

Health and Safety Peer Exchange

Regulations and Guidance

Regulations:

- [10 CFR 440.16\(h\)](#)
- [10 CFR 440.18\(d\)\(15\)](#)

Guidance:

- [WPN 22-7](#)
- [WPN 19-5](#)

HI Health and Safety Plan

WPN 22-7

Universal Requirements:

- Annual H&S Plan update
- Deferral policy
- H&S measures adhere to AHJ
- Workers to follow federal safety protocols

Each Client File must include:

- Documentation of costs in each budget category
- H&S measures justification

Health & Safety vs. Incidental Repair

Health and Safety

- Not subject to SIR
- Not subject to ACPU
- Necessary for Wx to continue

Incidental Repair

- Defined in [10 CFR 440.3](#)
- Necessary to protect Wx measures
- Not a part of the standard installation.
- Cost factored into overall SIR

Train the Trainer

- Baseload approach
 - Lead?
 - Asbestos?
 - Unsanitary conditions?
 - Knob and Tube wiring



Worker Safety

- PPE: respirator, coveralls, gloves, safety glasses, hearing protection, hard hat, water, hand sanitizer, etc.
- Repetitive stress
- Falls
- First aid kits and training
- Considerations for rural areas
- Driving
- Heat stress
- Respiratory safety



Incidental Repairs

- Protective covering for exterior hot water tanks installed by DOE WP
- Repair of walls or window frames for room AC installation
- Minor roof repair for solar hot water collector installation
- Sealing and weather-stripping to prevent air leakage from conditioned rooms to unconditioned spaces
- DEFINE IRMs
- [WPN 19-5: Incidental Repair Measure](#)

Intake

- Client Health Survey
- Communication with client. What should they expect?
- Will the client require any special accommodations?

Audit

- Intake documents
- Hazard Identification Notification
- Radon Informed Consent Form
- Visual/Sensory inspection
- Lead testing

Installation

- Intake documents
- Audit documents
- Visual/Sensory inspection
- Lead testing?
- Greatest access to find issues!

Quality Control

- Intake documents
- Audit documents
- Visual/Sensory inspection
- Work scope

Specific Hazards

- Moisture
- Lead
- Pets, Pests
- Combustion appliances

Disallowed H&S measures

- Heating system replacement, repair, or installation.
- Central AC systems
- Testing, removal of Vermiculite
- Roofing repairs. Minor repair to be included in job cost.
- Correction of pre-existing building code violations
- Gas leak repair (Utility side of meter)
- Gas oven/stovetop/range testing
- Whole-house Lead abatement, X-ray Fluorescence (XRF) devices
- Mold/moisture problem correction. Defer if 'too severe'
- Radon testing, remediation
- ASHRAE 62.2-2016* (pollutant source control allowed)

Open Question

- How does a client know that you take their health and safety seriously?



What do you do?

Musty smell in the home. You do not see any visible signs of mold, but the smell is strong in parts of the home.

- Client has respiratory issues
- Kitchen range hood installed
- No air sealing measures



What do you do?

Same situation as before, but you see visible signs of standing moisture.





What do you do?

You notice peeling paint on the windows and paint chips in the yard below the window. Young children are playing in the yard near the window. The windows test positive for Lead.

- No window measures or disturbance in workscope
- Young children in the home





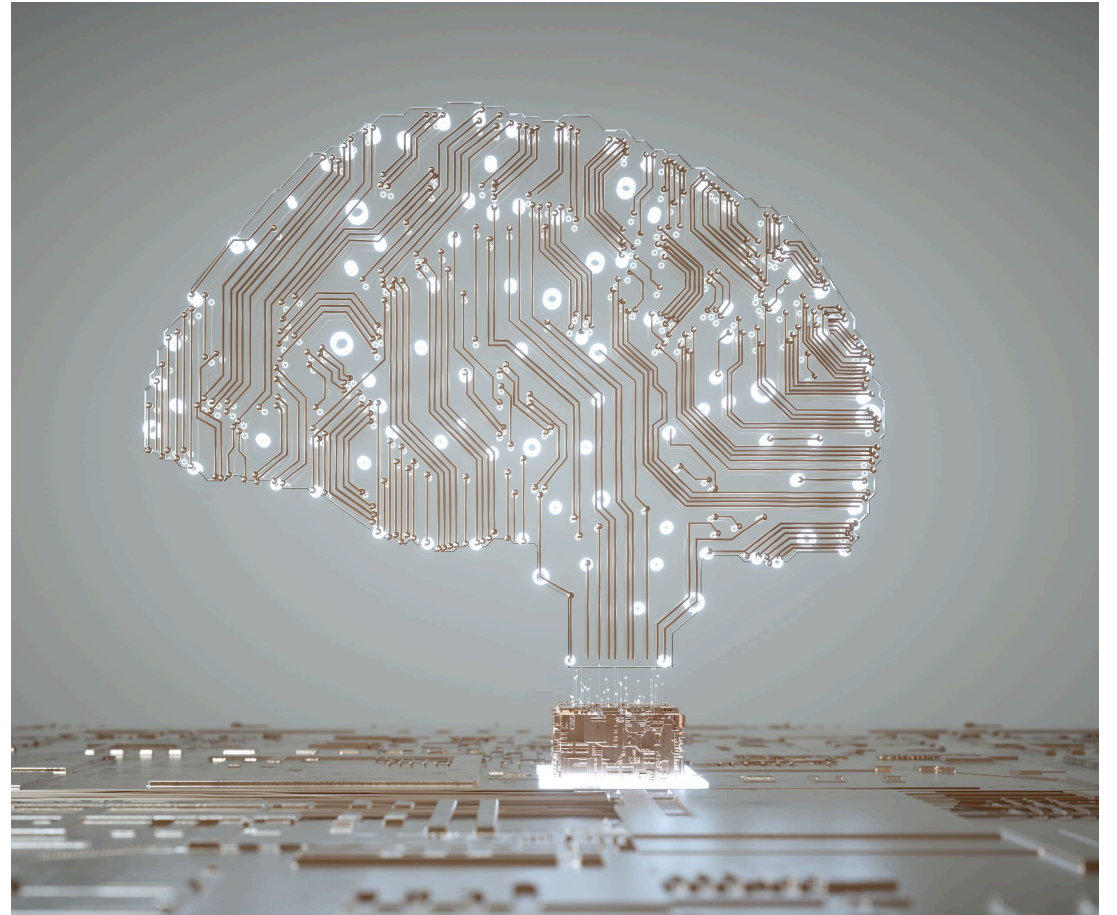
What do you do?

- Unsanitary conditions
 - What is the line in the sand?
 - How many pets is too many?
 - Children present? Does this affect your decision

Deferral Protocols

- Who has the authority to defer a job
- Are any agency or State staff 'mandatory reporters'?
 - What training has accompanied this requirement
- How do children in the home affect your decision to defer?
- How do you handle referrals to CPS/APS
- How many pets is too many pets?

Trauma Exposure in Weatherization



NORMS

- Stay engaged
- Speak your truth
- Experience discomfort
- Expect and accept non-closure
- Listen for understanding

- ~Cultures Connecting~

SPEAK
truth

Goals for session

- **Develop** basic understanding of impact of trauma exposure.
- **Define** related terms.
- **Understand** why it happens.
- **Identify** it in yourself and others.

Compassion Fatigue:

stress resulting from helping or wanting to help people who are experiencing trauma or suffering.

[GoodTherapy.org](https://www.GoodTherapy.org)

What is Trauma?

- Terrorist attacks
- Car or plane accidents
- Natural disasters
- Sexual assault
- Military combat
- Serious injury
- Acts of violence
- Witnessing abuse
- Emotionally or physically unavailable caregivers
- Chronic pain or illness
- Infidelity
- Loss of a pet
- Financial problems
- Emotional abuse
- Breakups
- Relationship conflicts
- Lack of access to healthcare
- Lack of access to food or shelter
- Living in a crime heavy area
- Racism
- Homophobia
- Sexism
- Bullying or harassment
- Career changes

Terminology

Empathy

Compassion

Compassion Satisfaction

Trauma Exposure

Secondary Traumatic Stress

Vicarious Trauma

Compassion Fatigue

Burn Out

Terms

- **Empathy** - The ability to understand and share the feelings of another.
- **Compassion** - sympathetic pity and concern for the sufferings or misfortunes of others.
- **Trauma Exposure** - Bearing witness to or experiencing events that are emotionally disturbing or life-threatening. Frequently causing lasting adverse effects.
- **Secondary Traumatic Stress** - Secondary traumatic stress is the emotional duress that results when an individual hears about the firsthand trauma experiences of another.

Terms Continued

- **Vicarious Trauma¹** - Vicarious traumatization is a negative reaction to trauma exposure and includes a range of psychosocial symptoms.
- **Compassion Fatigue** - Indifference to charitable appeals on behalf of those who are suffering, experienced as a result of the frequency or number of such appeals.
- **Compassion Satisfaction** - Compassion satisfaction is the pleasure and satisfying feeling that comes from helping others.

Terms Continued

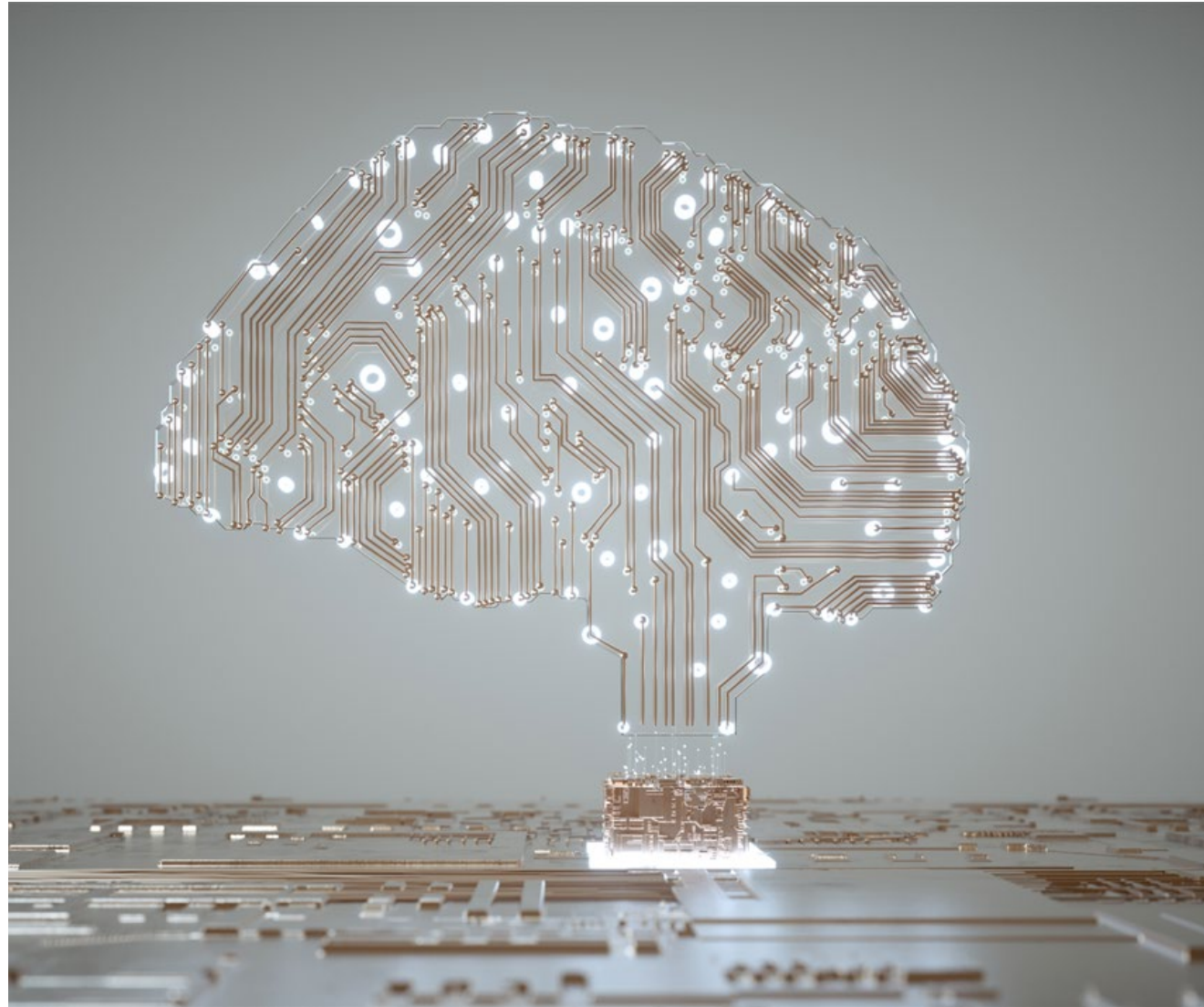
- **Burn Out**¹ - Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:
 1. feelings of energy depletion or exhaustion;
 2. increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
 3. reduced professional efficacy.

1 - WHO - <https://www.who.int/news/item/28-05-2019-burn-out-an-occupational-phenomenon-international-classification-of-diseases>

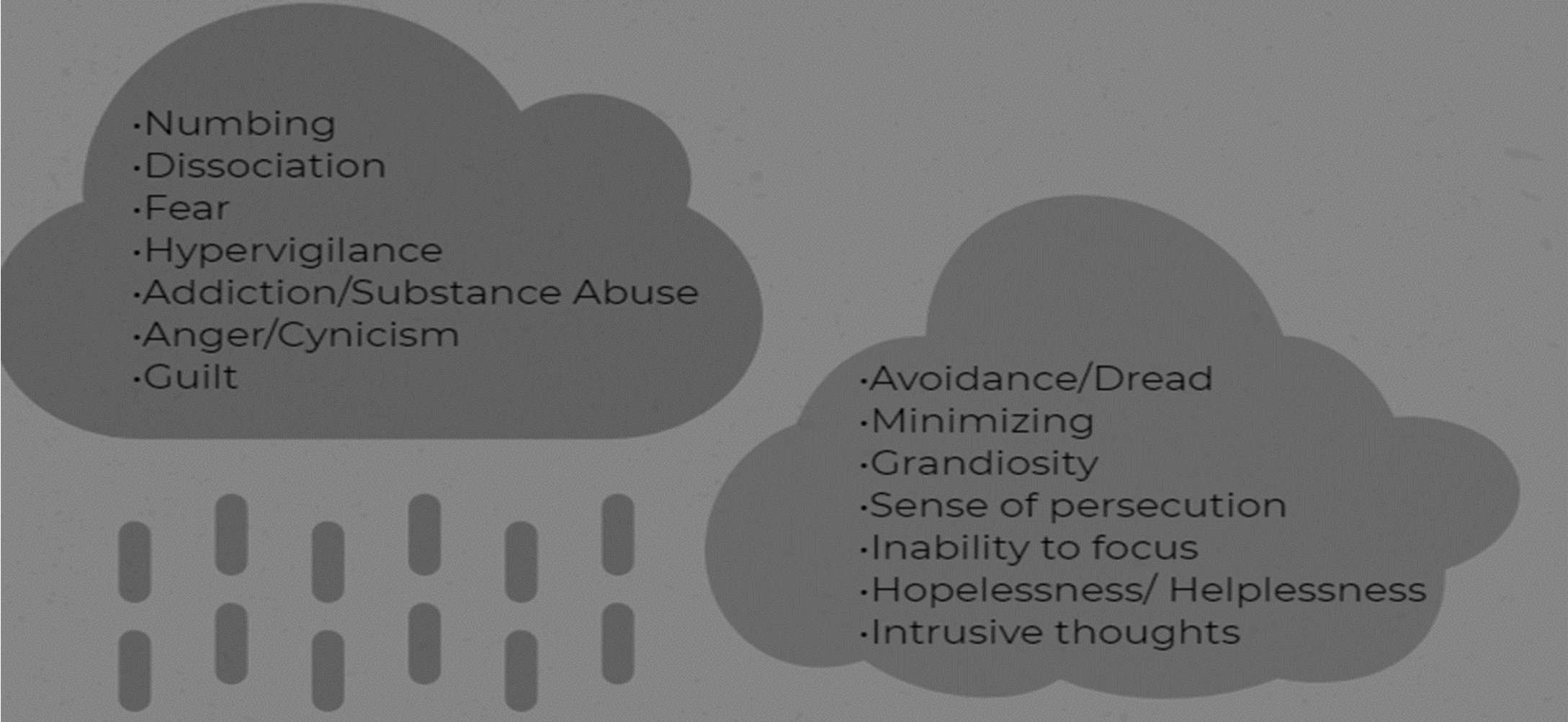


**What About
You?**

So What?



A Trauma Exposure Response¹

- 
- Numbing
 - Dissociation
 - Fear
 - Hypervigilance
 - Addiction/Substance Abuse
 - Anger/Cynicism
 - Guilt

- Avoidance/Dread
- Minimizing
- Grandiosity
- Sense of persecution
- Inability to focus
- Hopelessness/ Helplessness
- Intrusive thoughts

Group Exercise

- Can you share an experience from your work in Weatherization that you felt elicited a trauma exposure response?
- What impact did this experience have you on you?
- Did you have any tools to deal with how you felt?

- Emotionally

- Anger
- Irritability
- Sense of hopelessness

- Cognitively

- Difficulty concentrating
- Self-blame
- Low self esteem



- Physically

- Headaches
- Irritability
- Sense of hopelessness

- Behaviorally

- Substance abuse
- Chronic lateness
- Lack of joy

Physical Impacts

- Heart disease
- Guilt
- Insomnia
- High blood pressure
- Diabetes
- Ulcers



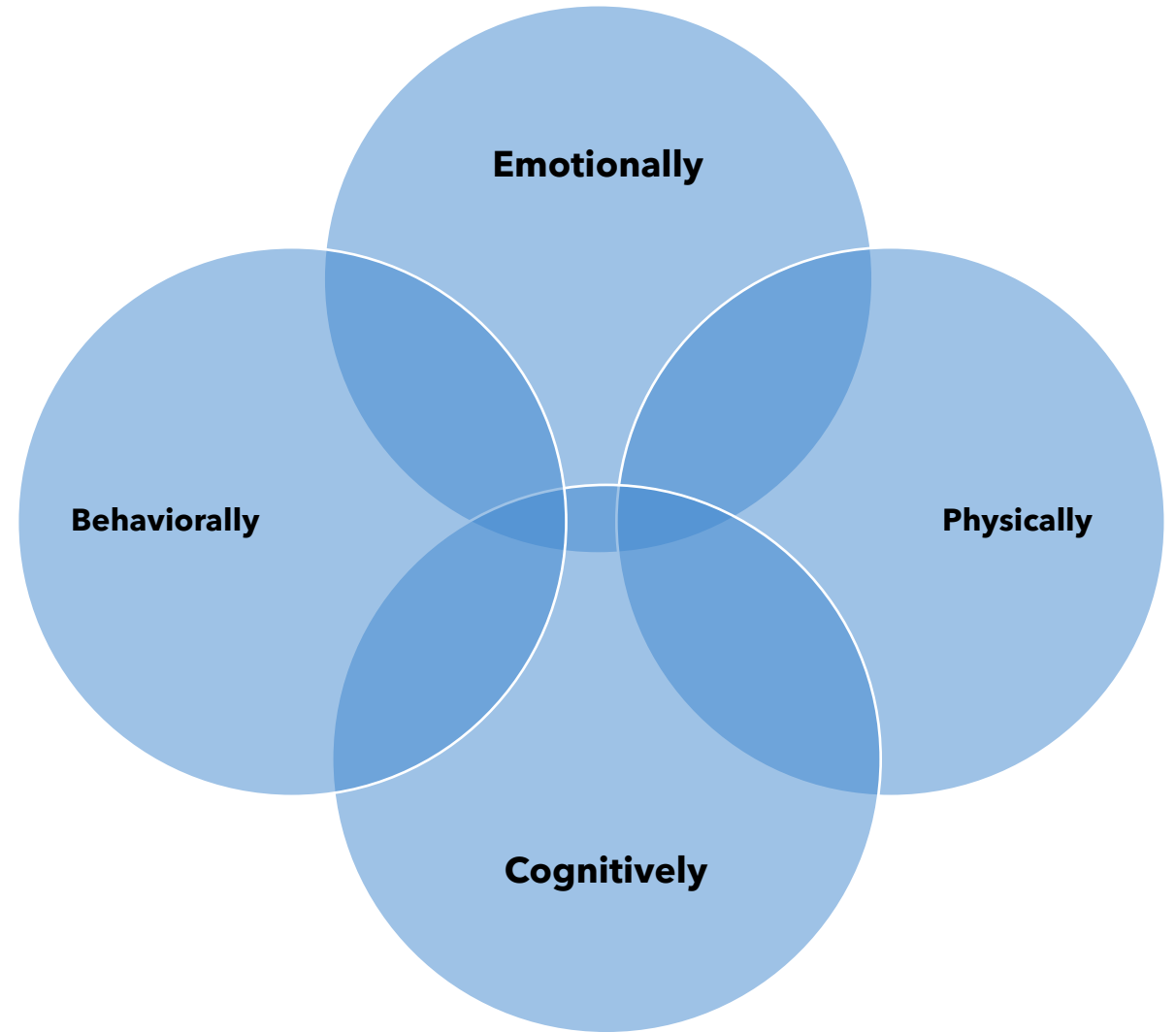
Relational Impacts

- Control issues
- Trust issues
- Outbursts
- Quick to conflict
- Difficulty staying on task



Group Exercise:

What are the signs of compassion fatigue?



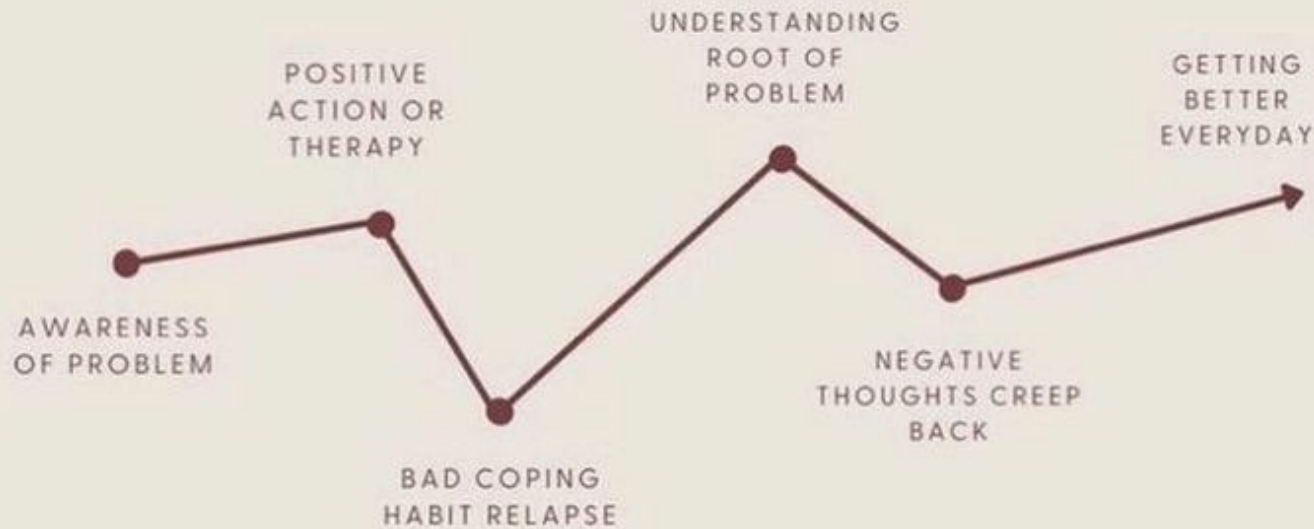
Now What?



WHAT PEOPLE THINK HEALING LOOKS LIKE



WHAT HEALING CAN ACTUALLY LOOK LIKE



@YOURUNCONSCIOUSISSHOWING

Healing Isn't Linear



Prevention and Recovery

- Self-care practices can help prevent the development of Compassion Fatigue.
- By engaging in self-care strategies that promote physical, emotional and spiritual wellbeing you can routinely practice these to strengthen your ability to cope.



Sleep. Eat. Exercise.

- Avoid caffeine late in the day
- No blue light in the bedroom
- Guided meditation
- Bedtime routine
- Consistent hours
- Avoid alcohol before bed
- Dim the lights

Sleep. Eat. Exercise.

- Limit sugary drinks and processed foods
- “Outer Ring” shopping
- Focus on whole foods
- Make time to eat real food
- Snack healthy
- Share apples instead of donuts



Sleep. Eat. Exercise.

- Start a walking group/challenge group
- Partner with local gym
- Do it in your down time
- Walking meetings
- Yoga ball at your desk

Month: _____

Name: _____

| Activity: Week 1 | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|------------------|--------|---------|-----------|----------|--------|----------|--------|
| 35 Min Exercise | | | | | | | |
| 60 sit ups | | | | | | | |
| 30 push ups | | | | | | | |
| 5 mins core | | | | | | | |
| 5 mins weight | | | | | | | |
| 8 hours sleep | | | | | | | |

Managing symptoms: beyond the basics

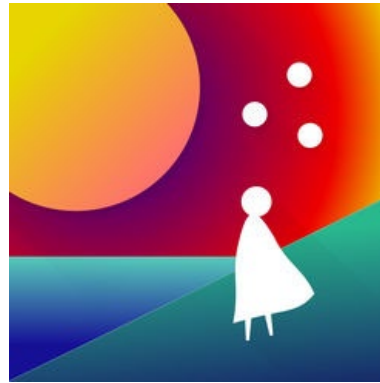


Resources



INSIGHT
Peace in our Timer

Fabulous



StickK



Habitica



Aura



Agency Level

Reward self care behaviors

Normalize talking about experiences daily

Invest in and advertise EAP

Create space for self care

Be responsive to traumatic events

Flexibility with leave

Know your goal. Know your role.



- What is your agency's goal?
- What is your program's goal?
- What is your daily goal?
- Who are you to your client?



Activity

What can you do?

Professional Quality of Life Tools

Secondary Traumatic Stress

Secondary traumatic stress (STS) refers to the distress and emotional disruption resulting from continued and cumulative contact, or after single exposure, with individuals who have directly experienced trauma. Work that involves witnessing a great deal of suffering, either by observing or listening to narratives of trauma, can result in lasting emotional distress to health workers.

SELECT LANGUAGE

Compassion Fatigue

Most healthcare providers enter the field with the intent to help others and provide empathic care for patients with critical physical, mental, emotional, and spiritual needs. Healthcare providers, however, can be impacted by the continuing stress of meeting the often overwhelming needs of patients and their families which may result in compassion fatigue.

SELECT LANGUAGE

Resources

- **Trauma Stewardship** by Laura van Dernoot Lipsky (book)
- [Trauma Stewardship Institute](#)
- **The Body Keeps the Score: Brain, Mind and Body in the Healing of Trauma** by Bessel van der Kolk (book)
- [Professional Quality of Life Elements Theory and Measurement](#)
- [Bridges out of Poverty](#)

Trauma in the field



**The National Association for State Community Services Programs (NASCSP)
How to Manage Stress When Everything is Urgent**

www.nascsp.org

AGENDA

The Urgency Epidemic

The Good, the Bad and the Ugly of an Urgent World

Leading with Urgency & the Trust factor

Protecting yourself and your team from Burnout

Mastering Urgency

The Urgency Epidemic

Time is our most
precious resource

and

It feels like everything
is **urgent all the time**



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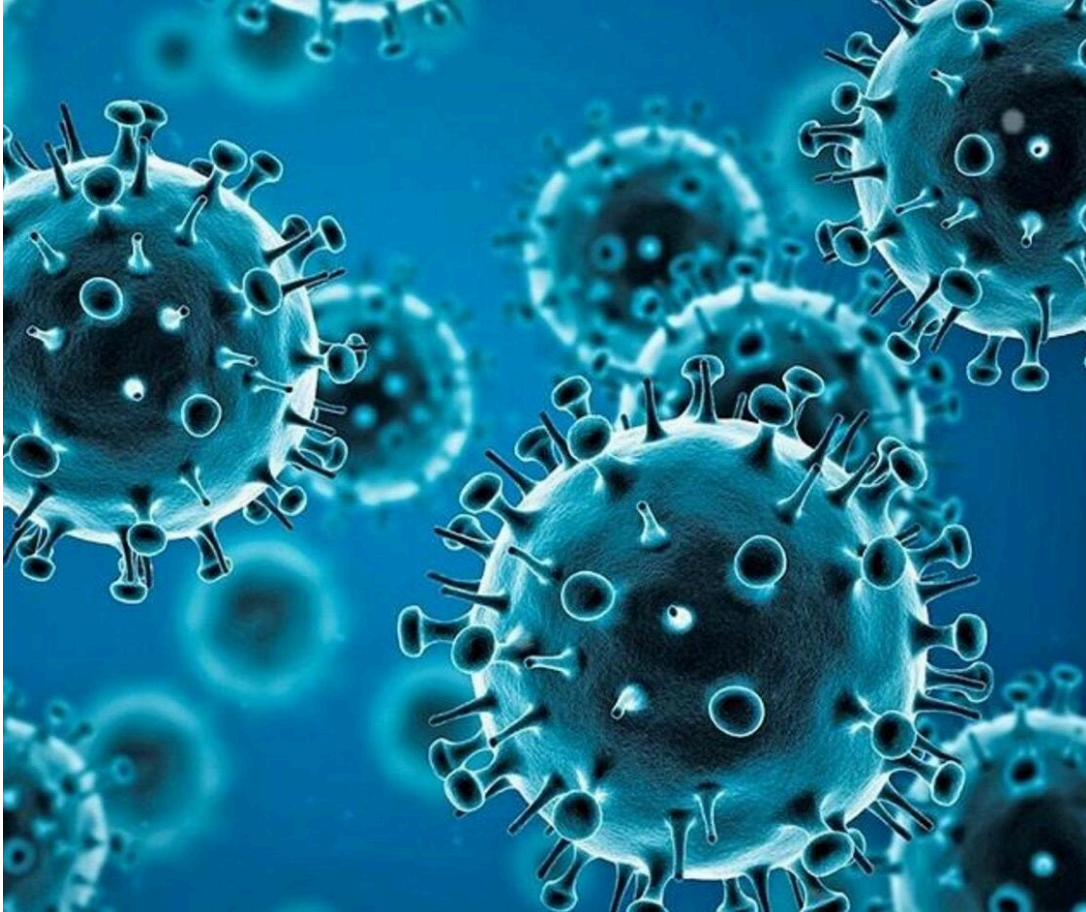
Remember this?

The live BBC news incident where his kids crashed the newscast once seemed a little crazy??

Today, not so much....



The Urgency Epidemic



- March 2020 – COVID 19 grounded our daily lives to a halt
- The **evolution** of the urgency epidemic began

Credit: The Hot Sauce Principle, Brandon Smith

Technology has transformed our lives





Remember when ZOOM was a TV show....Now it's a technology platform that connects us to everyone, everywhere!

Recessions leave battle scars

The global recession in 2008-2010 resulted in mass layoffs and the mantra of do more with less still permeates!





6
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Our attention
span approaches
ZERO

Audience Poll –

What is your
current level of
URGENCY?

Defcon 1

Defcon 3

Defcon 5

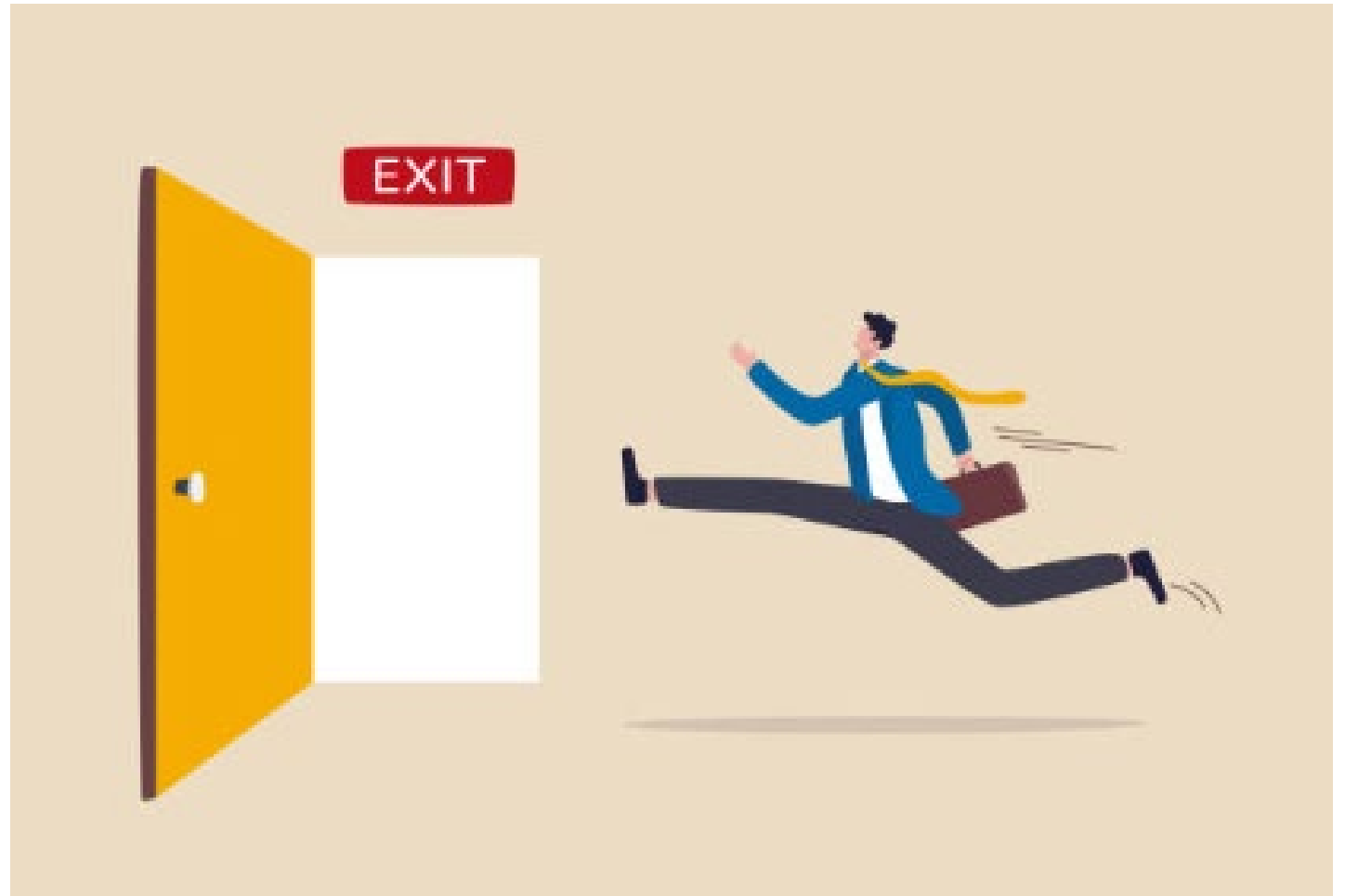


When everything is URGENT, we can't distinguish between what is IMPORTANT and what is not.

TIME MANAGEMENT MATRIX

| | URGENT | NOT URGENT |
|---------------|---|---|
| IMPORTANT | I ACTIVITIES: Crises Pressing problems Deadline-driven projects | II ACTIVITIES: Prevention, PC activities Relationship building Recognizing new opportunities Planning, recreation |
| NOT IMPORTANT | III ACTIVITIES: Interruptions, some calls Some mail, some reports Some meetings Proximate, pressing matters Popular activities | IV ACTIVITIES: Trivia, busywork Some mail Some phone calls Time wasters Pleasant activities |

A world consumed by urgency is an unsustainable one. Ultimately it will lead to burnout.



Group Discussion



Q: In what way does your phone or other technology contribute to the urgency you experience.

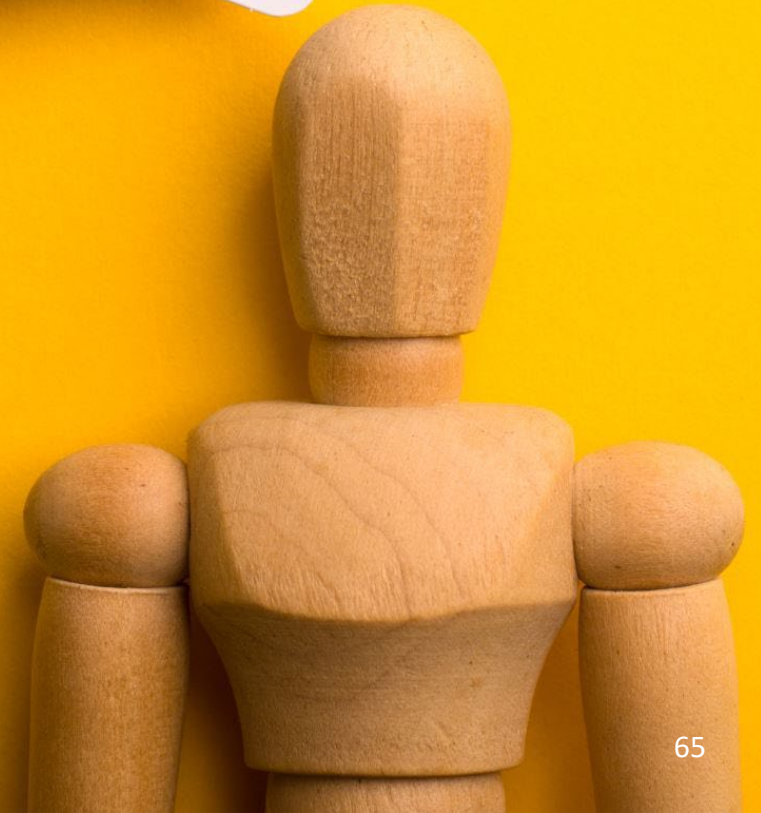
Q: What industry pressures have you experienced that have increased the daily urgency you feel?

Q: Have you noticed your attention and ability to focus has changed in recent years? What role did urgency play in your feeling that way?

The Good, the Bad, and the Ugly of Urgency

When you feel urgency,
what does that feel like?

What word or words
would you use to
describe that feeling?





Many phrases associated with Urgency can have a negative connotation

- Pressure
- Stress
- Anxiety
- Overwhelmed
- Burned Out
- High Energy
- Need to do something
- Focused
- Excitement



Why we need urgency?

Urgency helps us to survive.

It can be a motivator for growth and change.

Urgency is uncomfortable and sometimes it is just the thing we need.

URGENCY

—

**THE ABILITY TO FOCUS ON
YOUR GOALS AND AVOID
DISTRACTIONS**



Group Discussion

Q: When has urgency been a motivator for you to grow or change in your life?

Q: How is urgency playing out in your life today? What aspects of your life where urgency is a **good** thing? What aspects of your life where urgency is a **bad** thing?

Leading with Urgency

When you feel urgency, what do you do to cope?



Start with Trust:

Urgency is about creating an intentional state of discomfort.



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How do you create
trust?

TRUST = (Authenticity +
Vulnerability) x Credibility

Credit: The Hot Sauce Principle, Brandon Smith



TRUST

Unlike authenticity and vulnerability, **credibility** takes time to build, and it can be lost in a moment.

What can we do to build trust in our organizations?



Building Trust

- Communicate your expectations and values
- Practice what you preach
- Keep your word – always!
- Practice authenticity and vulnerability
- Be consistent



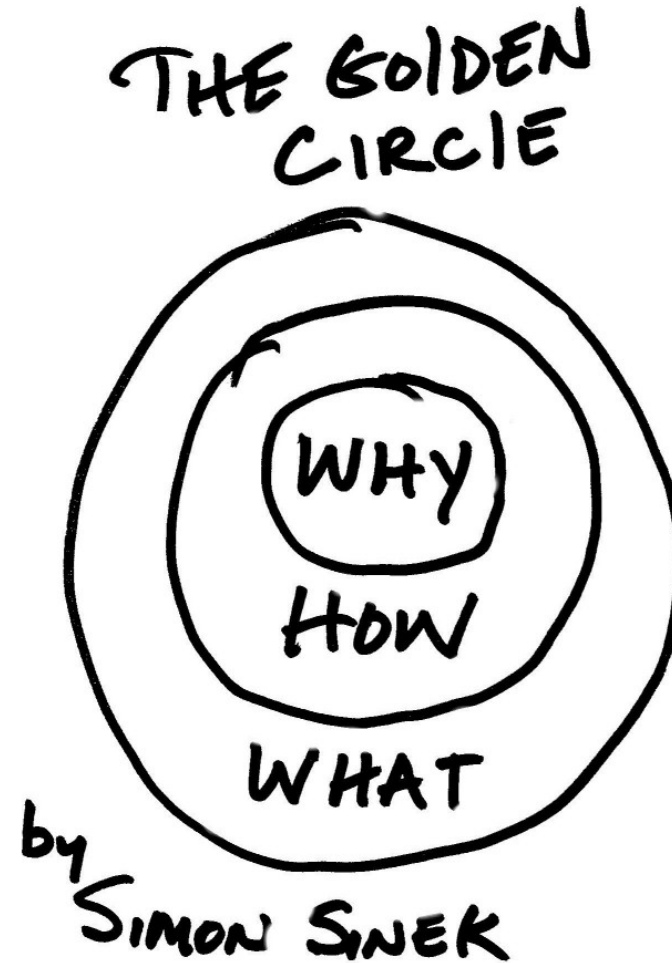
Group Discussion

Q: Have you established trust with your team? How do you know?

Q: In reviewing the TRUST formula, what area do you think you need to address the most? Why?

Q: What is one action you could take to establish or strengthen **credibility** with your team?

What is your
compelling
“WHY”

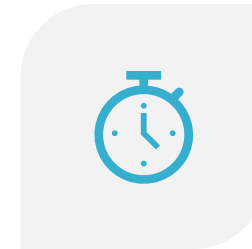


10% Urgency and
90% Action Plan

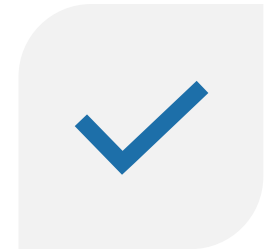
Principles of Urgency



THE MESSENGER
MATTERS



URGENCY MUST
HAVE A TIMEFRAME
IN WHICH TO ACT



RIGHT RATIO OF
URGENCY

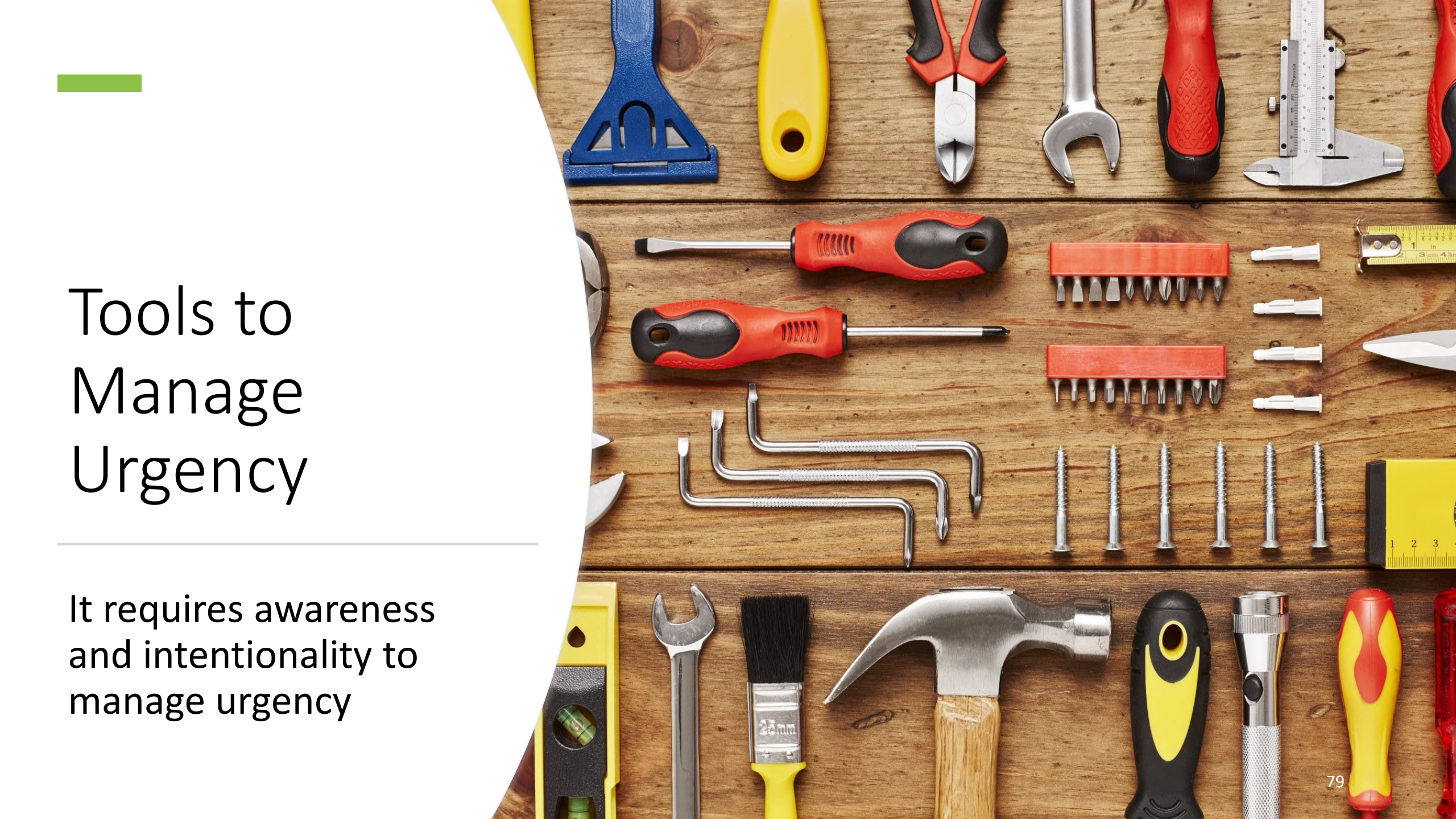
Group Discussion

Q: Can you think of one urgent challenge in your organization today?

Q: Can you articulate your compelling “WHY” for change or growth? What is it?

Q: Do you have an action plan ready to discuss with your team to meet the above? Do you have a timeframe in which to act?

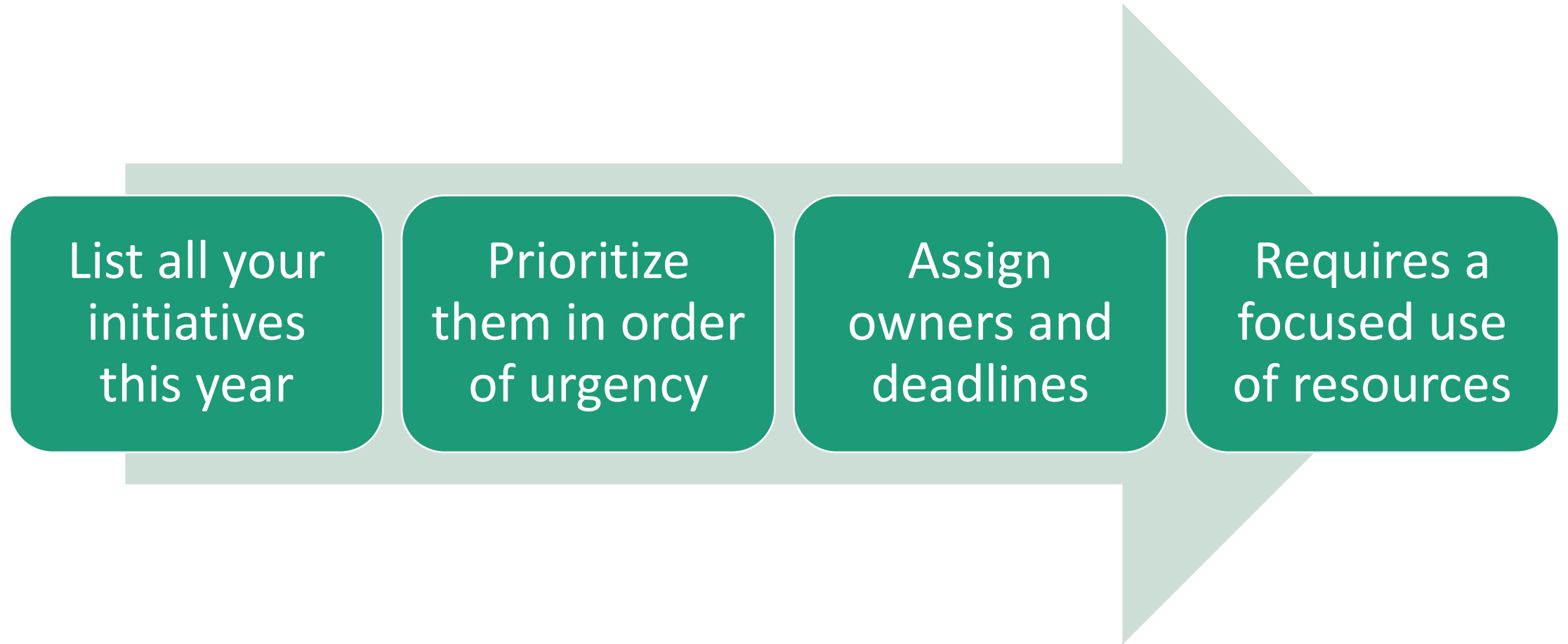




Tools to Manage Urgency

It requires awareness
and intentionality to
manage urgency

Prioritize Initiatives



Group Discussion

Q: Do you suffer from receiving too much “hot sauce” from those who lead above you? Are you guilty of putting urgency into everything or do you regularly prioritize?

Q: How can you manage this so that it does not negatively impact your team?

Q: Does everyone know your values and mission? How do you regularly communicate that?



Protecting yourself from the heat



Don't let others control the Hot Sauce!

The goal is to use practical tools and scripts to communicate your needs and expectations professionally in order to protect yourself and your team.

Prioritization is key!

Have
conversations
with those
bringing the
heat

- It sounds like this is extremely urgent. I need your help. Here are other items on my plate that all seem urgent that I am already working on. From YOUR perspective, of all these initiatives, what should the priority be over the next week (quarter or month)?
- If it is up to me to prioritize, from my perspective, this is how I rank these initiatives. Unless you direct me otherwise, I am going to assume the order works for you, and I will proceed with this plan.



Say “YES” by offering alternatives

- Often the right way to say “NO” is to say “YES but...”
- Provide an alternative solution to the problem, get into problem solving mode and find another person or resource to help with the task load.
- You are still acknowledging the urgency so that it does not increase but setting boundaries for you and your team on what you can deliver.

Establish & Protect Boundaries

- You must first establish, then communicate and educate the other party on your boundaries.
- Set Do Not Disturb or Blackout periods on your calendar
- Be flexible when it's important but also learn to say "No"



WORK-LIFE BALANCE



Manage the
urgency

- Outsource when possible – pay others to eat your hot peppers!
- Delegate – is there someone on the team with capacity?
- Sometimes you simply must walk away or say no.



Group Discussion

Q: Have you ever forced prioritization? How did that go?

Q: Have you ever set boundaries by either saying “no” or setting blackout times on your schedule? Were your boundaries respected?

Q: Have you ever seen a colleague effectively manage urgency from their manager? What did that look like?



Resources and Credits

[The Hot Sauce Principle, Brandon Smith](#)

[Start with WHY, Simon Sinek](#)

[Talks to Help you Manage Stress, Ted Talks](#)

[The Remarkable Leadership Podcast, Brandon Smith](#)

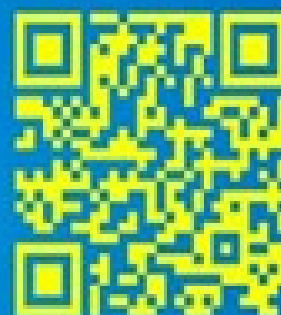
[How to set clear work boundaries – and stick to them!](#)



JOIN US FOR THE...

WWW.NASCSP.ORG/CONFERENCES

NASCSP 2022



Annual Training Conference

OCTOBER 24 - 28

"AGENTS OF CHANGE"

MINNEAPOLIS, MN

Early Bird Registration & Hotel Room Block Close on September 23rd

NASCSP Conference: Register [here!](#)

Pre-conference: Monitoring

Waste, Fraud, and Abuse

Monitoring: Purpose and Procedures

Fiscal Monitoring with Kevin Myren

Best practices and most common findings in Monitoring

Monitoring Updates for the BIL, WRF, and Competitive Grants

Monitoring Multifamily Buildings

Subgrantee Monitoring Analysis Overview and Peer Exchange

Getting all you can from the Desk Review

Core Conference

Approaches to setting up statewide Multifamily WAP

DOE Federal Perspectives and Q&A session

Integrating Solar into Weatherization

Innovative Workforce Strategies and Pilots for the New Generation

Beneficial Electrification and the Future of the WAP

The 46th Weatherization Day Celebration

Thank you!

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