

WORKSHOP SESSION SUMMARY
POST-CONFERENCE PROCEEDINGS
2018 National Trainers' Exchange

1. Session Title and Presenter's Contact Information:

Workshop title: Tearing Down Walls and Building Foundations: Best Practices for Effective Health and Safety Trainings for Immigrant Workers

Presenter (s) Name: Connie Tran

Presenter Organization: Asian Health Services, California Healthy Nail Salon Collaborative, OAI HWWT Consortium Partner

Presenter Email: ctran@ahschc.org

2. Workshop Summary:

This panel discussion will draw from UAW (United Workers Union) and The California Healthy Nail Salon Collaborative (Collaborative) experiences in conducting outreach and culturally competent trainings to immigrant populations and non-native speakers. The Collaborative has over a decade of experience working with nail salon workers who are majority low-income, immigrant Vietnamese women of reproductive age and lack access to health care while UAW has extensive experience conducting collaborative outreach and trainings for Latino Workers in Detroit, Southwest Michigan and Puerto Rico. The Collaborative and UAW will present on effective training strategies, successes, barriers and challenges to deliver relevant training to immigrant populations. We will also share how we developed diverse partnerships with organizations including various community groups and government agencies to leverage resources that are key to successful outreach efforts and implementation of culturally competent training strategies. The audience will gain an understanding on: 1) How to organize with diverse organizations, 2) Approaches for training workers using adaptable modules, 3) Effective needs assessment and evaluation techniques, 4) How to foster increased understanding and retention of training topics, and 5) How to cultivate the trust and confidence of key community leaders. Participants will leave the session with a new appreciation for what works, what improvements are needed and the knowledge gaps we need to fill to protect the lives and families of these diverse workers.

3. Methods:

[Briefly describe the training method(s) used to deliver the presentation, the advantages and disadvantages of the approach]

This was a joint presentation with UAW, where we both addressed our best practices for effective health and safety trainings for immigrant workers. We both used PowerPoint to deliver the content our presentations followed by a Q&A session. The PowerPoint presentations were a good tool to showcase photos, case studies, and statistics that were relevant to our presentations. However, a PowerPoint presentation is not as interactive with the audience and engaging. In the future, better coordination

and more time with both our organizations would have allowed for the presentation to be more interactive. Our initial intent was to do a panel discussion and prepare questions beforehand to spark discussion with the audience specifically addressing the challenges and successes of our work working with immigrant populations. However, due to unforeseen circumstances, UAW had a change in presenters so I was not able to reach the appropriate presenter before attending the Trainers' Exchange. In the future, perhaps implementing some kind of group icebreaker and game would be useful, especially for a joint presentation.

4. Main Points/ Key Points Raised from Participants:

[Lists key points raised during the workshop by the participants resulting from the session discussion, as well as main points raised by presenter.]

Key Points

- The California Healthy Nail Salon Collaborative (Collaborative) was formed in 2005 in response to the epidemic of health issues (i.e. asthma, skin conditions, miscarriages, etc.) Asian Health Services Community Health Workers were noticing among nail salon workers while doing diabetes outreach.
- The nail salon industry is steadily growing where an estimated 2/3 of manicurists are Vietnamese and most workers are low income, immigrant women of color.
- The Collaborative's theory of change focuses on community building, research and policy.
- The Collaborative's success has depended greatly on its ability to mobilize and partner with other community health organizations, researchers, policymakers, nail salon workers and owners, etc.
- Our work began in 2005, and it's been slow but steady progress since the organization's inception. We've been able to impact change ranging from the individual to policy level by leveraging our diverse partnerships and resources.
- We face current challenges with the current political climate and anti-immigrant sentiment and the fact the nail salon community remains a hard to reach population.
- Asking the community what it needs/what issues they face is our strongest assessment tool and we do this by conducting community forums, focus groups and encouraging owners/workers to join our Steering Committee.
- Collecting data is important for us to maintain funding but also see what attitude/knowledge changes are occurring among the community so we implement pre and post-tests to assess quantitative and qualitative data.
- To increase retention, we utilize interactive methods such as role playing, creating "homework assignments" (i.e. workers/owners go out in the community and do their own outreach). We also do post training follow-up by phone.

Responses

- One participant had a question whether the Collaborative will consider focusing its efforts with healthcare given the political climate. The Collaborative has considered this and it's a matter of capacity at this point since we are already focused in many different areas from health and safety to workers' rights, etc. We know that healthcare is a burning issue especially our population is mostly immigrants and a lot of them depend on Medicare and Medicaid for their healthcare.
- One participant question/comment how we screen our community interpreters before hiring them to work with. The Collaborative doesn't have a formal screening process, but we do try our best to ensure our Vietnamese-speaking staff are proficient in language whether it's speaking, reading or writing before hiring them. We've been fortunate that our Outreach Coordinator has over two decades of experience working with the community, so she always conducts the interview when we hire new Vietnamese-speaking staff and assesses their language ability by talking to them in Vietnamese. If they also say they can write, she has them translate something and she reviews it for proficiency. In the future, it may be a good idea to implement a more formal written assessment to streamline the hiring process of interpreters.
- Another participant commended us for our work so far and commented that she is also starting to do similar work where the focus is on hair salon workers among the African American community.

5. References:

<https://www.nytimes.com/2015/05/11/nyregion/nail-salon-workers-in-nyc-face-hazardous-chemicals.html>

<https://www.nytimes.com/2015/05/10/nyregion/at-nail-salons-in-nyc-manicurists-are-underpaid-and-unprotected.html>

<https://cahealthynailsalons.org/>

6. Workshop Handouts/ Resources:

N/A