

Spokane, WA: Grocery Workers UFCW 3000 (OHIP)

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Land Acknowledgement

**TRIBAL CEDED AREAS
IN
WASHINGTON STATE**
**WASHINGTON DEPARTMENT OF
FISH AND WILDLIFE
INTERPRETATION**

**Tribal Ceded Areas
by Treaty or Executive Order**

- Treaty of Nash Bay of 1855
- Treaty of Quinalt River of 1855
- Treaty of Point Elliott of 1855
- Point No Point Treaty of 1855
- Treaty of Medicine Creek of 1854*
- Point No Point - Medicine Creek Treaty Overlap
- Unalakleet - Willa Watta Treaty of 1855
- Nez Perce Treaty of 1855
- Yakama Treaty of 1855
- Yakama - Nez Perce Treaty Overlap
- Former North Half of the
- Colville Indian Reservation by the Executive Order of 1892

*This area does not include any land already reserved to the United States.

Tribal Related Boundaries

- WDFW 2000 Treaty Boundary Interpretation
- WDFW 2001 Mediated Treaty Boundary Interpretation*
- Location of a Federally Recognized Tribe

*This site that establishes the border is not subject to future change. It is a representation of the best available information as of the date of publication. It is not a guarantee of accuracy or a warranty of any kind. The user should refer to the appropriate legal authority for the most current information.

Administrative Boundaries

- 2017-2018 Game Management Unit
- County Lines
- Urban Areas
- National Park - NO HUNTING

Hydrography

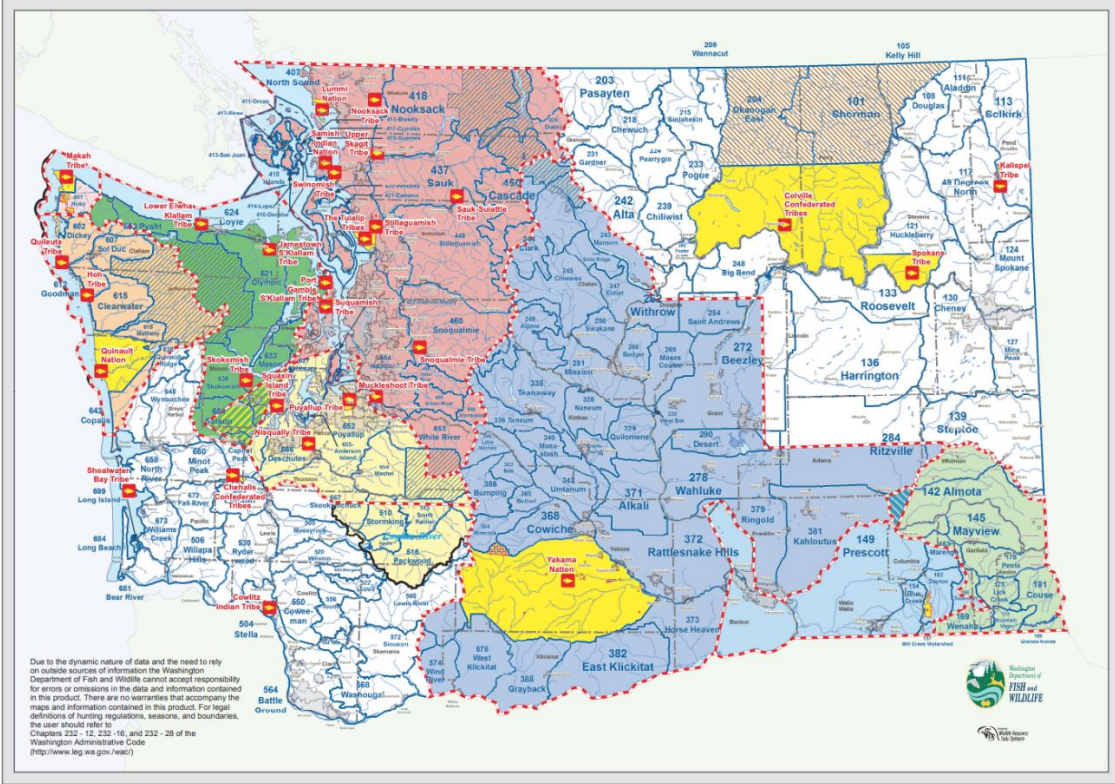
- Rivers and Streams
- Water Body
- Mile
- Kilometers

Map Produced: July, 2007
Revised: April, 2017

Sources of Information

- Washington Department of Transportation
- Washington Department of Fish and Wildlife
- Washington Department of Natural Resources
- Washington Department of Ecology
- Washington Department of Health Services
- Washington Department of Social & Health Services
- Washington Department of Labor & Industries
- Washington Department of Parks and Recreation
- Washington Department of Public Safety
- Washington Department of Social & Health Services
- Washington Department of Transportation

Due to the dynamic nature of data and the need to rely on outside sources of information the Washington Department of Fish and Wildlife cannot accept responsibility for errors or omissions in the data and information contained in this product. There are no warranties that accompany the maps and information contained in this product. For legal definitions of hunting regulations, seasons, and boundaries, the user should refer to Chapters 232-12, 232-16, and 232-28 of the Washington Administrative Code (<http://www.leg.wa.gov/wac/>)



We wish to recognize the Indigenous Peoples who have been dispossessed and displaced from their ancestral and spiritual homes and the taking of their land through colonization. We are honored to acknowledge that our work takes place on the traditional and sacred homelands of the First People, "The People of the River." We also want to acknowledge that the land holds the spirit of the place, through its knowledge, culture, and all the original peoples of the Spokane Tribe Since Time Immemorial. We make this statement to recognize Indigenous Peoples as the original residents of the land we have been working on and occupying and also to remind us of our personal commitment to standing in solidarity to combat Indigenous erasure.

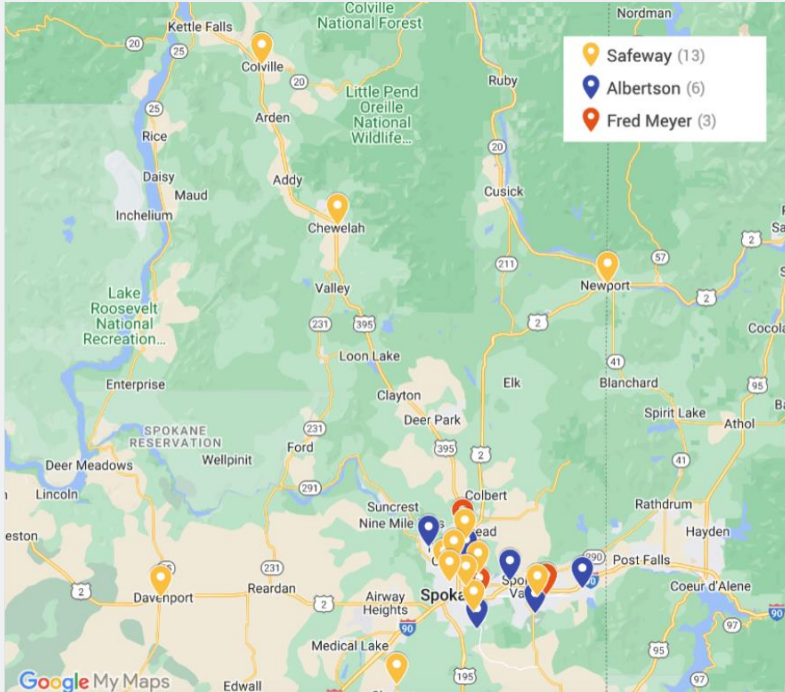


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| 01 | Background |
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| 06 | Recommendations |
| 07 | Challenges and Successes |
| 08 | Reflections and Acknowledgements |

Background

- United Food and Commercial Workers 3000 represents over 27,000 grocery workers
- 22 stores in the greater Spokane area
- Identify physical and psychosocial hazards



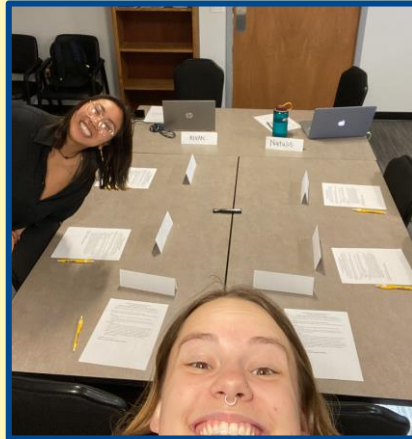
Objectives

Needs assessment

Connect

Data

Product



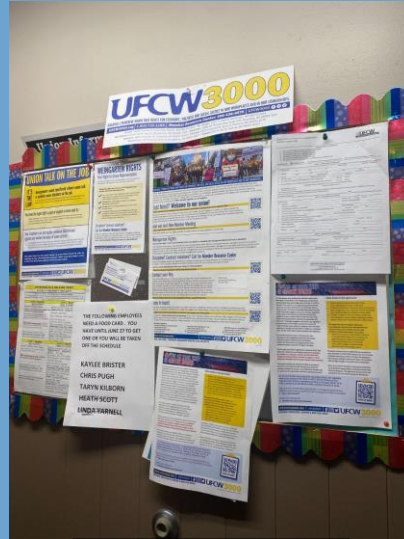
Methods: Walkthroughs

Employee Interactions

Employee Break Room



Employee Break Room



Union Board

Methods: Walkthroughs

Workplace Investigations

Electrical panels in backrooms:



Merchandise blocking panels

Proper storage in front of electrical

Potential hazard: open panels

Meat Dept. wall is warped due to black mold behind the panel



Methods: Walkthroughs Visits to 22 stores

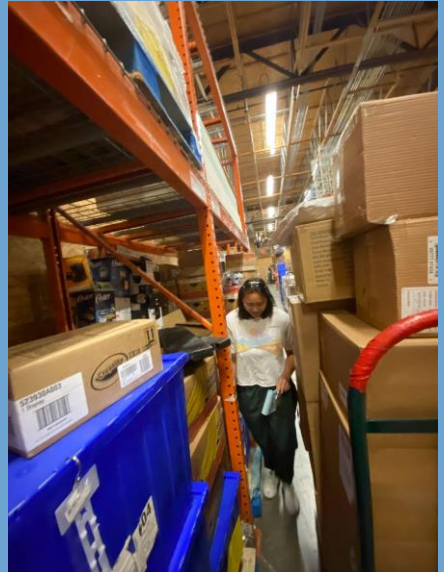
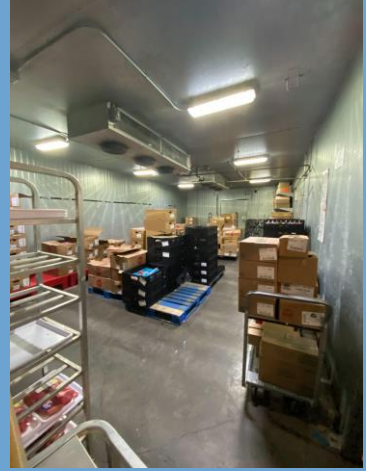


Jeff :)



Compactor & Pallet Jack

Meat Dept. Cooler



Cramped backroom

UFCW Local 3000


Grocery Worker Health and Safety Survey!

Presented by OHIP Interns
Natalie Burda & Aivan Nguyen

Email: UFCW3000Interns@gmail.com Phone: 509-593-0183

For any questions, comments, or concerns please reach out via email or phone

Scan to take the survey!

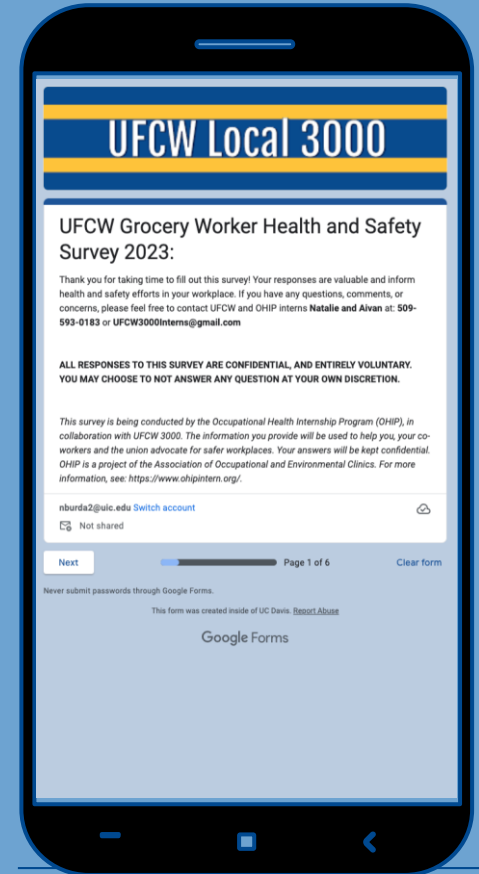


Survey Palm Card

Methods: Online Survey

Using Google Forms

- Background & General Workplace Information
- General Health & Safety Procedures
- Incidents and Injuries
- Workplace Discrimination, Harassment, & Mental Health




UFCW Local 3000


UFCW Grocery Worker Health and Safety Survey 2023:


Thank you for taking time to fill out this survey! Your responses are valuable and inform health and safety efforts in your workplace. If you have any questions, comments, or concerns, please feel free to contact UFCW and OHIP interns **Natalie and Alvan** at: 509-593-0183 or UFCW3000interns@gmail.com

ALL RESPONSES TO THIS SURVEY ARE CONFIDENTIAL, AND ENTIRELY VOLUNTARY. YOU MAY CHOOSE TO NOT ANSWER ANY QUESTION AT YOUR OWN DISCRETION.

This survey is being conducted by the Occupational Health Internship Program (OHIP), in collaboration with UFCW 3000. The information you provide will be used to help you, your co-workers and the union advocate for safer workplaces. Your answers will be kept confidential. OHIP is a project of the Association of Occupational and Environmental Clinics. For more information, see: <https://www.ohipintern.org/>.

nburda2@uic.edu [Switch account](#) 

 Not shared

[Next](#)  Page 1 of 6 [Clear form](#)

Never submit passwords through Google Forms.

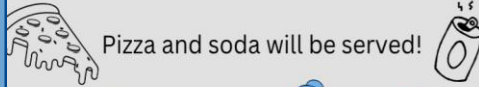
This form was created inside of UC Davis: [Report Abuse](#)

Google Forms

Methods: Focus Group of Union Stewards

**STEWARDS --
WE NEED YOUR
HELP!**

Safety & Health Focus Group



Pizza and soda will be served!



SAVE THE DATE:

Wednesday, July 26th | 5:45 PM
to 7:00 PM

**UFCW 3000 Office: 2805 N
Market St., Spokane, WA 99207**

Hosted by Aivan & Natalie:

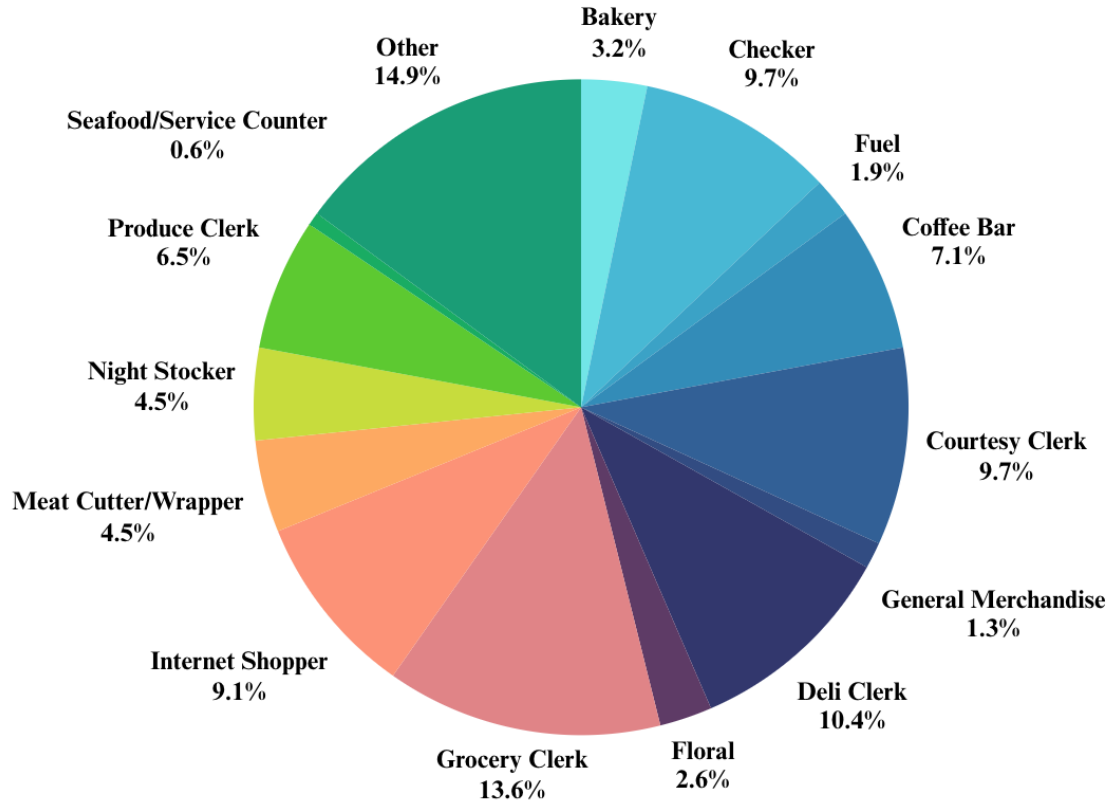
UFCW3000Interns@gmail.com
509-593-0183

**If you are unable to attend due to travel
limitations, please reach out and we will
do our best to accommodate you!**

- Safety Systems and Procedures
- Stress
- Interpersonal Interactions

Results: Who did we survey?

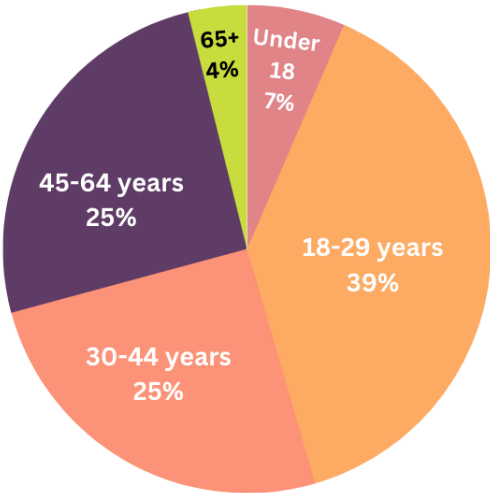
Survey: total form submissions (n= 154); Focus Group: 3 shop stewards



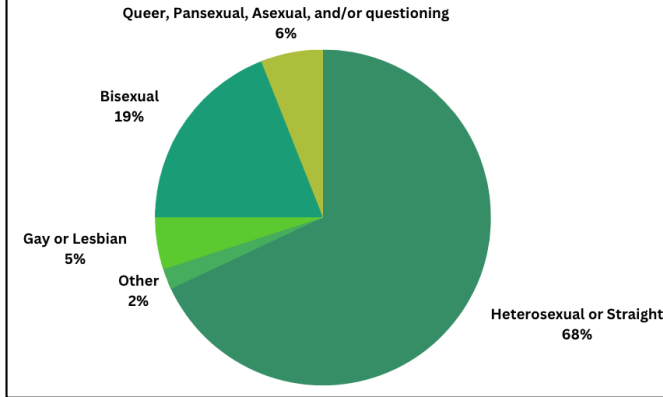
Results: Who did we survey?



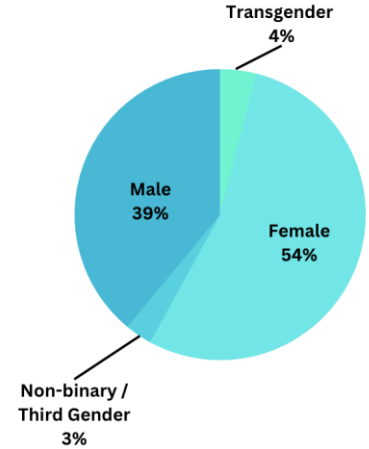
Relative Frequency of Respondent Age
(n= 154)



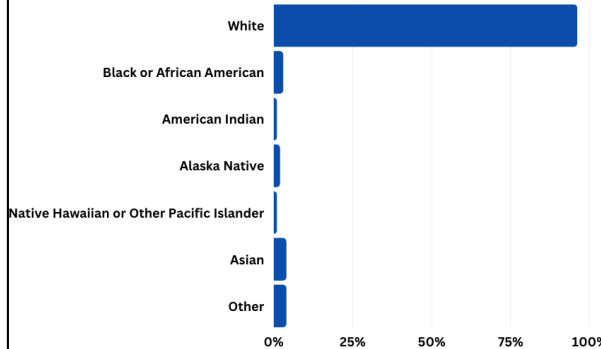
Relative Frequency of Respondent Sexual Orientation
(n=134)



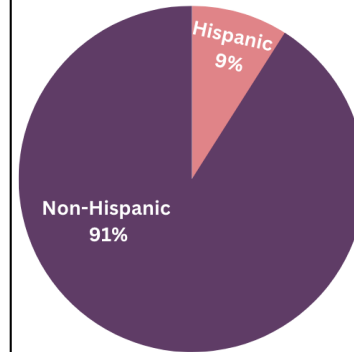
Relative Frequency of Respondent Gender
(n=148)



Relative Frequency of Respondent Race/Ethnicity
(n=142)



Hispanic or Latino
(n=149)



Results: More than Expected

Intraworkplace Mistreatment

41% employees are demeaned etc. by superiors and coworkers

Harassment from Customers

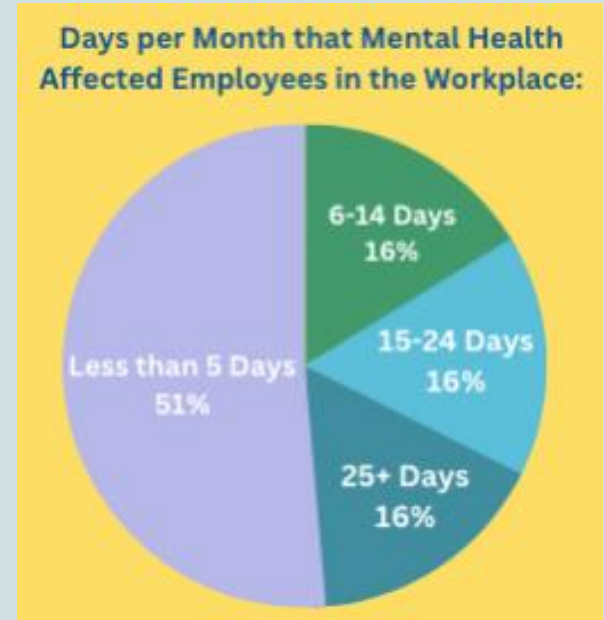
15% have been sexually harassed by members of the public

Results cont.

Survey: total form submissions (n= 154)

Employee Mental Health


32% of respondents were affected by poor mental health 15 or more days out of 30 days



**How do these statistics
impact workers in their
daily lives?**



Steward Sentiments

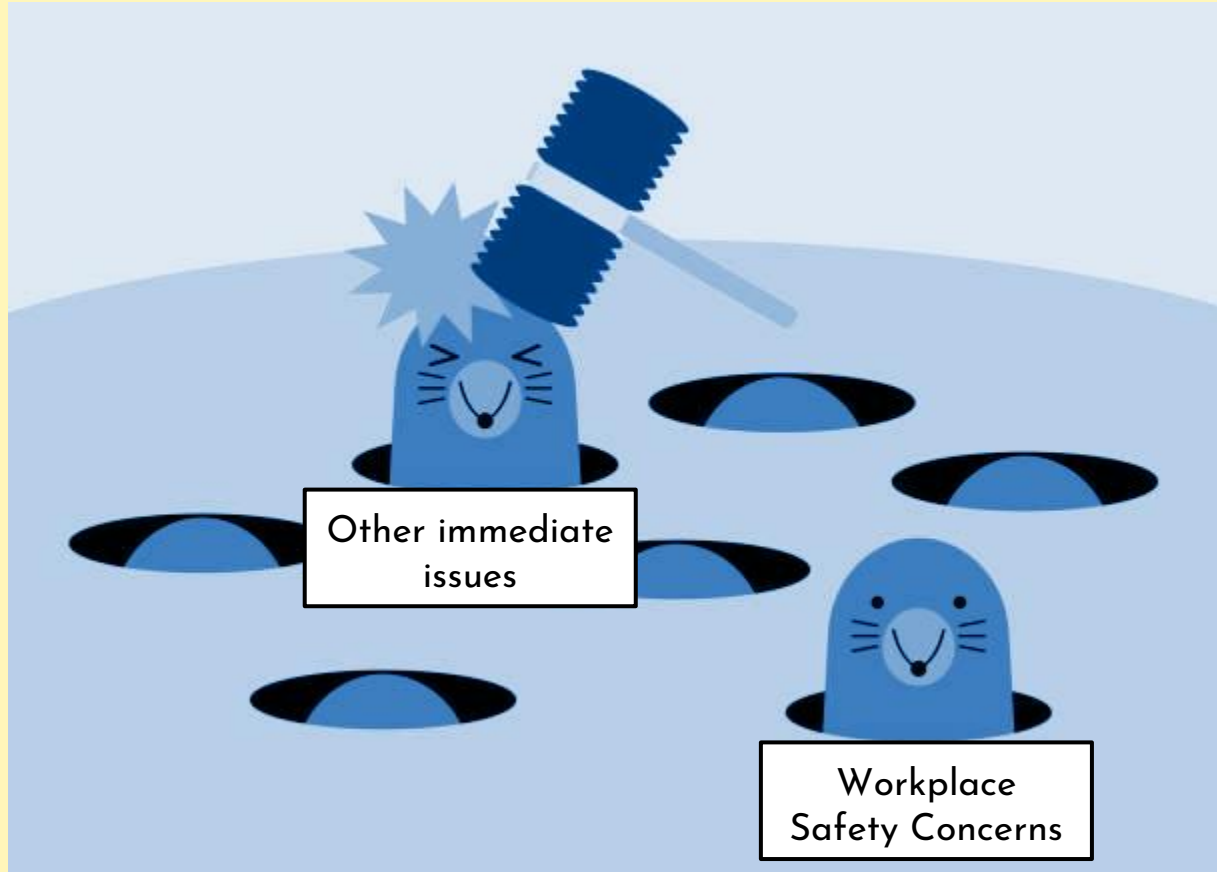


“...you feel very vulnerable at your job and you’re expendable- y’know, you’re not valued.”

– SHOP STEWARD

Focus Group: 3 shop stewards

Life is complicated..





UFCW 3000 Resource List

Union Office Address: 2805 N Market St, Spokane, WA 99207


Last Updated: August 2023



Helpful Phone Numbers For Questions About:

| General Help, Action Plans, Referral to Other Resources | Membership Benefits (and counseling) | Medical Insurance | Pension and Retirement |
|--|--|---|--|
| Member Resource Center (MRC) +1 (866) 210-3000 | Union Membership Benefits Line (509) 534-0600 | A.W. Rehn & Associates, Inc. (800) 872-8979 | Zenith (800) 225-7620 |
| Great place to start if you don't know where to start! The MRC can help you make a plan of action if you need assistance with an: investigatory meeting, facing disciplinary or corrective action or; need to report contract violations. They can also help connect you to other resources. | Call here for questions about your benefits as a union member and for general info/timeline about union membership benefits. | Connects you with the medical insurance company your union membership grants you access to. Call here for questions specific to union medical insurance coverage. | Call here for questions about your pension and retirement status and/or process. |

Useful Links and Other Union Resources

| UFCW 3000 Linktree with Quick Access to: | Other Union Resources: |
|---|--|
| <ul style="list-style-type: none"> • UFCW 3000 Website • Resources and Updates on COVID • Find your Rep! • Resources for New Members • Update your info and stay connected to our union  | <p>Find your contract on the UFCW 3000 website: https://ufcw3000.org/find-a-contract</p> <p>Directory of Union Reps and their phone numbers: https://ufcw3000.org/staff-directory Know your Rep's name, then find their phone number and photo. Call the MRC listed in above section for additional support.</p> <p>Need a Union?: https://ufcw3000.org/need-a-union-info</p> <p>On-Going Bargaining Updates: https://ufcw3000.org/news</p> <p>Know Your Rights: https://ufcw3000.org/know-your-rights</p> |

Final Product: Resource Sheet



Office Address: 2805 N Market St, Spokane, WA 92207 Last Updated: Aug 2023

UFCW 3000 RESOURCES

GENERAL HELP

Member Resource Center (MRC):
1 (866) 210-3000

MEMBERSHIP BENEFITS (LOCAL)

Local Membership Benefits Line:
(509) 534-0600

MEDICAL BENEFITS

A.W. Rehn & Associates:
(800) 872-8979

PENSION AND RETIREMENT

Zenith:
(800) 225-7620

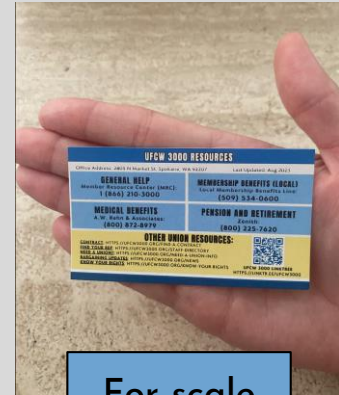
OTHER UNION RESOURCES:

- CONTRACT:** [HTTPS://UFCW3000.ORG/FIND-A-CONTRACT](https://UFCW3000.ORG/FIND-A-CONTRACT)
- FIND YOUR REP:** [HTTPS://UFCW3000.ORG/STAFF-DIRECTORY](https://UFCW3000.ORG/STAFF-DIRECTORY)
- NEED A UNION?:** [HTTPS://UFCW3000.ORG/NEED-A-UNION-INFO](https://UFCW3000.ORG/NEED-A-UNION-INFO)
- BARGAINING UPDATES:** [HTTPS://UFCW3000.ORG/NEWS](https://UFCW3000.ORG/NEWS)
- KNOW YOUR RIGHTS:** [HTTPS://UFCW3000.ORG/KNOW-YOUR-RIGHTS](https://UFCW3000.ORG/KNOW-YOUR-RIGHTS)



UFCW 3000 LINKTREE
[HTTPS://LINKTR.EE/UFCW3000](https://LINKTR.EE/UFCW3000)

Final Product: Resource Palm Card



For scale

GBP: Total Worker Health Safety Initiative

TOTAL WORKER HEALTH SAFETY INITIATIVE

Executive Summary:

- UFCW 3000 Stores should adopt the Total Worker Health (TWH) initiative that encompasses all aspects of safety and health, including worker well-being
- Our fieldwork and analysis has revealed five areas of concern where improvements should be applied
- We recommend providing training and focusing on employee mental health, de-escalation tactics, workplace harassment & discrimination, and customer harassment to create a more cohesive, healthier, and happier workforce and environment

WHAT IS THE ISSUE AND ITS RELEVANCE?

Total Worker Health (TWH) is an approach that builds on worker safety and health by also including well-being and the factors that affect them. This approach acknowledges that job-related factors such as wages, work hours, workload, interactions with coworkers and supervisors, and access to paid leave impacts workers, their families, and their communities (NIOSH, XXXX).

In our workplace, our team is made up of: employees, management, department heads, stewards, safety committee members, union representatives, and corporate representatives. **We are the collective, and together we share power and the responsibility to uphold health as a value in our workplace.**

Every member of our team is affected by the workplace environment, and it is **all of our responsibility to work towards creating a work environment that promotes value, trust, kindness, and understanding.**

We don't have the same experiences and perceptions of the following issues, but it is true that in some way **our store and any of us can be affected by the following:**

| Interpersonal Interactions | Workplace Environment | Employee Well-Being |
|--|--|---|
| <ul style="list-style-type: none"> • Negative co-worker interactions • Hostile power imbalances • Customer harassment towards employees • Discrimination | <ul style="list-style-type: none"> • Worker turnover • Low workplace satisfaction and happiness • Production goals and pressures • Time pressure • Working alone • Maintenance, facilities, and equipment issues | <ul style="list-style-type: none"> • Burnout • Mixed-out sick leave • Mental health issues • Personal conflicts |

In order to address these, we must take an approach to implement and invest in staff training, behavioral health education, and uphold our commitment to "be a preferred employer where every associate feels valued and customers recognize that [their] people are great" (Kroger, 2023). As well as support our "open door" policy that refers to "Courtesy, Dignity, and Respect" (Safeway & Albertsons Retail Policies and Procedures, 2017).

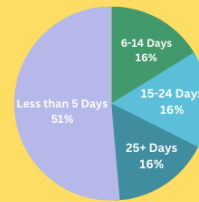
What We Gain By Creating a Valued, Cohesive Workforce:

- Rediscovering pride in our work
- Customers taking pride in where they shop
- Opportunity for management to be strong, positive leaders and uphold commitments
- Stable and improved production

DATA AND RELEVANT INFORMATION

EMPLOYEE MENTAL HEALTH

Days per Month that Mental Health Affected Employees in the Workplace:



32% of grocery employees were affected by mental health more than 15 days in a 30 day period.

DE-ESCALATION TACTICS

64% of grocery employees don't agree that they have received adequate de-escalation training.



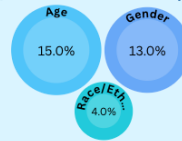
INTERPERSONAL MISTREATMENT

41% of employees have been put down, treated condescendingly, had demeaning remarks said about them, or were addressed in unprofessional terms by superiors and coworkers.



DISCRIMINATION

32% of employees face some form of discrimination in the workplace:



WORKER WELL-BEING AS WORKPLACE SAFETY ISSUE

Workers that are chronically stressed are just as serious of a safety risk as faulty machinery. Companies cannot run without workers and taking care of worker safety is not limited to physical spaces and equipment. We hope that applying a TWH approach to addressing the factors identified here will improve worker health and safety which will also benefit the company in the short and long-term.

CUSTOMER HARASSMENT TOWARDS EMPLOYEES

31% of employees experience bullying, threats, or harassment at work.

15% have been sexually harassed by customers and members of the public

RECOMMENDATIONS, SUPPORT, ACKNOWLEDGMENTS

EMPLOYEE MENTAL HEALTH

Recommendation:

- Mental Health First-Aid training course
 - Consider certifying shop stewards, safety committee leaders, and department heads to lead internal staff training

Goals:

- Empower workers in their personal and professional mental health
- Create an environment that prioritizes employee well-being
 - Reduce burn out
 - Reduce mixed out sick leave
 - Improve worker satisfaction and unhappiness

Resources:

- Darin Erlich, PhD: Mental health educator
- Teaches Mental Health First Aid (MHFA) classes to companies
- Website: www.alwaysforward.coach

DE-ESCALATION TACTICS

Recommendation:

- Prioritize de-escalation training in general public AND internal, inter-staff contexts
- Prevention, response, and recovery from negative scenarios
- Internal application of de-escalation training can create an environment that values individuals, promotes collective goals, increases workplace satisfaction, improves overall employee wellness, and makes a stronger team
- Increase productivity and retention of high quality employees

Resources:

- [FIGHT To Be](https://www.youtube.com/watch?v=10t0b0e): harassment training and education
- Conflict de-escalation training in the workplace
- Business Intervention
- Website: <http://nighttobe.org>

INTERPERSONAL MISTREATMENT

Recommendations:

- Communication workshops for ALL staff levels/positions
 - Emotional regulation, Conflict management
- Team-building exercises or events
 - Quarterly or other agreed upon routine schedule
- Regular review of how to file complaints and where employees can locate that info
- Store Field Day
 - Opportunity to team build, can structure it around an issue (i.e., safety, low-medium state incentives that reward safety knowledge/practices and teamwork)

Goal:

- Trainings lead to prevention, response, and recovery for relevant scenarios; Empower all staff with effective communication skills
- High employee involvement in training curriculum and process
- Boost employee morale, reduce issues stemming from interpersonal communication issues, reduce job burnout, improve job performance and satisfaction
- Self Regulation and Emotional Intelligence in the Workplace Workshop Videos
- <https://www.youtube.com/watch?v=Vt5HClLSPSE>

DISCRIMINATION

Recommendation:

- Discrimination trainings for ALL employees
 - Focus on systems and prevention for management to ensure a unified, prepared front; ensuring that managers understand how to investigate and correct discrimination/mistreatment
- Bias training
 - Require all staff check-ins about company policies
 - This also creates an opportunity to discuss additional areas of concern outside of discrimination

Goals:

- Eliminate and prevent discrimination in the workplace
- Unite staff and improve team building
- A new sense of power and trust that the workplace is prioritizing employee well-being
- Improve workplace systems and trust between divisions and ranks

Resources:

- UFCW Equity and Inclusion: Workshop Outline
- Website: <https://memberpower.ufcw.org/files/2014/08/Equity-Workshop-with-Power-Flower.pdf>

CUSTOMER HARASSMENT TOWARDS EMPLOYEES

Recommendation:

- Create and implement a subtle alert system
 - Train all staff on above procedure
 - Training on how to ID customer harassments
 - When and how to initiate subtle alert system (i.e. code word/phrase)

Goals:

- Provide option for employees to alert management and call for assistance without escalating situation
- Can strengthen relationship between employees and management (can call on management for situations out their control)
- Ability to ID issue can help themselves and coworkers

Resources:

- Workplace Emergency Code Words Advice
- <https://www.safetystatustraining.com.uk/2020/01/09/workplace-emergency-code-words/>

SOURCES AND ACKNOWLEDGMENT

For links to the resources and to explore the sources that informed this initiative, please scan the QR code which will take you to a link-tree: <https://lnkxtr.e/ufcw3000TWHresources>

All recommendations are presented to you in addition to existing and future safety and health systems and processes. This initiative was created by OHP Interns Aivan Nguyen & Natalie Burda in collaboration with UFCW 3000.



GBP: Link Tree



@UFCW3000TWHResources

Here are resources for the UFCW3000 Total Worker Health (TWH) Initiative:

Resources: Training Recommendations

Mental Health First Aid Training | Always Forward Coaching And Consulting Llc

Harassment Trainings | Right To Be

Conflict De-escalation in the Workplace | Right To Be

Bystander Intervention 2.0: Conflict De-escalation | Right To Be

Equity and Inclusion Workshop Outline | Member Power UFCW

Workplace Emergency Code Words | Safety Solutions Training Ltd.

Self Regulation and Emotional Intelligence in the Workplace

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@UFCW3000TWHResources

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Our Sources & Further Knowledge:

What is Total Worker Health? | NIOSH | CDC

OSHA Guidelines for Retail Grocery Stores

Does Employee Happiness have an Impact on Productivity?

Organizational Ethics as a Mechanism for Mitigating Work-Related Stress and Promoting Employee Well-Being - Journal of Business Ethics

Kroger Co Policy on Business Ethics

FMI: Food Industry Association - The Power of Preparedness

Article Discussing FMI Training | As grocery store violence continues, FMI offers workplace safety training

FMI | Why Employees Need Verbal De-escalation Training Now

De-escalation is the new customer service

The Influence of Emotional Intelligence on Job Burnout and Job Performance: Mediating Effect of Psychological Capital

**Worker Well-being =
Workplace Safety Issue**

Recommendations Based on Findings

Mental Health First Aid (MHFA) Training

Certify store leaders to become trainers (shop stewards, safety committee, dept. heads)

De-escalation Training

Applied to external and internal interactions

Subtle Alert “Code” System

Employees can discreetly call for assistance

Team Building Exercises & Events

i.e., Store Field Day

Communication Workshops

Emotional regulation and conflict management

Team “Huddles”

Before shifts and during shift changes

9 Weeks in Hyperspace

- Software issues in the beginning
- Dissemination
- Responses

Survey Methods

- Visiting majority of stores once
- Closed survey early
- OSHA 300 Logs

Time Constraints

- Shaped by realistic completion within time constraint of internship

Warp Speed Development

Successes

- Easy access to workers and facilities
- High quality and quantity responses

Access

- Union and union rep reputation
- Union, NIOSH, & OHIP mentors and support

Resources and Support

- Invaluable focus group participants
- Genuine interest from all involved
- Made lifelong friends :)

Sincerity



Personal Reflections:

Acknowledgements



- Kristin Yeoman
- Aaron Sussell
- Ted Teske
- Doug Johns
- Tyler Emery
- Seth Finley
- Tashina Robinson



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- Mark Hansen
- Marc Auerbach
- Sean Embly
- EJ and Jodie



- Sarah Jacobs
- Roy McCallister
- OHIP team

We also wanted to thank all the participants for their time, insights, and care. Thank you to all those not listed here who helped else along the way—this project would not exist without you!



Thank You!

Any questions?

