

# SOLUTIONSHARE






## Moving Forward from COVID-19: Enhancing Workplace Safety and Health Preparedness in Essential Industries

The COVID-19 pandemic created unique conditions for essential industries. To prepare for future emergencies, the Occupational Safety and Health Administration (OSHA) developed a collaborative initiative called Solutions Share.

First-person insights collected during the Solutions Share sessions provided a better understanding of the issues essential workers and workplaces faced during the pandemic, as well as an array of potential solutions.

During the process, the project team spoke with 76 workers and 19 employers, revealing the following solutions.

### Key Common Solutions

				
Increase the frequency of and expand medium for digital communications	Provide multilingual outreach, communications, materials, and services	Expand educational and training opportunities	Provide direct lines of communication and easier ways to reach OSHA staff	Distribute more concise information through infographics and quick fact sheets

### Key Worker Solutions

Foster relationships with unions and other worker groups	Utilize multiple mediums for communication
Be responsive to complaints and demonstrate a desire to help	Establish independent standards, guidance, and enforcement
Participate in events to build relationships with workers and worker representatives	

### Key Employer Solutions

Share best practices with industries and professional organizations
Suggest routine meetings for employers to re-evaluate the situation and coordinate
Provide more printed materials in multiple languages for workers to take home to family

# Moving Forward

For future emergencies, OSHA can concentrate its efforts on the following solutions.

*Not all solutions suggested during this process are within the purview of the agency.*

OSHA can work to establish processes, coordination, and lines of communication for publishing and disseminating guidance and create opportunities to publicize its primary role.

OSHA can seek new and innovative ways to create and deliver information to ensure workers and workplaces receive accurate, transparent information in a timely manner.

OSHA can enhance internal processes and create informational resources for the next emergency and train and connect with stakeholders regularly to ensure a routine exchange of information and best practices.



Review and refine internal OSHA processes



Create a messaging guide for various audiences



Develop a crisis communications plan



Adapt emergency guidance for different audiences



Develop all materials in English and Spanish and share other multilingual resources



Provide direct, live (not automated) lines of communication with OSHA staff



Coordinate emergency communication processes with other federal agencies



Present information concisely utilizing graphics



Host meetings for stakeholder sharing of information, resources, and best practices.



Publish worker-focused resources in multiple languages



Provide more transparency in the compliance process



Develop templates for emergency informational materials for employer use



Distribute information about workers' rights, employers' responsibilities, and how to contact OSHA for help



Build relationships with stakeholder organizations



Expand outlets for educational/training opportunities



Distribute resources via OSHA's cooperative program participants



Regularly facilitate worker and employer listening sessions



Regularly publish data about workplace health and safety

The Solutions Share team appreciates all who participated in this important process. Your contributions are integral to planning for the future.

Prepared by Avid Core, LLC