



Atlantic Summer  
Institute on  
Healthy and Safe  
Communities

l'Institut d'été  
sur les collectivités  
sûres et en santé au  
Canada atlantique

## Posterboard Presentation

### **Communication - A Workplace Strategy**

**Presenter**  
Monique Comeau

#### **Description of Presentation**

This presentation will revolve around the need for effective communication strategies within departments and work areas which results in the resolution of issues leading to poor production and injuries.

This project is currently being trialed in our Food Service Department. Preliminary results are very positive. The communication board has been in use since late February.

For successful outcomes, all employees of this department have been involved through education sessions.

Injury analysis and subsequent root cause identification identified lack of communication/poor communication as being a major contributor to workplace accidents. One way to overcome the lack of communication is through the implementation of a communication board which takes into consideration literacy levels and offers different options for communicating issues.

Some of our results so far:

1. Reduced injuries
2. Reduced severity of injuries
3. Improved labour relations
4. Improved workplace culture

The next steps will be to implement this process in high risk or high accident frequency departments.

#### **How you will benefit**

The participants will:

- Gain an understanding of the roles and responsibilities

Monique is a Registered Nurse with a Diploma in Occupational Health Nursing and has worked in the field of workplace health and safety for over 15 years. The bulk of her career was with the Workplace Health Safety and Compensation Commission of New Brunswick where she held the position of Health and Safety Consultant. In this position she was assigned to Primary Focus Firms. These firms became focused for intervention due to their higher than average accident frequency and severity.

In this position she was also responsible for conducting an assessment of the existing health and safety program and then identifying objectives to be met. The other component of this initiative was to reduce existing injuries by reviewing and analyzing injury data for trends.

In her current position she is responsible for recommending prevention strategies to the Senior Management team as well as respond to issues such as accidents.

She is currently the Chair of the Steering Committee responsible to develop a Safe Patient Handling program.

Another major initiative underway is the



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## *Posterboard Presentation*

under Occupational Health legislation.

- Appreciate the need to maintain open lines of communication between managers and employees that are adapted to the different needs of the employees including a lower level of literacy.
- Obtain a sample procedure, report form, and risk assessment.

development and implementation of a Workplace Hazardous Materials Information System (WHMIS).

Monique is currently enrolled in the Bachelor of Business program at the University of New Brunswick.

### ***Handouts***

Available during the presentation

### ***Resources***

Available during the presentation

### ***Contact Information***

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