Can You Bake an Asynchronous “Cake” Using Synchronous Ingredients?

Developing Open Online Content for Hard-to-Reach Communities

SMLR, OTEC and TLT
Rutgers University
Introductions

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The Project

• NJ Dept of Treasury / Dept of Labor and Workforce Development Grant

• Training Program for “hard-to-reach” workforce

• 3-month project timeline: October 2020 to December 2020
The Deliverables

• A 2-hour Online COVID 19 training
  • synchronous virtual
  • asynchronous self-paced

• A 3-Day Online Train-the-Trainer (peer-based)

• An online evaluation tool for trainer and participant feedback
Building the Team - OTEC and TLT Partnership

- We have these very same people in this audience (roles we have all played)
  - Lead Investigator/Project Manager
  - Subject Matter Experts
  - Curriculum Committee
    - Impact of shortened timeline meant overlap
  - Instructional Designers
  - Document Layout Specialists
  - Trainers (peer-based)
  - Translators/Interpreters

- How did I find and recruit the team?
Today's Objectives

• Compare and contrast development of worker/community-based training for remote synchronous and asynchronous delivery modalities
• Share challenges encountered in building capacity, implementation, access, outreach, sharing content and meeting the needs of Stakeholders
• Address race, culture, socio-economic, and educational differences in our audiences
• Reflect on lessons learned and apply to new worker/community-based training projects
Demo Remote Synchronous Training Model

Purpose of Activity
• Increase knowledge/awareness of worker’s rights in New Jersey
• Find solutions for COVID-19 and general health and safety problems at the workplace.

Instructions - Breakout Rooms about 5 per room
1. Introduce yourselves and pick a facilitator to share screen with 5 Fact Sheets - https://bit.ly/5factsheets
2. Plan how to most efficiently review all content
3. Work together to identify key points of the 5 Fact Sheets
4. When we return you will be tasked with using the Fact Sheets to assess your workplace.
Does your workplace provide indoor ventilation to promote circulation of outside air?
Do you and your co-workers have access to your employer’s written COVID-19 response plan?
Are employees informed of Covid-19 outbreaks at your workplace?
Are sick employees paid for time away?
Do employees at your facility receive training to reduce the risk of COVID-19 infection and other worksite risks?
Do you and/or your co-workers participate in a health and safety committee that meets regularly?
Does your employer observe OSHA’s “General Duty Clause” to provide a safe and healthy workplace?
Does your employer listen when you raise concerns about safety and health?
Debrief - Your Call to Action

Steps that workers can take to reduce and/or eliminate the risks of workplace injuries and exposures including:

**Discuss**
- health and safety issues with coworkers

**Talk to**
- employers and demand compliance with health and safety requirements

**File**
- OSHA Complaints (Note that this can be done anonymously, in the name of a worker or by a worker representative to protect workers from employer retaliation - e.g., by a worker center, union or including the NJ Protect Workers Coalition)

**Reach out**
- to unions, worker centers, or affiliates of the Protect NJ Workers Coalition for advice and support
Asynchronous Call to Action
Add Participatory Group Ingredients

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<tr>
<th>Ingredient</th>
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<tbody>
<tr>
<td>Plan for discourse (objectives)</td>
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<tr>
<td>Engage learners in peer-to-peer group process</td>
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<tr>
<td>Design learn-by-doing activities</td>
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https://www.freepik.com/vectors/food
| Plan for discourse (objectives) | Ask relevant questions |
| Engage learners in peer-to-peer group process | Offer adaptive question feedback that informs |
| Design learn-by-doing activities | Engage the learner with relatable video scenarios |
| Inspire a call to action | Introduce a character/hero who encounters a call to action |
| Foster group problem solving/critical thinking | Model problem-solving that builds consensus and community |
| Promote knowledge sharing/creation | Share more detailed information |
| Offer clarification | Share action-related resources |
Open Online - Access For All

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Customize
Ask Relevant Questions

**Part 3: What should I know about my legal rights at work?**

- What are my employer’s federal health and safety responsibilities related to COVID-19?
- What are my health and safety rights?
- What more should I know about my rights to paid sick leave in New Jersey?
- What are the barriers to exercising my right to a safe and healthful workplace?
- How do we organize to demand a safe workplace?
- How do I talk to my coworkers?
- How do I file an OSHA Complaint?
- Who are the Project NJ Workers Coalition Project Partners?

**Watch Gabriel Videos**

**About this Training**

Offer Adaptive Question Feedback

Quick Check

Which NJ workers have the right to up to 40 hours of paid sick leave a year? (Check the best answer)

- Full-time workers.
- Full time and part-time workers.
- Full time, part time and temporary workers.

Yes, this is the best answer. Full-time, part-time and temporary workers ALL have the right to up to 40 hours of paid sick leave a year.
Offer Relatable Video Scenarios

I haven't gotten my first dose yet.

What about children?
Introduce a Character With a Call to Action

Meet Gabriel: An Agency Worker at a Warehouse

No Face Masks Required
No Social Distancing
No Proper Air Ventilation
No Paid Sick Leave

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COVID-19 Training

Ask relevant questions
Offer adaptive question feedback that informs
Engage the learner with relatable video scenarios
Introduce a character/hero who encounters a call to action
Model problem-solving that builds consensus and community
Share more detailed information
Share action-related resources
Model Problem-solving That Builds Community

- Ask relevant questions
- Offer adaptive question feedback that informs
- Engage the learner with relatable video scenarios
- Introduce a character/hero who encounters a call to action
- Model problem-solving that builds consensus and community
- Share more detailed information
- Share action-related resources
What are my employer's federal health and safety responsibilities related to COVID-19?

Key Components of the ETS

- Develop and implement a COVID-19 plan (in writing if more than 10 employees) that includes a designated safety coordinator with authority to ensure compliance, a workplace-specific hazard assessment, involvement of non-managerial employees in hazard assessment and plan development/implementation, and policies and procedures to minimize the risk of transmission of COVID-19 to employees.
- Personal protective equipment (PPE): Provide and ensure each employee wears a facemask when indoors and when occupying a vehicle and provide and ensure employees use respirators and other PPE for exposure to people with suspected or confirmed COVID-19, and for aerosol-generating procedures on a person with suspected or confirmed COVID-19.
- Ventilation: Ensure that employer-owned or controlled existing HVAC systems are used in accordance with manufacturer's instructions and design specifications for the systems and that air filters are rated Minimum Efficiency Reporting Value (MERV) 13 or higher if the system allows it.
- Vaccination: Provide reasonable time and paid leave for vaccinations and vaccine side effects.
- Training: Ensure all employees receive training so they comprehend COVID-19 transmission, tasks and situations in the workplace that could result in infection, and relevant policies and procedures.
- Anti-Retaliation: Inform employees of their rights to the protections required by the standard and do not discharge or in any manner discriminate against employees for exercising their rights under the ETS or for engaging in actions required by the standard.
- Fully vaccinated workers are exempted from masking, distancing, and barrier requirements when in well defined areas where there is no reasonable expectation that any person with suspected or confirmed COVID-19 will be present.

Review the OSHA Emergency Temporary Standard Fact Sheet →
Share Action-related Resources

Think of each action you take against COVID-19 as an extra layer of protection.

- Fully Vaccinated
- Mask Wearing
- Air Ventilation
- Social Distance

Cheese slices designed by rawpixel.com / Freepik
Share a Video With the Audience

Meet Gabriel!

Meet Gabriel.

he’s an Agency Worker at a Warehouse

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COVID-19 TRAINING
Lessons Learned

Challenges:
• Keeping pace with a timeline that was too brief for our ambitions
• Keeping pace with the changing nature of guidance / interpretation of information
• Competing with misinformation
• Adapting to changing policy
• Disseminating and publicizing
• Updating and maintaining 2 modalities in 2 languages

Questions:
• What is the best way to create linkage between modalities?
• Who produces/delivers this kind of instruction? Establishes trust? Coalitions?
• How to collect feedback and track open online instruction?
• How do we measure success of open online instruction?
• How do we move forward to apply lessons learned?
What comes next?

Ask us questions
Make recommendations
Offer answers
More Questions:
• What follow-up happens after training?
• Are organizations equipped to provide Public Health information online?
• How can we foster a Public Health mindset?
• How can we better leverage community/work-place-based training?