

Creating Site Specific Training Materials

A Step By Step Demonstration

RUMPKÉ

WELCOME



**Jean Schechtman,
RN, BSN, COHN-S, CM**

Occupational Health Nurse

Background Information

- Why translate training information into another language
 - OSHA requirements
 - Safety of employees
 - Increase production
 - Decrease confusion
 - Decrease turnover



Resources For Translation

- Translator present at company
 - Easiest
 - Usually cost effective
 - Need to know educational level of translator
 - Need to know if there are any regional language differences to consider



- Purchasing translated information and videos from commercial services
 - Information is generic
 - Cost can be prohibitive
 - Need to be sure that the information is correct and to use reliable sources
 - Changes require purchasing new videos and information
 - Language availability



- Occupational Health and Safety Administration and Bureau of Worker's Compensation materials

- Limited material available
- Limited languages available
- Generic information
- Easy to access
- Little or no cost



• Bureau of Worker's Compensation

- WEBSITE:
<http://www.ohiobwc.com/employer/programs/safety/VideoLibrary.asp>
- English and Spanish versions of most forms
- Will be translating forms into other languages as well
- No other languages at this time

• Occupational Health and Safety Administration

- WEBSITE FOR ENGLISH SPEAKERS FOR SPANISH INFORMATION:
http://www.osha.gov/dcsp/cpliance_assistance/index_hispanic.html
- WEBSITE FOR SPANISH SPEAKERS:
<http://www.osha.gov/as/opa/spanish/index.html>
- Limited resources in other languages
- Generic information
- Very accessible
- Little or no cost

• The National Institute for Occupational Safety and Health

- WEBSITE FOR ENGLISH SPEAKERS:
<http://www.cdc.gov/niosh>
- WEBSITE FOR SPANISH SPEAKERS:
<http://www.cdc.gov/spanish/niosh/>
- Limited availability in other languages
- Large amount of information in Spanish
- Many areas covered in both Spanish and English
- Information is generic



• Translation services

- Need to use a reliable translating service
- Can check with the American translators association (ATA) for certification. Their website is <http://www.atanet.org/>
- Information can be tailored for your site
- Cost can run high, especially with many policies/procedures that need to be translated
- Some translators will store translations and charge less for revisions

• On line translation services

- These sites are usually automated and can translate simple sentences, but have difficulty with technical words, and paragraphs
- Offer translation in many languages
- Many sites are free
- Need to have a person who can check the accuracy of the translation

Step By Step Example Of Translation Into Spanish

• REASON FOR TRANSLATING INTO SPANISH

- More than 60% of the workforce at the plant speaks Spanish
- Need many site specific training materials

Review of options

- Using commercial training materials
 - Many of the trainings are site specific
 - Commercial materials are costly
 - May need to buy materials we do not need in order to get the materials we do need
- Sending the site specific trainings out for translation
 - Costly
 - No guarantee that the translation would be accurate

Attempting to translate the information at the company

- Trainers do not speak Spanish
- There is a lot of technical language in the trainings
- The time needed to do the trainings
- What resources would we use
- Who would review the translation for accuracy

Answers to some of our questions:

- Our Human Resource Assistant is bilingual
- She does not have time to translate all off the training materials
- She can review the information once it is translated to check for understandability and accuracy

Starting The Translation Process

Where to begin

- We decided to try a web based translation service
- We took a paragraph of information and translated it using the web based translation
- We took the translated paragraph and translated it back into English using the same program

John Morrell & company's smoking policy.

- Effective October 1, 2006, John Morrell & co. Springdale plant implements a policy prohibiting smoking within building for all employees and visitors.

I. Policy

- This policy is in effect during and after work hours and will apply to:
- All John Morrell & co. Employees on all shifts;
- Customers, vendors, clients, consultants, contractors and all other visitors;

- Smoking will be prohibited inside the building. .
- Employees who choose to smoke must do so on their regularly scheduled breaks or meal periods in the smoking designated area outside of the building or off the company property.
- No ashtrays are permitted in any indoor area.

Translation Into Spanish

- Juan Morrell Y Política Que fuma De la Compañía De Octubre Eficaz El 1 De 2006, Juan Morrell Y Co. La planta de Springdale pone fumar que prohíbe de la política en ejecución dentro de la construcción para todos los empleados y visitantes. I. Política Esta política es en efecto durante y después de horas

- del trabajo y se aplicará a: · todos los empleados de Juan Morrell y del Co. en todas las cambios; clientes del ·, vendedores, clientes, consultores, contratistas y el resto de los visitantes; El fumar será prohibido dentro del edificio. Empleados que eligen fumar deben hacer así que en sus roturas o períodos regularmente programar de la comida en el área señalada que fuma fuera del edificio o de la característica

- de la compañía. No se permite ningunos ceniceros en cualquier área de interior.

Translating Back Into English

- Juan Morrell and Política Whom the 1 Of 2006 smokes Of the Company Of Effective October, Juan Morrell and Co. The plant of Springdale puts to smoke that it prohibits of the policy in execution within the construction for all the employees and visitors. I. Policy This policy is in effect during and after hours

- of the work and a will be applied: · all the employees of Juan Morrell and the Co in all the changes; clients of ·, salesmen, clients, consultants, contractors and the rest of the visitors; Smoking will be prohibited within the building. Employees who choose to smoke must make so in their breakage or periods regularly program of the food in the indicated area that he smokes outside the building or of the

- characteristic of the company. One does not allow any ash trays in any area of interior.

Rethinking Our Plan

- What could we do to improve the translation?
- Would the translation work better on smaller blocks of information?
- Should we give in and hire someone to translate for us?

Translating smaller blocks of information

- De Octubre Eficaz El 1 De 2006, Juan Morrell Y Co. La planta de Springdale pone fumar que prohíbe de la política en ejecucio'n dentro de la construcción para todos los empleados y visitantes.

And back into English again

- Of Effective October The 1 Of 2006, Juan Morrell And Co. The plant of Springdale puts to smoke that it prohibits of the policy in execution within the construction for all the employees and visitors.

- The second translation, even of the same information, makes more sense
- Taking this information, and giving it to the receptionist would give her a starting point and enable her to get the translation done much more quickly than translating the whole policy
- It is easy to copy the policy on the computer and paste it into the translation page

The Final Policy

- **Política de Fumar de John Morrell & Co**
- Efectivo 1 de octubre del 2006, john Morrell & Co. Planta de Springdale implementa una política que prohíbe fumar dentro del edificio para todos los empleados y visitantes.



Jerry Peters, RSM

Corporate OSHA
Compliance Manager



Communication is important!!



What are the employer's duties?

- Complete hazard assessment
- Have policies and procedures
- Have trainings
- Provide in a manner that employees understand
- Retrain when discrepancies are noted
- Corrective and disciplinary actions

Statistics

- Latino workers make up 14.8% of the population — www.census.gov
- 2007- 937 Latino fatalities- 16.6% of all fatalities — www.bls.gov



Where we started...

- Strict job assignments/tasks
- Job safety analysis
- Development of training programs
- Contractual agreement with temp labor companies



Training

- Trained personnel in cultural differences
- Management set levels of expectations
- Developed a restricted job task list



**Confined
Spaces**

Training

- Temp staffing company completes general training
- Rumpke trainer completes special task training (LOTO, EAP's, Housekeeping, etc)
- Forms and documents translated
- Job training is completed with bilingual trainer



Training

- Bilingual
 - Safety Videos
 - Power Point Presentations
 - Job Descriptions
 - Job Procedures



RUMPKE

Entrenamiento de Operadores de Tractores Industriales Motorizados



OSHA 29 CFR 1910.178 (I)

Where did we get translations

- www.google.com/translate (Free)
- www.babelfish.yahoo.com (Free)
- Word Magic Translation Software
- Temp staffing company translator



Drawbacks

- Literacy
- Comprehension
- Dialect
- Cultural (not all countries have an OSHA or equivalent)
- Understanding of worker's comp process



To summarize...

- Contractual obligations are important
- Job tasks/specifics are essential
- Training must be developed in a manner that ensures comprehension
- Proper translation is important
- Follow up is essential to ensure training was understood

Questions??

Thank you for your time and attention!