

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

1. Session Title and Presenter's Contact Information:

Workshop title: *Expanding Infectious Disease Outreach and Training*
Presenter(s) Names: Jason DeSilva and Dan Brearley
Presenter Organization: LIUNA Training and Education Fund
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2. Workshop Summary:

Workers in a broad range of industries face potential risks of contracting infectious diseases. Health care workers possibly encounter the greatest risk, but others can be infected by pathogens through common tasks such as cleaning public areas and restrooms, stripping and cleaning linens, trash disposal, and handling mail or packages. This workshop looks at ways to reach diverse worker populations who may face infectious disease risks and means to provide them with information to help them protect against such hazards.

Workshop participants will identify different industries and workers who face infectious disease risks. In small groups participants will consider barriers to training these at-risk workers and develop potential opportunities and actions to overcome those risks. Workshop leaders will demonstrate two tools that LIUNA Training has used to reach out to different worker populations: marketing through worker trusted affiliations and e-learning to overcome barriers. Finally, participants will discuss the role of leadership and how to maximize their involvement to promote worker training.

By the end of the workshop participants should be able to: identify underserved and hard to reach workers with job tasks that put them at risk of contracting infectious diseases, describe barriers to reaching and training at-risk workers, participate in demonstrations of two ways to reach underserved, at-risk workers, and develop ideas on how to engage trusted leadership in efforts to reach and train different at-risk populations.

3. Methods:

Participants were divided into small groups where they discussed ideas and transcribed them to flipchart paper. They were invited to participate in a gallery walk to view other groups' work and share feedback on common responses and new approaches. A similar activity invited small groups to brainstorm, post ideas to flipchart paper, and present back to the whole assembly.

4. Main Points/ Key Points Raised from Participants:

Participants identified the following industry sector workers who face infectious disease risks and the potential barriers to training:

1. First Responders (firefighters, police, EMT, military, industry responders)
 - a. Volunteers harder to reach
 - b. Leave time
 - c. Staffing levels
 - d. Interest level
 - e. Poor communication
 - f. Public vs. worker
 - g. Just in time
2. Construction Industry (healthcare and lab workers, emergency responders/FEMA, remediation and demolition)
 - a. Temporary worker and high turnover
 - b. Language
 - c. Educational level
 - d. Workers don't recognize they're at risk
 - e. Lack of mandated training
 - f. Lack of risk assessment
 - g. Deficient funding
3. Service Industry (airport, custodial, food service, mail handlers)
 - a. Language
 - b. Employment status – contract workers
 - c. Variability of schedules
 - d. Delivery of information
 - e. Access – training on own time
 - f. Reporting injuries – reporting procedures
 - g. Cultural awareness
 - h. Cultural/religious garments potential hazard
4. Healthcare (school nurses, hospital staff, clinic and outpatient employees, home health workers)
 - a. Location
 - b. Dedicated space
 - c. Lack of supplies
 - d. Overwhelming case load
 - e. Insufficient staffing levels
 - f. Literacy
 - g. Turnover
 - h. Contract worker status
 - i. Lack of funding
 - j. Poor policies

Common barriers to training recognized by participants were **language, awareness** and **accessibility**.

LIUNA Training presented three initiatives employed to address these barriers:

- Marketing – web and print based information campaign directing at risk workers in our network to training resources
- Online Training – Discussed the development of, and showcased the online program for, Infectious Disease Awareness Information
- Language – Curriculum for LIUNA Training’s Infectious Disease Awareness Course and online information translated into Latin-American Spanish

Participants engaged in small group discussion and offered pros and cons of possible options to address barriers to training:

- Pros
 - Vast outreach
 - Cost effective
 - Ability to track knowledge gained
 - 508 compliance
 - Access to material post training
 - Self-paced learning
 - Flexible scheduling
 - User friendly
 - Interactive
 - 24/7 availability
 - Encourages more hands-on training
- Cons
 - Requires level of technology proficiency
 - High level of literacy required (technical terms)
 - Limited to English and Spanish
 - No interaction among learners or between instructor and student
 - Limited flexibility
 - Access to technology

5. References:

n/a

6. Workshop Handouts/ Resources:

Attached pdf of PowerPoint presentation