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How to control, manage and protect your diverse work force

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Diverse Workplace Safety Training

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The Problem

Occupational Safety and Health Administration (OSHA) requires that employees be trained before they start working.

"There is an increasing crisis of safety among Hispanic workers, who are being injured at a higher rate than their non-Hispanic counterparts at work," said Jorge Sanchez, multicultural affairs coordinator at the Utah Department of Workforce Services.

The Obstacles

- Diverse Workforce
  - 5 to 6 years to learn a language proficiently
  - 5 to 10 years to learn a culture
  - Number of fatalities / serious injuries rising each year
- Aging Workforce
  - Set in their ways
  - Human Body physically breaking down

The Importance

A Safety Workplace can:

- Prevent Accidents,
- Reduce Workers' Compensation,
- Avoidance of Costly OSHA Citations,
- Deter Civil Lawsuits,
- Increase Employee Morale, and
- Extend the Longevity of Equipment.

But, everyone must understand the:

FIVE KEYS TO SAFETY

In order to achieve a safe workplace

Five Keys to Safety

- Assigning the Responsibility for Safety
- Written Health and Safety Program,
- Management Education and Employee Training,
- Safety Inspections and Investigations, and
- Enforcement of Safety.

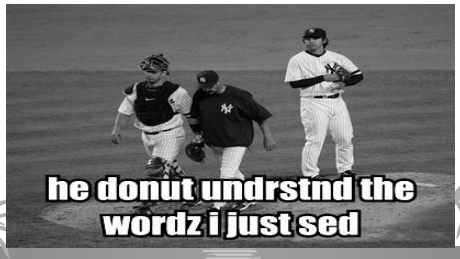
Safety Training a Diverse Workforce

Diverse Work Force presents us with four major barriers:

- Language,
- Literacy,
- Cultural, and
- Fear.

Barriers to Safety Training

- Language
  - Making yourself understood



Barriers to Safety Training

- Literacy
  - Finding the right level of communication

Barriers to Safety Training

- Culture
  - Identifying and modifying your safety culture

Hierarchy

Gender

Age

Government

Barriers to Safety Training

- Fear
  - Building trust between the employer and employee

<u>Oregon OSHA</u>
-Feel vulnerable: no papers

-When we learn to read, then we'll know danger signs

-We can't read or write so they think we don't need safety training

-Safety training material in our language would help

Overcoming the Barriers - Language

- <u>Sound = Image</u>

House (English)

Maison (French)

Casa (Spanish)

Overcoming the Barriers - Literacy

Demonstrate

Overcoming the Barriers - Culture

- Culture

  Hierarchy
  - let them know: that management will ask their opinion
  - let them know: to take initiative "if it is broken, fix it"

  Gender
  - let them know: men and women can be in charge

  Age
  - let them know: age does not hold a person back from advancing

  Government
  - let them know: our government works for us

Overcoming the Barriers - Culture

- Culture

Overcoming the Barriers

- Fear

Overcoming the Barriers

- Daily Dose - Granite Construction

"Daily Dose is a way of developing employees that are learning English and need to develop their job skills at the job site," said Adrian Escalante, creator and president of Daily Dose Learning Systems in Salt Lake City.

Daily Dose's program runs only ten minutes a day, five days a week, and is relatively easy for an employer to implement at any job site.

Overcoming the Barriers

- Daily Dose - Granite Construction

As an example of how Daily Does works, Escalante said that if you're trying to teach someone how to lift correctly, instead of giving them a slide presentation in a classroom, the instructor is actually standing in a circle at the job site with the workers and demonstrating how a person should bend their knees, squat down, keep their back straight and lift with their legs. All the while this is occurring, the instructor is emphasizing certain words or phrases in English that describe the job procedure.

Overcoming the Barriers

- Daily Dose - Granite Construction

"We've been running it a year and half," said Bingham," and we've had overwhelming success." He said after the initial four-week pilot program, the 16 workers in that program had an increased English proficiency rate of 30 percent. And of those 16 workers, five have advanced into foremen positions.

Overcoming the Barriers

- Toolbox Talks – Hunter-Douglas Intermountain

At Hunter Douglas Intermountain, 90 percent of the production work force is foreign-born. The company, which makes window coverings and architectural products, operates a manufacturing facility in Murray.

"We have 250 employees at our plant, and out of those 250, probably 200 are production employees. Of those 200, probably 10 percent are American-born," said Brian Lichtenfels, safety manager at Hunter Douglas. "About another 70 percent are Hispanic, and another 20 percent are Vietnamese. And then we have a mix of others as well."

Overcoming the Barriers

- Toolbox Talks – Hunter-Douglas Intermountain

Promoting bilingual and multicultural supervisors

Supervisor led daily "tool box talks" -- short safety refreshers

Proactive in easing fears about reporting injuries

Aging Workers

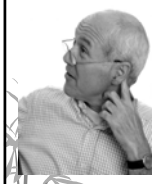
Aging Workers

Attitude – we have been doing it this way for years

Aging Workers

Physical Loses

Hearing Loss



Broken Bones

Illnesses

Safety Training for a Diverse Workforce

Achieving a Safe Workplace Requires Everyone's Effort