention Program / Procedure is currently on our safety committee's "to do" list.
21. This is a small company. During the 8 months I have been employed here there has not been an accident. However, completing this survey has made me realize we have a need for some safety training documentation. Thanks.
22. Non existent

PROJECT'S PROMOTION OF PREVENTION

Tiffany Steeley and Jim Gurnea provided safety training manual information to 98 Spokane companies. The companies that responded to the pre-training survey had a collective workforce size of over 8,690 employees. In 2009, 5% of the workforce in Spokane County was made up of temporary employees provided by staffing services. The training clearly brought forward Labor & Industries guidelines on Accident Prevention Program requirements and the dual employer responsibilities for temporary employees. We had two target audiences for our training material. The first audience was the companies using temporary employees, and second audience was the staffing industry providers.

Companies Using Temporary Employees

It was our perception that 40% plus of the companies who participated in the SHIP grant training had a limited or a non-existent Accident Prevention Program. Our Safety Materials and Communication Tools for Your Temporary Employee Training Manual provided companies information to develop an Accident Prevention Program as well as tools for easy implementation. Every company that Tiffany and Jim met with got at least one additional safety idea from the training material. Only two of the 98 companies had a complete and thorough Accident Prevention Plan. These two companies indicated that they never thought of having "After Hours Emergency" cards available for supervisors. Our 30-day follow up phone calls provided reinforcement of the importance of safety training and the implementation of an active Accident Prevention Program for all employees.

Staffing Industry Providers

Thirty-five percent of the companies we targeted did not use Humanix, but did or planned to use temporary employees from another service. The staffing industry as a whole needs to do a better job of providing safety training for their employees prior to job site placement. We asked companies who used other services to check with their provider on the safety training provided to their employees prior to sending out employees out on temporary job assignments. We hope that our New Employee Safety Orientation handout, the PowerPoint Hazard Communication Training, Safety Orientation, and Office Safety Orientation, and Hazard Communication and Safety Quiz can provide examples for other staffing companies to incorporate in their company's employee safety training. We have found that many staffing companies only distribute a tri-fold brochure as their safety training program for new employees.

Staffing companies also need to incorporate client site visits, job description information such as hazard analysis and recommended safe job procedures

that is communicated with each employee prior to placement. The staffing company and secondary employer need to confirm that a first day safety training checklist is in place. Follow up with employees is needed to confirm that the training continues. All these practices will help prevent injuries for temporary and permanent employees.

RELEVANT PROCESSES

The Training Manual documents saved on a disk for companies to easily adjust and implement safety training and employee communication tools for all employees was a fundamental component to our training. Companies value easy implementation. Companies can continually improve their safety program when they have access to a start-up program.

3. Our safety training material was

1. Very helpful - especially like being able to use sections needed and they are on disk.
2. Quality materials and support.
3. We hardly use temp workers so that is why this was somewhat helpful.
4. Had good material & got some help in organizing & updating, Thanks!
5. It helped me and our company realize how important safety training really is.
6. Materials are very well done and will be used to expand our emergency action plan manual.
7. We look forward to incorporating the materials into our current program. Very useful!
8. very clear
9. I think your material will be very helpful to me.
10. I will add electrical safety as a result of this meeting to my program.
11. very comprehensive
12. It is great to see others being proactive and educating companies on required training.
13. Excellent!
14. More time should be spent on each category.
15. Very organized & easy to read & to follow.
16. It will come in handy with future employees.

3. Our safety training material was

Continued

17. Very nicely presented and well thought out.

18. Would be very helpful for organizations just starting an APP.

19. Very useful to compare to our existing materials to ensure compliance with current requirements.

20. I think it will be most helpful so we aren't starting from scratch.

21. Very thorough. Made me think of things I had not thought about previously.

22. There was a lot to hear and learn at the first meeting. The materials left for our review filled in gaps, answered questions, and provided us with lots of direction for establishing our own safety program.

Comments about your Accident Prevention Program (safety):

1. We have an order on that we were getting ready to revise so I can now use information provided to help speed up that process.
2. We are developing our new safety program based on information received from your meeting.
3. Great stuff. Really helps us put a safety program in place.
4. RE-assessing components of safety program and up-grading where needed.
5. Needed to be updated.
6. We could spend a little more time in this area.
7. The positions that require working with electricity or operating machinery do receive an orientation and the appropriate training. Office personnel do not.
8. The company has emergency action plan in place which addresses the issue of safety.
9. We feel our program is fairly comprehensive, but there's always more you can do.
10. We have reduced incidents by over 50% in the last 5 years. We are about to celebrate 1000 days without a time loss injury.
11. Need to add earthquake emergency training and include safety follow up.
12. The CXT APP is top notch, always make time for safety training.
13. Will check current Employee Handbook for purpose of updates.
14. We had questions about the safety follow up after starting job position. It was made clear that safety meeting would satisfy that requirement.

15. Thank you for the work book. It has some good ideas.
16. We treat temps as our own employees. The only distinction is that they wear orange hard hats, not black(which permanent employees wear.)
17. We have safety meetings every Thursday morning with our crew. Video's on safety are shown.
18. The APP was already in place & showing statistically significant change over past years.
19. We try to be zealous with our APP and make sure it is applicable to the company environment.
20. Minimal. Needs to be defined, job descriptions developed w/tool usage checklist and all needs to be integrated between volunteers & staff.
21. We have moved from having very little written documentation to developing an outline for our APP plan/implementation. This includes developing a manual, creating a safety board, re-instating a safety committee, posting an evacuation plan, and scheduling time for safety issues at company meetings. Every part of what we're doing will include parts specific to temporary and full-time employees.

The pre and post surveys were also a crucial process for us to evaluate the value of our training program. The pre-survey provided information before onsite training to determine what was currently in place. The post-survey confirmed areas of value and the areas that companies targeted for safety program improvements for both temporary and permanent employees as shown in the enclosed survey comments.

LESSONS LEARNED

The most challenging component to implementing our onsite training visits was getting companies to respond to our training invitations that we sent as mailers, phone calls, and emails. It took us twice as much effort as anticipated to obtain onsite training appointments.

When we started calling companies in March 2009, we found that our calls were being screened and often put into voicemail. We were not receiving return phone calls. To overcome this barrier, we created a flyer that was mailed out prior to our first phone call. This did help. We changed our voicemail scripts a number of times trying to convey the value of this free training and that this was NOT a sales call.

We also followed up with the contact at the company through an email, if we had access to their email address, with an additional flyer describing the free safety training. This again did help in getting some onsite training appointments. If we were able to get a company on the phone, we were most often able to convey the value of this free training. Only 28 companies turned down the free onsite safety training appointments.

Reasons for Refusing

- Don't Use Temps – 13 companies
- Didn't see the value – 4 companies
- Refused no reason – 8 companies
- Hung up on – 1 company
- Handled by another source. No need - 2 companies

When we started our grant we had 103 targeted companies to call and offer free safety training. By mid summer we added an additional 50+ companies to contact. We also added additional steps to make information available for our free training. We met with Greater Spokane Incorporated and the Spokane Valley Chamber of Commerce and went over the training material so they would promote the free training with their members as well as take advantage of the free training themselves. Both Chambers did advertise the free training in their weekly emailed newsletters. We also placed ads in local papers.

Our group training sessions offered to companies in Eastern Washington on June 10 and June 23 that we promoted were not utilized at all. We did not

receive one phone call for additional information or one company to register for our free group training sessions. Targeted companies in Tri-Cities, Yakima, Colville, Cheney, Pullman, Moses Lake, Newport, Kettle Falls, and Wenatchee received a mailed flyer on our free group training. We even faxed the information to out of the area Chambers asking them to promote this free training.

We offered a group training session on October 28 to companies in Spokane that did not respond to our onsite safety training invitations. We thought that maybe the onsite training was intimidating so that a group training offsite would be a better match. Again, not one phone call or one company registered for the group training.

We found that using Survey Monkey to send out the pre and post-training surveys through email were not successful. Participants would state that they did not receive our email. After about 25 appointments we decided to skip Survey Monkey emailing feature and send out the surveys through fax, mail, or deliver the pre and post surveys. We entered the survey feedback manually into Survey Monkey to take advantage of the tabulating of results. Our participation rate increased. We received 85 pre-survey results and 65 post-survey results.

Overall the companies we did meet with were very thankful for the free safety training resource information. They appreciated the material being available for them to implement as needed.

We mailed a survey out in January 2010 to the 45 companies who did not respond to our onsite training flyer, follow-up phone calls, and emails. We asked why they choose not to take advantage of our free training and feedback on how we could have better presented the marketing materials for free training opportunities to businesses. We have received 1 survey back. This survey feedback is in Part III.

MEASURES TO JUDGE SUCCESS

Our pre and post surveys provide measurements of success by the end user. Below are the pre and post survey results and charts to illustrate the value of our free safety training

Pre-Survey Results

Page: Pre-Survey Questionnaire				
1. Company Contact Information:			Response Percent	Response Count
Show replies	Name:	<input type="text"/>	100.0%	85
Show replies	Company:	<input type="text"/>	100.0%	85
			<i>answered question</i>	85
			<i>skipped question</i>	0

Pre-Survey Questionnaire

Add Question Here

Edit Question Move Copy Delete

*** Company Contact Information:**

Name:

Company:

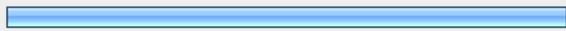
Add Question Here Split Page Here

Edit Question Move Copy Delete

*** Number of Employees?**

Total number of employees for participating companies that responded to the pre-survey: 8,690

Pre-Survey Results

3. My company has used, currently uses, or intends to use temporary employees in the future?		Create Chart	Download
		Response Percent	Response Count
Yes		91.8%	78
No		8.2%	7
answered question			85
skipped question			0

Pre-Survey Results

4. My company's current Accident Prevention Program (safety) includes:					Download
Temporaries					
	currently in place	scheduled to be developed in the near future	not in place	do not know	Response Count
Safety Orientation	68.2%(58)	2.4% (2)	27.1% (23)	2.4% (2)	85
First day safety training checklist	49.4%(42)	3.5% (3)	41.2% (35)	5.9% (5)	85
Safety follow up after starting job position	31.8% (27)	4.7% (4)	56.5%(48)	7.1% (6)	85
Review circumstances of an injury for future prevention	80.0%(68)	1.2% (1)	16.5% (14)	2.4% (2)	85
Employees					
	currently in place	scheduled to be developed in the near future	not in place	do not know	Response Count
Safety Orientation	88.2%(75)	1.2% (1)	9.4% (8)	1.2% (1)	85
First day safety training checklist	71.8%(61)	3.5% (3)	21.2% (18)	3.5% (3)	85
Safety follow up after starting job position	51.8%(44)	7.1% (6)	37.8% (32)	3.5% (3)	85
Review circumstances of an injury for future prevention	90.6%(77)	4.7% (4)	3.5% (3)	1.2% (1)	85

Pre-Survey Results

Comments about your Accident Prevention Program (safety):

1. Pretty good but needs to be redefined.
2. Work in progress - currently utilizing L&I safety video library program.
3. Needs to be resurrected.
4. very informational
5. Needs to be updated.
6. most of our orientation is about building security
7. We have weekly safety meeting and then a monthly meeting for our safety committee and go over concerns.
8. We are just getting our program started and starting to see results in our OSHA rate.
9. Just moved to Washington
10. Gave Tiffany some example handouts
11. Don't use temporaries
12. In process of getting stuff off the ground.
13. It has helped to prevent serious injury on the job.
14. essentially non- existent 1st day training needs work
15. We have an active safety prevention program with safety committee and monthly safety trainin for all employees.
16. Currently reviewing our accident prevention program and crisis communication plan.
17. We are very proactive in safety and health orientation.
18. We have a monthly safety meeting covering all aspects of safety issues throughout the year.
19. Long term member of Associated Industries. Have taken advantage of AI training opportunities and Legal assistance in forming and implimenting our programs.
20. Would like to update our video library for our new hire orientation training. Also, just now "formally" having leads /supervisors record job-specific training with new hires. Although training was occurring, it was not being documented. Have several safety policies that are in need of update. Updating our Accident Prevention Program / Procedure is currently on our safety committee's "to do" list.
21. This is a small company. During the 8 months I have been employed here there has not been an accident. However, completing this survey has made me realize we have a need for some safety training documentation. Thanks.
22. Non existent

Post-Survey Results

Page: Post-Survey Questionnaire

1. Company Contact Information:			Response Percent	Response Count
Show replies	Name:	<input type="text"/>	100.0%	65
Show replies	Company:	<input type="text"/>	100.0%	65
<i>answered question</i>				65
<i>skipped question</i>				0

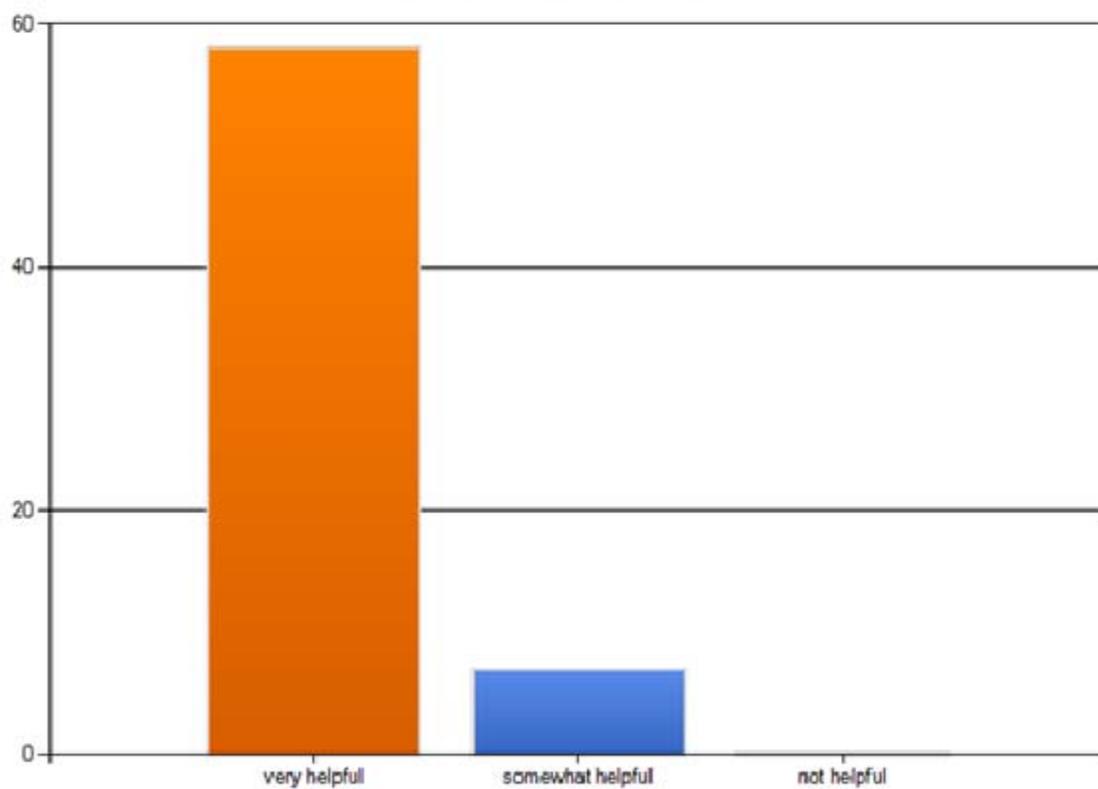
2. After receiving our safety education material and the temporary employee safety communication tools from Humanix and Associated Industries, my company's current Accident Prevention Program (safety) includes:					
Temporaries					
	currently in place	scheduled to be developed in the near future	not in place	do not know	Response Count
Safety Orientation	66.2%(43)	20.0% (13)	13.8% (9)	0.0% (0)	65
First day safety training checklist	55.4%(36)	30.8% (20)	13.8% (9)	0.0% (0)	65
Safety follow up after starting job position	38.5%(25)	36.9% (24)	23.1% (15)	1.5% (1)	65
Review circumstances of an injury for future prevention	83.1%(54)	9.2% (6)	7.7% (5)	0.0% (0)	65
Employees					
	currently in place	scheduled to be developed in the near future	not in place	do not know	Response Count
Safety Orientation	87.7%(57)	9.2% (6)	3.1% (2)	0.0% (0)	65
First day safety training checklist	73.8%(48)	20.0% (13)	6.2% (4)	0.0% (0)	65
Safety follow up after starting job position	52.3%(34)	32.3% (21)	15.4% (10)	0.0% (0)	65
Review circumstances of an injury for future prevention	93.8%(61)	4.6% (3)	1.5% (1)	0.0% (0)	65

Post-Survey Results

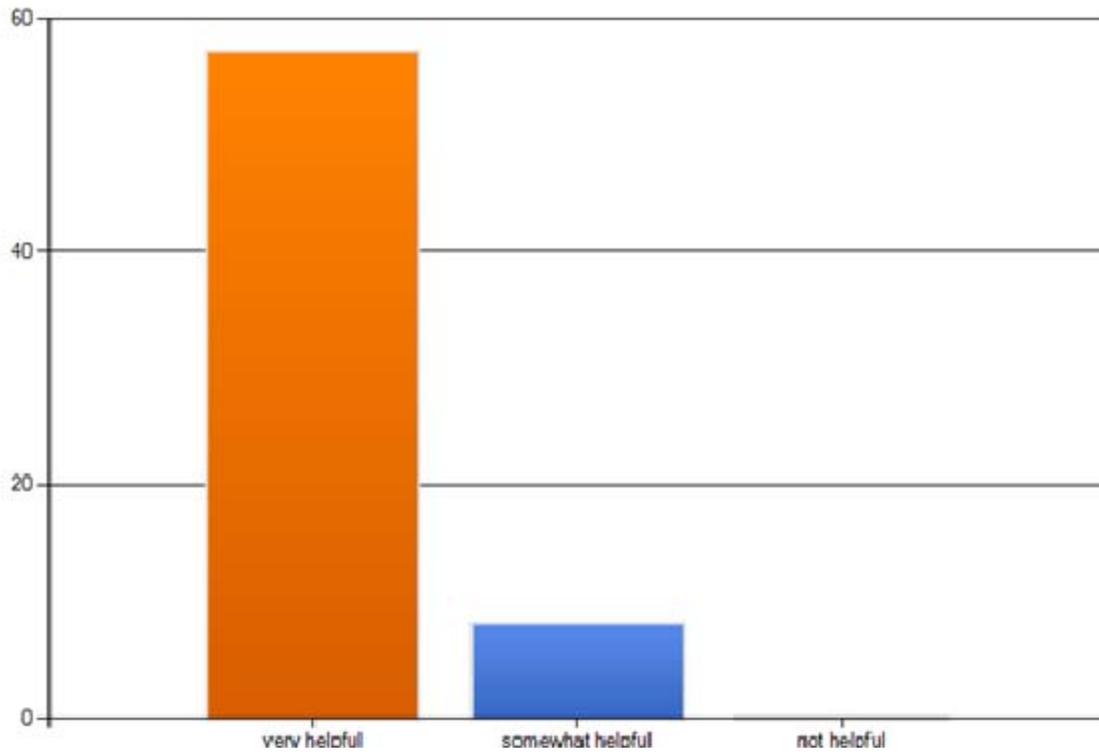
Comments about your Accident Prevention Program (safety):

1. We have an order on that we were getting ready to revise so I can now use information provided to help speed up that process.
2. We are developing our new safety program based on information received from your meeting.
3. Great stuff. Really helps us put a safety program in place.
4. RE-assessing components of safety program and up-grading where needed.
5. Needed to be updated.
6. We could spend a little more time in this area.
7. The positions that require working with electricity or operating machinery do receive an orientation and the appropriate training. Office personnel do not.
8. The company has emergency action plan in place which addresses the issue of safety.
9. We feel our program is fairly comprehensive, but there's always more you can do.
10. We have reduced incidents by over 50% in the last 5 years. We are about to celebrate 1000 days without a time loss injury.
11. Need to add earthquake emergency training and include safety follow up.
12. The CXT APP is top notch, always make time for safety training.
13. Will check current Employee Handbook for purpose of updates.
14. We had questions about the safety follow up after starting job position. It was made clear that safety meeting would satisfy that requirement.
15. Thank you for the work book. It has some good ideas.
16. We treat temps as our own employees. The only distinction is that they wear orange hard hats, not black(which permanent employees wear.)
17. We have safety meetings every Thursday morning with our crew. Video's on safety are shown.
18. The APP was already in place & showing statistically significant change over past years.
19. We try to be zealous with our APP and make sure it is applicable to the company environment.
20. Minimal. Needs to be defined, job descriptions developed w/tool usage checklist and all needs to be integrated between volunteers & staff.
21. We have moved from having very little written documentation to developing an outline for our APP plan/implementation. This includes developing a manual, creating a safety board, re-instating a safety committee, posting an evacuation plan, and scheduling time for safety issues at company meetings. Every part of what we're doing will include parts specific to temporary and full-time employees.

Our safety training material was



Our communication tools and forms available to use with your temporary employees will be



3. Our safety training material was

Comments on our training material?

1. Very helpful - especially like being able to use sections needed and they are on disk.
2. Quality materials and support.
3. We hardly use temp workers so that is why this was somewhat helpful.
4. Had good material & got some help in organizing & updating, Thanks!
5. It helped me and our company realize how important safety training really is.
6. Materials are very well done and will be used to expand our emergency action plan manual.
7. We look forward to incorporating the materials into our current program. Very useful!
8. very clear
9. I think your material will be very helpful to me.
10. I will add electrical safety as a result of this meeting to my program.
11. very comprehensive
12. It is great to see others being proactive and educating companies on required training.
13. Excellent!
14. More time should be spent on each category.
15. Very organized & easy to read & to follow.
16. It will come in handy with future employees.
17. Very nicely presented and well thought out.
18. Would be very helpful for organizations just starting an APP.
19. Very useful to compare to our existing materials to ensure compliance with current requirements.
20. I think it will be most helpful so we aren't starting from scratch.
21. Very thorough. Made me think of things I had not thought about previously.
22. There was a lot to hear and learn at the first meeting. The materials left for our review filled in gaps, answered questions, and provided us with lots of direction for establishing our own safety program.

4. Our communication tools and forms available to use with your temporary employees will be

Feedback or comments on our communication tools

1. When using temps in the future we will be better prepared for required training.
2. Send out this survey sooner after initial interview while it is still fresh in mind of clients.
3. Information tools were a bit choppy to access, some on the disk, others on a website & still others on hard copies.
4. Much more user friendly than L & I's resources.
5. The communication tools is something I plan on holding onto so when a temporary employee is hired I will be able to do what is required of us.
6. If possible set-up a follow-up meeting to review what the company has implemented as a result of the information.
7. The materials are being used to develop safety checklist for temporary employees.
8. We appreciate the time and effort & also the sharing of information.
9. I currently use several similar forms so it helps to see other forms that i can adapt to my situation.
10. We have some of these tools in place.

4. Our communication tools and forms available to use with your temporary employees will be

Feedback or comments on our communication tools

Continued

11. Many of your forms are very similar to ours. We use one safety program for temps and servatron employees.
12. It was a good tool to "crosscheck" the CXT current APP.
13. Alerted us to information we need to make available to employees, volunteers and building tenants.
14. Great job presenting information - 1/3 I did not know.
15. very useful.
16. Very good for first time employees as well as current employees.
17. Nice complete paperwork/booklet.
18. good orientation checklist
19. Very useful to update our program forms.
20. Email is preferred and accommodates sending forms.
21. The communication tools and forms will be used as examples/templates as we build our own program. It is easy to think of our temporary employee needs as almost the same as those of our full-time employees. We will get a two-for-one deal because as we build for one group we will also be building for the other.

5. Do you have any ideas or suggestions to help us improve our training program?

1. Nope, it was great! Short in duration but packed with information.
2. no
3. REquire proof that additional safety training is done by the employer when the temp arrives otherwise is is not likely to happen.
4. Perhaps a developing slide presentation (power point) that ties book to the written material.
5. It was very complete,no suggestions.
6. was very good
7. Your training program has been a geat help. No improvement necessary.
8. The program was different than I expected - we thought it was going to be a safety audit and evaluation. Although different , we appreciate the materials and the help in improving safety.
9. All is good.
10. Thanks for sharing your ideas. It will be helpful for future safety planning.
11. Thanks for including Mackay on the training program.
12. No, it seems very inclusive.
13. Thought your presentation came across well and was very professional. You guys do a great job!
14. Great material - Dont' Stop!

5. Do you have any ideas or suggestions to help us improve our training program?

Continued

15. Very Good. Thank you for the 3 ring binder of information - Eldonna Shaw.
16. Spend more time covering material.
17. Not at this time, thank you.
18. no
19. Good presentation, material presented is in a format to allow me to incorporate it into our safety and health program (APP).
20. The training session was very useful. We discovered a couple of new points which we are now incorporating into our new employee orientation and follow up training programs.
21. No.
22. Do not have any thing to add at this time. Will, however, contact you if anything comes to my attention.
23. I just want to say "Thank you!" I appreciate the time you took to come share with us. Because of your extra attention, we are knowledgeable about what we need to do to make sure everyone is safe. Also, we feel empowered to create an APP that will best fit us as a company. We care about our employees, temporary and full-time. Thank you.

USES

Washington State Department of Labor & Industries can utilize the success of this free safety training material for companies that use temporary employees in three ways:

First, add additional information to Labor & Industries' website to educate companies on the secondary employer responsibilities of companies utilizing temporary employees. One website location is not enough.

Second, Labor & Industries can include enhanced dual employer information in newsletters, flyers, postcards sent to companies, and free training classes to companies to further educate companies on their responsibilities.

Third, Labor & Industries can educate the staffing industry on their responsibilities to provide general safety training to their employees.

- Staffing companies should be educated and trained on their job description hazard analysis and recommended safe job procedures communication tool with all temporary employees placed.
- Staffing companies should be educated on the requirements of having a sample of their clients' first day safety training checklist.
- Staffing companies should be educated on the benefits of continual feedback from employees regarding company safety practices.

Why is it important for Washington State Department of Labor & Industries to take further action?

Research Article

Temporary workers in Washington State

Caroline K. Smith, MPH^{*}, Barbara A. Silverstein, PhD, MPH, CPE, David K. Bonauto, MD, MPH, Darrin Adams, BS, Z. Joyce Fan, PhD

Safety and Health Assessment and Research for Prevention (SHARP), Washington State Department of Labor & Industries, Olympia, Washington

email: Caroline K. Smith (smcb235@LNI.wa.gov)

^{*}Correspondence to Caroline K. Smith, Safety and Health Assessment and Research for Prevention (SHARP), Washington State Department of Labor & Industries, Olympia, Washington, P.O. Box 44330, Olympia, WA 98504-4330.

Funded by:

- Washington State Department of Labor and Industries

KEYWORDS

contingent workers • temporary workers • injury rates • occupational • health disparities

ABSTRACT

Background

Evidence regarding the unequal burden of occupational injuries between workers employed by temporary agencies and those in standard employment arrangements is unclear. Studies range from no significant differences in risk to substantial increased risk for temporary workers. The purpose of this study is to compare the workers' compensation experience of a large cohort of temporary agency employed workers with those in standard forms of employment.

Methods

Washington State Fund workers' compensation data were obtained for claims with injury dates from January 1, 2003 to June 30, 2006, resulting in 342,540 accepted claims. General descriptive statistics, injury rates (per 10,000 FTE), and rate ratios (temp agency/standard employer) were computed by injury type and industry.

Results

Temporary agency employed workers had higher rates of injury for all injury types, and higher median time loss (40 vs. 27 days) but lower time loss costs (median \$1,224 vs. \$1,914, $P < 0.001$) and lower medical costs (\$3,026 vs. \$4,087, $P < 0.001$) than standard arrangement workers. Temporary agency workers had substantially higher rates for "caught in" and "struck by" injuries in the construction (IRR 4.93; 95% CI 2.80-8.08) and manufacturing (IRR 4.05; 95% CI 3.25, 5.00) industry sectors.

Conclusion

Temporary agency employed workers have higher claims incidence rates than those in standard employment arrangements. The rate ratios are twofold higher in the construction and manufacturing industry sectors. More research is needed to explore potential reasons for this disparity in occupational injuries. Industry or some measure of job exposure should be included when comparing injury rates in different types of employment in order to better identify areas for prevention. *Am. J. Ind. Med.* 53:135-145 2010. © 2009 Wiley-Liss, Inc.

Accepted: 5 June 2009

PRODUCT DISSEMINATION

All participating companies received our Safety Materials and Communication Tools for Your Temporary Employees Manual. The manual also included a disk with the manual's forms and training material for modification and easy implementation.

FEEDBACK

5. Do you have any ideas or suggestions to help us improve our training program?

1. Nope, it was great! Short in duration but packed with information.
2. no
3. REquire proof that additional safety training is done by the employer when the temp arrives otherwise is is not likely to happen.
4. Perhaps a developing slide presentation (power point) that ties book to the written material.
5. It was very complete,no suggestions.
6. was very good
7. Your training program has been a geat help. No improvement necessary.
8. The program was different than I expected - we thought it was going to be a safety audit and evaluation. Although different , we appreciate the materials and the help in improving safety.
9. All is good.
10. Thanks for sharing your ideas. It will be helpful for future safety planning.
11. Thanks for including Mackay on the training program.
12. No, it seems very inclusive.
13. Thought your presentation came across well and was very professional. You guys do a great job!
14. Great material - Dont' Stop!

5. Do you have any ideas or suggestions to help us improve our training program?

Continued

15. Very Good. Thank you for the 3 ring binder of information - Eldonna Shaw.
16. Spend more time covering material.
17. Not at this time, thank you.
18. no
19. Good presentation, material presented is in a format to allow me to incorporate it into our safety and health program (APP).
20. The training session was very useful. We discovered a couple of new points which we are now incorporating into our new employee orientation and follow up training programs.
21. No.
22. Do not have any thing to add at this time. Will, however, contact you if anything comes to my attention.
23. I just want to say "Thank you!" I appreciate the time you took to come share with us. Because of your extra attention, we are knowledgeable about what we need to do to make sure everyone is safe. Also, we feel empowered to create an APP that will best fit us as a company. We care about our employees, temporary and full-time. Thank you.

PART II

SAFETY AND HEALTH INVESTMENT PROJECTS
SHIP Final Expenditure Report
Budget Summary

Project Title:	Educating manufacturing companies on safety training material and communication tools to use for their temporary employees		
Project # :	2008WC00082	Report Date:	2/12/2010
Contact Person:	Nancy Nelson	Contact #:	509-467-0062
Start Date:	11/26/2008	Project Completion Date:	2/15/2010

1.	Total budget for the project		\$ 43,744.00
2.	Total SHIP Grant Award		\$ 40,544.00
3.	Total of SHIP Funds Used		\$ 40,544.00
4.	Budget Modifications (if applicable)		\$ - 178.11
5.	Total In-kind contributions		\$ 3,200.00
6.	Total Expenditures (Lines 3 + 4 + 5)		\$ 43,045.47

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 schedules
- Forms must be signed by authorized persons (see last page)
- Forward one copy of the report to **(Name), SHIP Project Manager, PO Box 44612, Olympia, WA 98504-4612.**

SAFETY AND HEALTH INVESTMENT PROJECTS
SHIP Final Expenditure Report
Supplemental Schedules (Budget)

Project Title:	Educating manufacturing companies on safety training material and communication tools for their temporary employees		
Project # :	2008WC00028	Report Date:	2/15/2010
Contact Person:	Nancy Nelson	Contact #:	509-467-0062
Total Award \$:	\$7,791.31		

ITEMIZED BUDGET -- How were SHIP award funds used to achieve the purpose or your project?

	Budgeted for Project	Amount Paid Out	Difference
A. PERSONNEL	\$7279.50	\$6,979.50	300.00

Explanation for Difference and other relevant information:

Jim was not able to attend one of the 1:1 site visits and one of the APP visits.

	Budgeted for Project	Amount Paid Out	Difference
B. SUBCONTRACTOR	0	0	0

Explanation for Difference and other relevant information:

	Budgeted for Project	Amount Paid Out	Difference
C. TRAVEL	\$454.50	\$ 414.50	\$ 40.00

Explanation for Difference and other relevant information:

Some of the final 1:1 site visits also included the APP additional one hour of training. Mileage was calculated for 2 separate trips.

	Budgeted for Project	Amount Paid Out	Difference
D. SUPPLIES	\$ 57.31	\$ 55.00	\$ 2.31

Explanation for Difference and other relevant information:

Difference in postage.

	Budgeted for Project	Amount Paid Out	Difference
E. PUBLICATIONS	0	0	0

Explanation for Difference and other relevant information:

	Budgeted for Project	Amount Paid Out	Difference
TOTAL DIRECT COSTS	\$7,791.31	\$ 7,749.00	\$342.31

	Budgeted for Project	Amount Paid Out	Difference
INDIRECT COSTS	0	0	0

	Budgeted for Project	Amount Paid Out	Difference
TOTAL SHIP BUDGET	\$7,791.31	\$7,749.00	\$ 342.31

	Budgeted for Project	Amount Paid Out	Difference
F. IN-KIND	0	0	0

Explanation for Difference:

We did not budget a dollar amount for in-kind contribution. We have spent a minimum of an additional 80+ hours to accomplish the goal of meeting with 98 companies. These hours included brainstorming meetings to adjust marketing material, adjust voice mail messages, target additional companies, send out pre and post surveys many more times than grant allocated funds. Writing the final report took much more time than estimated.

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.

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.