

An Information Session on Occupational Health & Safety for Downtown Eastside Service Providers (DTES)

Evaluation Results

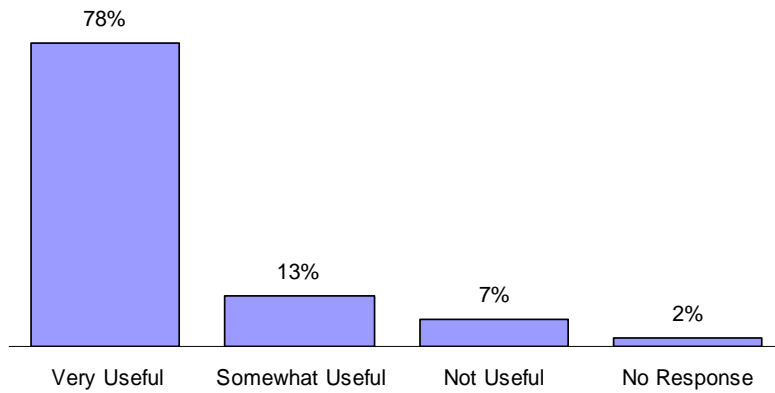
June 9, 2006

74% response rate from all external participants

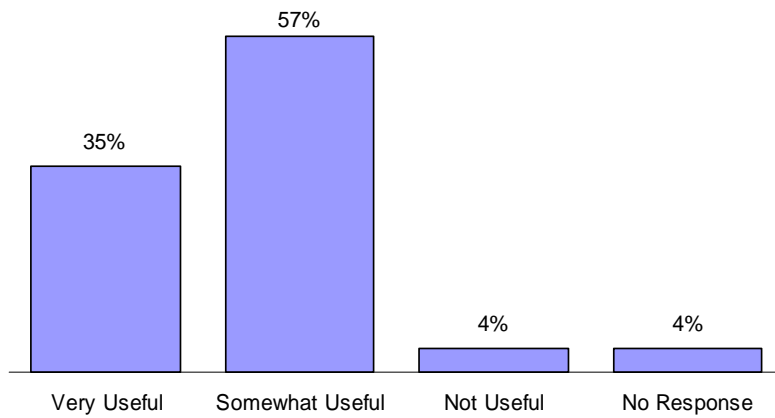
Highlights

- ❑ 93% of participants indicated they would like to attend another Occupational Health & Safety session held by WorkSafeBC.
- ❑ 98% of participants thought the materials provided would be of use to them and their organization (83%) all materials and another 15% thought some of the materials would be of use. No one indicated the materials would not be of any use to them.
- ❑ 74% of participants felt overall the session was useful and another 15% felt that the session was somewhat useful. There were no responses where a participant felt the session was not of at least some usefulness to them.
- ❑ Participants indicated that the Violence presentation was the most useful with 78% stating the presentation was very useful, followed by needlestick/exposure control plans with a 74% very useful rating.
- ❑ 65% of participants indicated the duration of the session was “just right”, while another 22% felt the session was “too short” in duration.

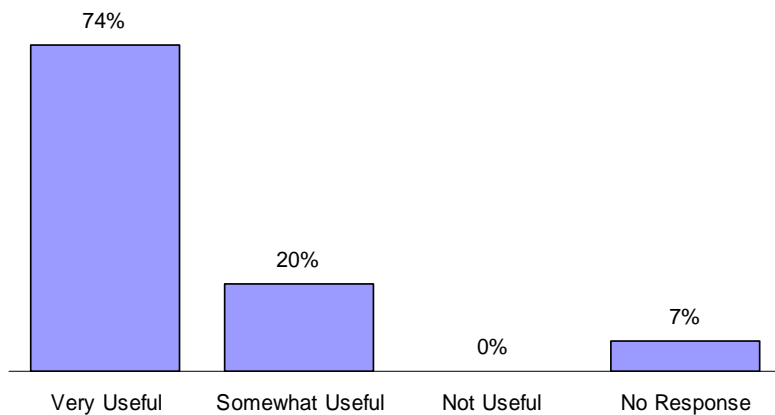
1. How useful was Presentation 1 – Violence in the workplace?



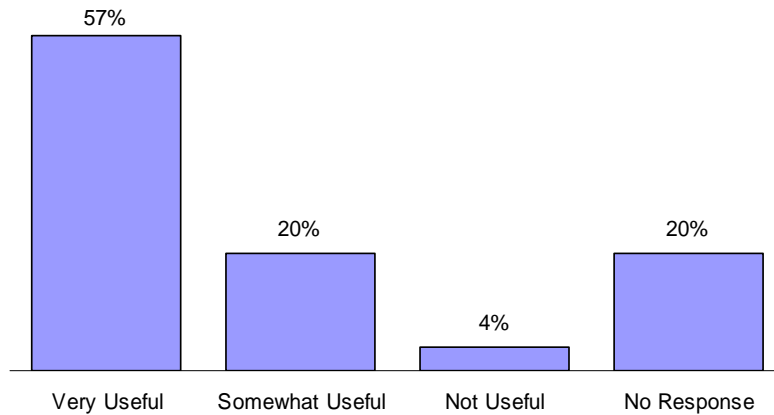
2. How useful was Presentation 2 – Musculoskeletal Injuries (MSI)?



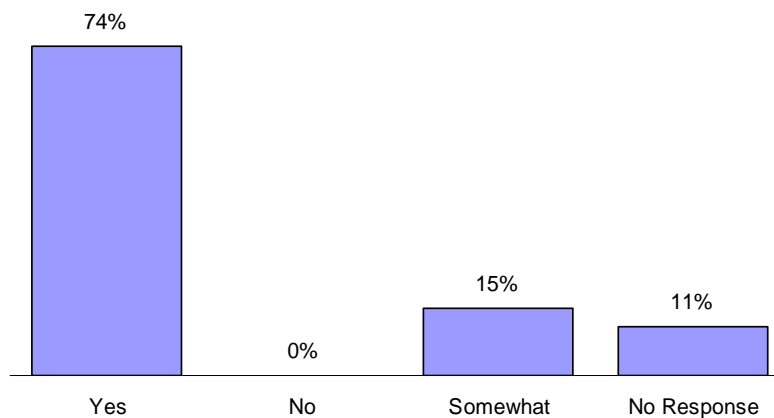
3. How useful was Presentation 3 – Needlesticks?



4. How useful was Presentation 4 – Bed Bug Infestation?



5a. Overall did you find the session useful?



5b. If no, what would you suggest?

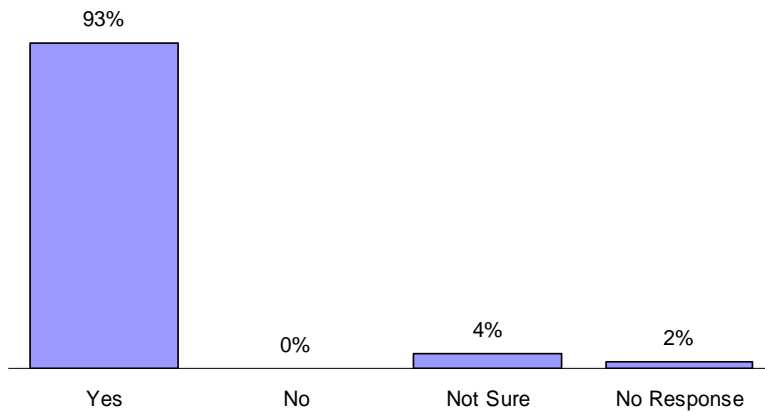
Theme - Time

- More time for questions/discussion networking amongst service providers
- #1 presentation not enough time given – needs 1hr
- More time to look over exhibits/late start left no time. A single session dedicated to workplace violence
- I would support FULL DAY workshop. (FREE for DTES service providers) ON ALL subjects presented today to fully discuss issues.
- The presentations mostly took longer than anticipated, it would be useful to make the session go to 1:00pm

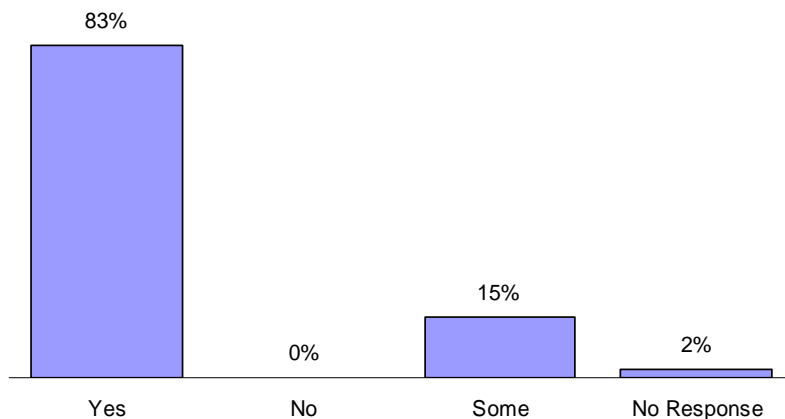
All Other Comments

- How to do monthly inspections for OH&S
- Not enough practical questions and answer session and an opportunity for sharing of experiences/successes!
- Case examples/solutions that have worked in difficult & unusual situations
- #4 – do not read the screen to audience. Need more on control and elimination process procedures
- Bed bug was related enough to today's topics. Graphs from the bed bug presentation were too small and not really needed – numbers are more effective or if our copies of the graphs were larger (can't read that tiny print)
- The information is more geared towards managers, not so much for frontline workers. I was hoping to get more hands-on tips & information assessment of workplace job design. Risk analysis are not within frontline workers role.
- Presentation #2 – not sure of relevance to Downtown Eastside Providers – acute care focused

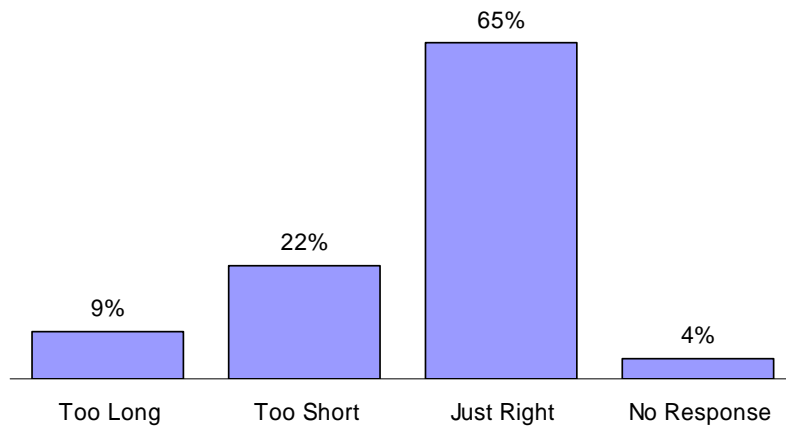
6. Would you attend another Occupational Health & Safety session held by WorkSafeBC?



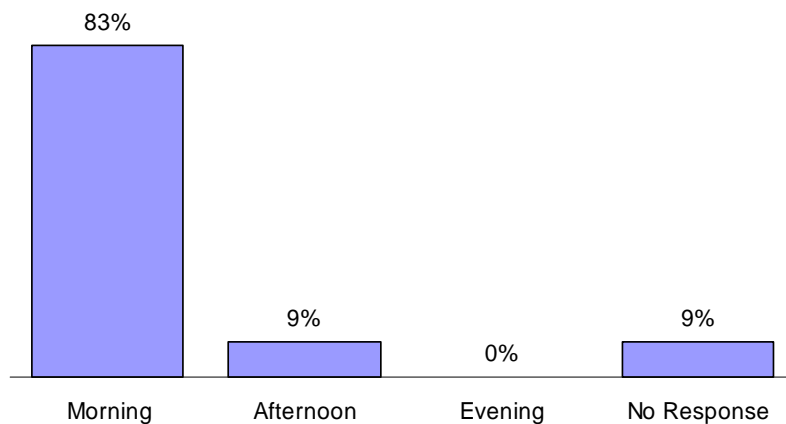
7. Do you think the materials provided will be of use to you and/or your organization?



8. How did you find the duration of the session?



9. What time of day would be best to hold future sessions?



10. What other health and safety topics would be important to you?

Theme - Violence

- Non-violent crisis intervention – realistic conflict resolution
- Dealing with violent clients
- Further discussion of Violence Prevention
- More info on violence/working alone
- Working alone
- More violence risk assessment information – maybe an officer talking about what they want to see with examples
- Working alone and entering clients' private residences

Theme – Workplace Stress

- Stress in the workplace
- Psychological abuse in the workplace
- Toxic co-workers
- Work related stress
- Dealing with critical incidents/trauma for employees

Theme – OH&S Committees & Inspections

- DTES talk on information what they inspect for
- How to get a successful OH&S committee started. What's the best starting point? Help getting procedures written up – suggestion to the more important ones that a residential house needs to have in place.
- How to start an OH&S committee? How much time should be spent on OH&S. Do staff get paid or is it voluntary? (committee members only of course)

Theme – BBF

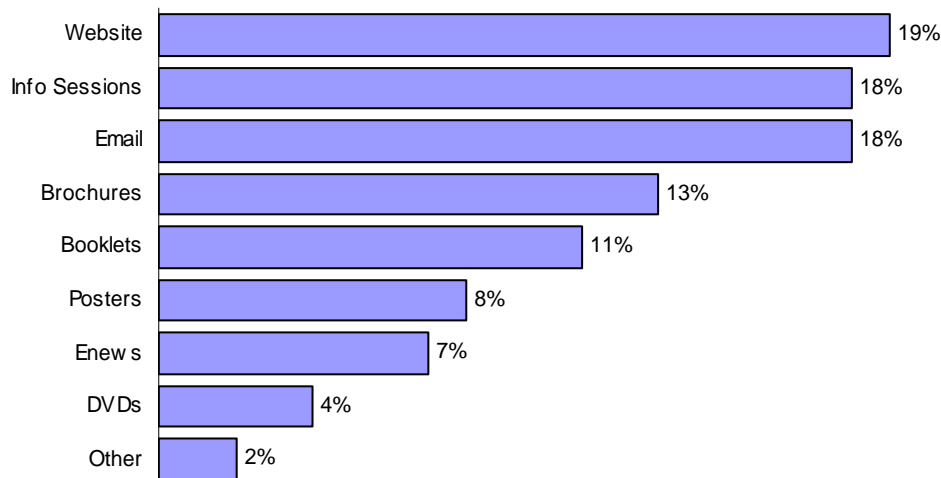
- Dealing with hazardous spills
- Bloodborne pathogens
- Transport of dangerous good – egs. Sharps containers, BBF, compressed gases

All Other Comments

- MSI
- Ergonomics related to office work
- Same topics more in-depth
- Equipment use safety (eg. Kitchen, maintenance)
- Clarification on acceptable practices and special equipment required or suggested for kitchen, janitorial and maintenance personnel
- Air quality
- Could have longer presentation on focused topics

11. What is the best way for WorkSafeBC to share information with you?

Note: multiple responses permitted (130 responses in total)



12. How else can WorkSafeBC assist you?

Theme – Written Materials & Personal Visits

- Easily accessible and plain language instructions for making WCB claims
- Non-judgemental office visits
- Lessen the amount of paperwork that must be done/provided – too cumbersome
- Provide free publications
- Be available to come on-site and tailor a session to a specific organization
- Written guidelines for risk assessments, especially violence risk assessments
- Written guidelines for at least a definition for working alone or in isolation
- Work with OH&S committee at worksites or provide consultations to OH&S
- Help facilitate or coordinate shared resources for training for non-profits ie. Allow non-profits to attend training provided by City of Vancouver as an example

Theme – Information Session

- Similar session for Home Support Community Health Sector. As well as Residential Care/Assisted Living Sector (Frances Kerstiens)
- More info sessions

All Other Comments

- Are there any guidelines around computer use and florescent lighting in the workplace? More staff commenting on eyestrain, headaches and fatigue along with sensitivity to florescent lighting
- Information about where to buy protective equipment/supplies ie. Big plastic bags to dispose mattress
- Provide employees with risk assessments (ie. Violence in the workplace) If we can help or use experts then most likely to be done right.
- If an employee feels unsafe at work, what rights do we have?
- Slack ways of repairing problems – and proper way of doing it.

13. Additional Comments:

Theme – Speaker #1 & Time Limit

- Speaker #1 – spoke too long & was rude to MC when she tried to go up & announce next speaker. Her talk was “danger” –covered and fear based. In doing the work that health care providers in the DTES we need to be less fear-based and more comfortable with the environment we go to everyday in order to make intelligent based, safe & conflict free decisions. Thanks
- First speaker went considerably past her time and did not follow instructions for the MC about finishing
- Presentation #1 was full of information & stats for acute care hospitals or LTC hospitals. No surveys or stats on downtown eastside care facilities. I thought this was specially to deal with the DTES problems
- First presenter not mindful of time limits
- PLEASE TRY TO ADHERE TO TIMEFRAME – this presentation went over by more than 30min
- Staying in time would be a better seller – perhaps not so many topics in one session, though they were all excellent

Theme – Congratulations

- Good talks
- Excellent, well organized & informed presenters
- Excellent
- Good Program – thanks
- Excellent presenters – hope repeat for other staff access?
- Great to see this! Well done
- Well done, this or variations of this workshop should be available every so often for those new to the workforce and then maybe workshops for those who have been around that goes into more details.
- Overall speakers were professional, informative and well organized. Thank you
- Very well done & enjoyable
- Congratulations on this session. I encourage WSBC to continue this education & collaboration with employers, especially small employers who need your expertise and assistance. Excellent session – Frances Kerstiens

Theme – Physical Location

- Such education events need to be held in the downtown eastside community – I'm sure there would be an appropriate venue. This is not accessible to many people
- Finding a location closer to the target audience would have been beneficial
- Although parking was ample, it was very difficult to figure out where to park & where to go to get into the building. Extra time required to go thru security. There was no signage outside
- Parking instructions poor signs would be helpful
- Fully functional toilets (2 out of order in women's washroom)

All Other Comments

- Should have been a more community based safety presentation for this particular audience
- Are there any non-toxic sprays that health care workers could spray shoes, etc. to prevent transmission of bed bugs, etc.
- I found opening remarks very offensive – organizations have been putting huge efforts into worker safety, physical plant changes, security, policies, procedures, education, support
- Bed bugs discussion was interesting but not really relevant to today topics