

Project Descriptive Title: Designing the Age Friendly Workplace: A Train-the-Trainer Project
Assigned SHIP grant # 2008XH00056
Funding Period: 07/01/2008 – 08/31/2009

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The University of Washington
Department of Environmental and Occupational Health Sciences

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by
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PART I

Final Report Narrative

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.

One of the University of Washington's Department of Environmental and Occupational Health Sciences top priority is to evaluate and control workplace hazards. The mission of the Department of Environmental and Occupational Health Sciences is to:

- to identify agents in the environment and the work place that affect human health,
- to elucidate their mechanisms,
- to develop strategies for confronting their effects, and
- to share the knowledge obtained.

Abstract

Present a short overview of the nature and scope of the project and major findings (less than half a page)

National and Washington State statistics clearly indicate that as the baby boom generation moves towards traditional retirement the average age of the workforce is on the rise. Although this is recognized by many little is being done to prepare workplaces for this demographic shift. The workshop 'Designing the Age Friendly Workplace' aims to help WA State organizations prepare for this change and the issues that may accompany it. There are two versions of the workshop: general industry, and construction industry.

The workshop materials have been developed for each version and include PowerPoint presentations, supporting documents and articles, a Trainer Manual and Participant Workbook. Twelve trainers completed a 2½-day Train-the-Trainer workshop followed by the facilitation of a full workshop to authorize them to deliver the workshop. Five workshops took place, with trainers working in pairs or small groups, to a variety of organizations, including a manufacturing plant, private industry, a union and state agencies.

The train-the-trainer approach coupled with experience facilitating the full workshop with real organizations was successful in preparing trainers to deliver the workshop independently. Increasing the number of individuals capable of disseminating the workshop will increase the potential for long-term success of the workshop.

Purpose of Project	Describe what the project was intended to accomplish.
<p>Help Washington State organizations to prepare for the aging workforce through an action-oriented workshop. Complete a full set of workshop curriculum including a trainer manual, presentation slides and workbooks for participants along with a version specific to the construction industry. The workshop leads organizations through an action planning process that by the end of the two-day workshop hosts will have created an individual tailored action plan that addresses the age related issues specific to their own organization. Achieved through a train-the-trainer program, a group of trainers would be prepared to deliver the workshop using the workshop materials developed. By the completion of the project a minimum of five WA State organizations will have completed the workshop and will be implementing action plans that address their specific age-related issues. Therefore, creating age friendly workplaces with reduced injuries, illnesses and hazards.</p>	

Statement of the Results	Provide a clear statement of the results of the project include major findings and outcomes
<p>Complete sets of workshop curriculum have been developed for both the general industry workshop and construction industry version of the workshop. This includes a Trainer Manual, Participant Workbook, and supporting CD with slide show presentations and additional supporting documents and resources. A 1-day version of the general workshop has also been developed.</p> <p>Eleven trainers have been authorized to deliver the workshop after having completed the 2½-day train-the-trainer workshop and gaining hands-on experience delivering the workshop. Provided with a complete set of materials, the trainers are prepared to deliver the workshop. The trainers represent a variety of organizations and industries, which encourages the ongoing delivery of the workshop to a wide scope of audience.</p> <p>Each month an Advisory Committee (AC) meeting was hosted to seek guidance from interested individuals and organizations. The input from the core Advisory Committee members was helpful in steering the development of the materials and the project’s overall direction. The network that was built through the AC was crucial in identifying trainers and potential host organizations. Support from the AC and other interested individuals were a source of encouragement.</p> <p>As planned, five organizations hosted the workshop each led by a pair or small group of trainers. The five host organizations were: Hearth & Home, Washington Federation of State Employees (WFSE), Washington State Department of Transportation (WSDOT), Magnitude Consulting and Washington State Department of Labor & Industries (L&I). Each workshop was a valuable experience for the trainers and the project staff. Initial follow up with organizations indicates that action plans are being implemented, and that host organizations feel that the workshop was of benefit to their organizations and employees.</p> <p>The website www.agefriendlyworkplace.org is live.</p>	

Evidence of the results	Demonstrate evidence of how well the results met or fulfilled the intended objectives of the project.
<p>Workshop materials: Trainer packages are complete and have been revised with changes identified in the first five workshops. The package includes a Trainer Manual, a Participant Workbook, and a CD with supporting documents and information. The objective of developing the training materials has been met.</p> <p>The plan was to have a group of ten trainers. The objective was met and exceeded as twelve trainers completed the train-the-trainer workshop, of which eleven gained hands on experience of delivering the workshop.</p> <p>Each of the five workshops created individual action plans. The evaluations completed by the participants and trainers gives insight into the success of each workshop. Follow up evaluations with the host organizations has confirmed that action items are being implemented to varying degrees.</p> <p>The Website (www.agefriendlyworkplace.org) is live and gives a brief overview of the workshop and provides access to electronic versions of the Training materials.</p>	

Project's promotion of prevention	Explain how the results or outcomes of this project promote the prevention of workplace injuries, illnesses, and fatalities?
<p>The main objective of the training materials is to help reduce age-related workplace injuries, illnesses and hazards. It does this by identifying the dimensions within the workplace and the relevant age related issues within that specific dimension. The action planning process encourages organizations to act proactively to identify the issues within their own workplace and implement changes to prevent injuries, illnesses and hazards and help workers maintain productivity as they age. The training materials for 'Designing the Age Friendly Workplace' help organizations prepare for an aging workforce and are now available in the public domain.</p> <p>Five different organizations have completed the workshop and have an increased awareness of the issues of an aging workforce. All five host organizations have indicated that they have/ are implementing their action items. Having a group of experienced trainers who are prepared to deliver the workshop will help ensure that the distribution of the workshop will continue.</p>	

Relevant processes	Specify all relevant processes, impact or other
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	<p>evaluation information, which would be useful to others seeking to replicate, implement, or build on previous work.</p>
<p>A comprehensive list of interested individuals (including the Advisory Committee members) is now available to continue communication information regarding this area of work. This was an outcome of the extensive recruitment of AC members.</p> <p>When developing materials of this nature, consulting with experts is crucial to direct the appropriateness of the content, specifically for materials that are industry specific. Of all the forms of communication employed, face-to-face consultation was by far the most effective and efficient.</p> <p>Recruiting hosts, particularly in the current economic climate was more difficult than predicted. Although organizations were enthusiastic and identified with the issue, committing two-days was not something many organizations were able to do. The experiences from the five workshops confirm that two days are needed to create realistic, appropriate and comprehensive action plans. It was especially difficult to engage with the construction industry outside of our planning committee. Further effort and alteration of the format of the materials is required to facilitate bringing the workshop to this industry.</p> <p>An understanding of the host organization, their demographics, and their current policies can really impact the success of the workshop. We encourage trainers to complete a baseline assessment (AARP short assessment) prior to the workshop and incorporate some of the facts and figures into the presentation. Being able to tailor the workshop to individual organization's needs or wants makes the workshop a more enjoyable and productive experience.</p>	

<p>Lessons Learned</p>	<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>
<ol style="list-style-type: none"> 1) For action plans to be realistic and achievable workshop participants need to be decision makers within the organization 2) It is more realistic to expect an organization to implement action items if the workshop has top level management support prior to the workshop 3) Although we have experienced difficulty with organizations committing the time of their employees for a full 2-day workshop, this amount of time is critical for participants to fully grasp the action planning process and create good action items. 4) More flexibility within the workshop structure is needed for groups where participants are from various organizations and not a single employer. 5) The state of the economy has had a direct influence on employers reducing their priority 	

for their need for a workshop of this nature. However, the current economical situation means that many older workers are opting to stay on the job longer, and therefore, the need to address the issues that accompany an aging workforce, may in actuality be greater than under a healthier economy.

- 6) The promotion of the workshop could benefit with a marketing strategy and more time committed to approaching organizations
- 7) There is a need for more long-term follow up with host organizations to fully evaluate the impact of the workshop in reducing injuries, illnesses and hazards.
- 8) There would be an obvious benefit to hosting more free workshops, and providing more infrastructure and support for trainers in the long-term.
- 9) The challenges faced with engaging with the construction industry highlight the need for a different approach
- 10) Interest has been expressed for specific versions of the workshop that target different industries eg. health care

Measures to judge success

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.

The project proposal outlined clear objectives for the following:

- 1) Completing training materials
- 2) Hosting monthly AC meetings
- 3) Training 10 trainers to deliver the workshop
- 4) Completing 5 workshops with the trainers
- 5) Creating a website

The completion of each task was used to measure the success of the project. To ensure that each objective was being met well the approval of the AC and other experts was sought prior to finalization.

Evaluations were used to assess the success of the train-the-trainer program, and each of the workshops from the point-of-view of the trainers and the participants. Direct feedback from the workshops was used to direct the revisions and updates for the final version of the training materials. Follow-up evaluations with host organizations were used to identify which action items were/are being implemented, and the impacts of the workshop.

Uses

How might the products of your project be used within the target industry at the end of

your project?
Is there potential for the products of the project to be used in other industries or with different target audiences?
<p>The trainers can continue to use the training materials as designed. The general industry is designed in such a way that it remains relevant to all industries. The construction industry workshop is targeted at construction organizations. Host organizations can continue to use the planning tool used in the workshop to create action items for specific age-related issues in their workplace.</p> <p>The website remains live and accessible to the general public. Depending on the future of the workshop, the infrastructure within UW and the opportunity to access additional funds will determine the life span of the website.</p>

Product Dissemination	Outline of how the products of the project have been shared or made transferrable.
<p>All workshop materials have been provided in electronic and hardy-copy form to all the trainers who completed the training. The materials are also available on-line for download on the website www.agefriendlyworkplace.org. The website also gives an overview of the workshop.</p> <p>NIOSH are funding a working forum with the 14 Education and Research Centers. Included on the agenda will be discussion of the project ‘Designing the Age Friendly Workplace’.</p>	

Feedback	Provide feedback from relevant professionals, stakeholder groups, participants, and/or independent evaluator on the project.
<p>Evaluation forms were used to gather feedback during and post-workshop from participants and trainers at each workshop. Generally, feedback was positive, and indicated interest in the information (59% strongly, 41% somewhat) and an overall benefit and value to the participants and the respective organization (50% strongly, 46% somewhat). Participants were encouraged to communicate areas for improvement. Feedback was used to update and make significant changes to the materials.</p> <p>Below are some of the comments made in the evaluation forms:</p> <p>“...designing your material flow production systems and products around an age friendly work place is key to long term safety improvements and productivity.”</p> <p>“We had great ‘buy in’ from the VP/General Manager so much so that he has adopted this program into the facilities bridge plan and is determined to ‘drive’ results based on the action plans that the participants developed.”</p> <p>“I enjoyed the data.”</p> <p>“Overall, it was a good experience for our folks and because of the cross section of employees</p>	

attending, the information reached many different aspects of our organization. We appreciate all the work you and your team put into conducting this workshop for us.”

“Overall – excellent material, shaky start for lack of focus or clear learning objectives, but it all came together very well in the end.”

“Instructors were very good educators – articulate, knowledgeable + seem to really enjoy what they do.”

“This class was great! You guys did a wonderful job, even with us difficult customers. Thank you.”

“Interesting facts. Materials did create discussion. Opened up the topic.”

“Analysis of Ralph + Joyce – real life scenario was helpful.”

“Process will be very useful for members.”

“The presenters were extremely well prepared and did a great job of explaining the materials.”

“Very good workshop. I believe a one-dayer would be adequate – with a follow up on the action plans.”

“Overall, terrific job and great presenters. Thank you for your time and energy and guidance! It was a pleasure!”

“The content design and format was excellent.”

“Very well presented!”

“I learned a lot of useful information.”

“I wish this workshop was mandatory by all management staff in DSHS.”

From the Advisory Committee:

“I would like to extend my thanks to you and the committee for allowing me to participate on this project. I found the project and process enjoyable and educational. If this project continues in some manner and there is an opportunity for me to participate I would welcome the opportunity.”

PART II

SAFETY AND HEALTH INVESTMENT PROJECTS
SHIP Final Expenditure Report
Budget Summary

Project Title:	Designing the Age Friendly Workplace: A Train-the-Trainer Project		
Project # :	2008XH00056	Report Date:	August 31, 2009
Contact Person:	Melissa Symon	Contact #:	(206) 302-8942
Start Date:	07/01/2008	Project Completion	
		Date:	08/31/2009

1.	Total budget for the project		\$ 226,080
2.	Total SHIP Grant Award		\$ 226,080
3.	Total of SHIP Funds Used		\$ 226,080
4.	Budget Modifications (if applicable)		\$ N/A
5.	Total In-kind contributions		\$ 0
6.	Total Expenditures (Lines 3 + 4 + 5)		\$226,080

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:	Designing the Age Friendly Workplace: A Train-the-Trainer Project		
Project # :	2008XH00056	Report Date:	August 31, 2009
Contact Person:	Melissa Symon	Contact #:	(206) 302-8942
Total Award \$:	226,080		

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

	Budgeted for Project	Amount Paid Out	Difference
A. PERSONNEL	\$ 172,466	Salaries \$147,989.18 Benefits \$38,228.93 TOTAL \$186,218.11	(\$13,752.11)

Explanation for Difference and other relevant information:

Additional time was required to recruit the five host organizations. The project was extended by 2 months to allow this objective to be met. The difference is the funds required to cover salaries during these additional 2 months.

	Budgeted for Project	Amount Paid Out	Difference
B. SUBCONTRACTOR	\$18,000	Website \$1,125.00 \$1,125 \$825 \$375 \$162.50 \$260.00 \$97.50 Website license \$78.75 TOTAL \$4,048.25	\$13,951.75

Explanation for Difference and other relevant information:

The actual cost of the web-development was significantly lower than estimated in the budget. No Graphic Design Specialist was hired as a template for training materials had been previously developed.

	Budgeted for Project	Amount Paid Out	Difference
C. TRAVEL	\$6,122	Mileage \$1,855.80 \$39.60 Airfare \$322.00 Lodging/Per Diem \$938.62 \$99.44 \$98.50 Conference Fee \$160.00	\$2608.04

		TOTAL \$3,513.96	
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Explanation for Difference and other relevant information:

Travel expenses were often covered by the organizations represented by the Advisory Committee members or trainers.

	Budgeted for Project	Amount Paid Out	Difference
D. SUPPLIES	\$1,564	Postage \$31.55 \$16.95 \$220.24 \$26.32 (<i>estimation of cost</i>) Food \$360.00 \$280.89 \$30.91 \$63.64 Room rental \$115.00 Books \$113.47 Office supplies \$605.50 \$5.89 \$233.87 Long distance \$34.24 \$2.73 TOTAL: \$2,141.20	(\$577.20)

Explanation for Difference and other relevant information:

Supplying refreshments and food at Advisory Committee meetings and training events was an expense not estimated for in the budget

	Budgeted for Project	Amount Paid Out	Difference
E. PUBLICATIONS	\$2,375	Campus printing \$547.15 \$54.51 Duplication \$4.92 Manuals \$3,046.03 \$186.92 \$220.88 \$545.07 TOTAL \$4,605.48	(2,230.48)

Explanation for Difference and other relevant information:

The cost of printing manuals was greater than estimated due to each manual having more than the 100 pages predicted, and printing sufficient Trainer Manuals and Participant Workbooks. Also reviewing the evaluations from the five workshops clarified the need for changes and updates to be made to finalize the workshop materials. The finalized materials were printed and distributed to trainers at the end of the project.

	Budgeted for Project	Amount Paid Out	Difference
G. OTHER (Stipends)	\$5,000	Stipends \$4,000 WFSE \$1000 TOTAL \$5,000	\$0

	Budgeted for Project	Amount Paid Out	Difference
TOTAL DIRECT COSTS	\$205,527	\$205,527	\$0

	Budgeted for Project	Amount Paid Out	Difference
INDIRECT COSTS	\$20,553	TOTAL \$20,553	\$0

	Budgeted for Project	Amount Paid Out	Difference
TOTAL SHIP BUDGET	\$226,080	\$226,080	\$0

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

Explanation for Difference:

PART III

Attachments:

Construction Workshop Training Materials:

- Trainer Manual
- Participant Workbook

General Industry Workshop Training Materials:

- Trainer Manual
- Participant Workbook Single-Day Workshop
- Participant Workbook Full Workshop

Overview Presentation (CD)

Files on Final Report CD:

- Action Plans from Workshop
- Advisory Committee Agendas and Minutes
- Certificate awarded to Trainers
- Construction Workshop Training Materials
 - Construction Trainer Manual
 - Participant Workbook
 - Presentation Slides
 - Trainer Package (supplemental articles)
- General Workshop Training Materials
 - Trainer Manual
 - Participant Manual Full Workshop
 - Participant Manual Single-Day Workshop
 - Presentation Slides Full and Single-Day Workshop
- Photographs from Workshops
- Poster from Conference
- Promotional Flyer
- SHIP Final Report DAFW
- Supporting Documents for Trainers
- T3 Agenda
- Website Files

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.

Signed: _____ **Date:** _____