JANITORIAL SAFETY TRAINING GUIDE

WORKER OCCUPATIONAL SAFETY AND HEALTH TRAINING AND EDUCATION PROGRAM
COMMISSION ON HEALTH AND SAFETY AND WORKERS’ COMPENSATION
The Janitorial Safety Training Program was developed by the Labor Occupational Health Program (LOHP) at the University of California, Berkeley as part of the Worker Occupational Safety and Health Training and Education Program (WOSHTEP). WOSHTEP is administered by the Commission on Health and Safety and Workers’ Compensation in the Department of Industrial Relations through interagency agreements with the Labor Occupational Health Program at the University of California, Berkeley and the Labor Occupational Safety and Health Program at the University of California, Los Angeles.

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**Also in packet: Activities/Tipsheets for Employees**

- Safety Orientation  
- Chemical Hazards  
- Electrical Hazards  
- Ergonomic Hazards  
- Injuries on the Job  
- Planning for Emergencies  
- Robberies and Assaults  
- Slips and Falls
About the Janitorial Safety Training Program

**Welcome to the Janitorial Safety Training Program!** If you are an owner or manager, this program will help you conduct a series of short health and safety training sessions for your employees.

There are eight training sessions, five to fifteen minutes each. The training materials focus on health and safety in the janitorial industry and cover these topics: Safety Orientation; Chemical Hazards; Electrical Hazards; Ergonomic Hazards; Injuries on the Job; Planning for Emergencies; Robberies and Assaults; and Slips and Falls.

**WHY USE THIS PROGRAM?**

The Janitorial Safety Training Program is designed specifically for small business owners and managers who need to train janitorial employees working alone or in small teams to clean buildings. This Training Program can help:

- Prevent job injuries and illnesses. Regular training helps employees learn how to avoid hazards, keeps lines of communication open between you and your employees, and lets employees know that you are serious about promoting safe work practices.

- Lower workers’ compensation costs. Employers in California experience higher costs for workers’ compensation medical care than employers in most other states, and California ranks among the highest in workers’ compensation premium rates.

  The cost of workers’ compensation for the janitorial industry is about four times the average cost of workers’ compensation in California, according to the Workers’ Compensation Insurance Rating Bureau.

- Reduce the number of days away from work and lost productivity. The best way to reduce costs, retain jobs, and maintain a productive workforce is to reduce injuries.

- Meet training requirements under California’s occupational health and safety laws.
MATERIALS INCLUDED

The Janitorial Safety Training Program includes two sets of materials: one for owners and managers, and one for employees.

- The Training Guide is designed to be used by owners and managers. It contains:
  - step-by-step instructions for conducting the training sessions, and
  - background information and resources for owners and managers.

- The eight loose-leaf handouts in the packet are designed for employees. There is one handout for each of the eight training sessions. Each of these handouts has an Activity on one side, and a Tipsheet on the other. You can photocopy these double-sided handouts and pass them out to your employees during the training sessions.

The Janitorial Safety Training materials are available in Spanish.
Conducting the Janitorial Safety Training Program

WHAT IS IN THE TRAINING SESSION?

The eight training sessions (five to fifteen minutes each) address some of the most common hazards in the janitorial industry. The topics are listed below:

- Safety Orientation
- Chemical Hazards
- Electrical Hazards
- Ergonomic Hazards
- Injuries on the Job
- Planning for Emergencies
- Robberies and Assaults
- Slips and Falls

Document all trainings by recording the date, topic, name of the trainer, and names of employees. If you have fewer than 10 employees, just keep a log of the instructions provided to each employee.

WHEN TO CONDUCT THE TRAININGS

It is best to conduct the Safety Orientation when employees are first hired. For existing employees, you may wish to hold a Safety Orientation to review safe and healthy work practices.

The remaining seven training sessions can be conducted in any order. If possible, try to hold seven short training sessions spread out over several weeks. This gives employees an opportunity to absorb the information. If this is not possible, you can hold a single training session covering all the topics at once.

HOW TO MAXIMIZE EMPLOYEE PARTICIPATION

It is best to conduct training sessions in groups (two to twenty-five employees) to foster discussion and the exchange of ideas. In the janitorial setting, however, it may be more feasible to conduct one-on-one training sessions with your employees, since employees are often working alone to clean buildings.

Whether your training sessions are held in a group or one-on-one, encourage employees to speak up about their concerns. Involving your employees in identifying potential problems is an effective way to get employee buy-in regarding the importance of health and safety. Also, encourage employees to offer suggestions to improve health and safety. Since they are doing the work day-to-day, they know what works and what doesn’t. They may also have ideas that can be shared with other employees.
HOW TO CONDUCT THE SAFETY ORIENTATION
(15 minutes, plus on-the-job training time)

Each employee should receive a Safety Orientation at his or her worksite before beginning work. This is your opportunity to train employees on how to do their job as safely as possible, right from the start.

1. Pass out the Safety Orientation handout to each employee. Turn to the Activity page.

2. Read the introduction aloud.

3. Ask everyone to look at the picture of the janitor. Five common janitorial hazards are shown here. In each bubble, there is a description of the hazard as well as possible injuries and illnesses that might result.

4. Read the Discussion Questions and solicit responses. Address any other hazards or concerns that are raised by employees. Emphasize to employees that it is important to report any symptoms of illness to you right away.

5. Flip to the Tipsheet page. Read the introduction aloud together.

6. Using the Checklist as a guide, provide the information requested and show the employee how to do his or her job safely. Carefully demonstrate each task.

   For example, if you are demonstrating how to use floor stripper, instruct employees to dilute the stripper with as much water as the manufacturer allows, and wear gloves and goggles. (See the Chemical Hazards Tipsheet).

7. Once all the topics have been covered and the employee is comfortable with his or her job tasks, everyone should sign off. A signature here means that the employee received training on these topics.

8. Read the box aloud. Encourage employees to approach you with any questions or concerns about health and safety on the job.
HOW TO CONDUCT THE REMAINING SEVEN TRAININGS
(5 to 10 minutes each)

The remaining seven training sessions can be conducted in any order. The basic instructions for each training are given below. The Chemical Hazards handout is shown as an example.

1. Remind employees that you are conducting a series of short health and safety trainings. Pass out the handout for today’s training topic.

2. Turn to the Activity page. Read aloud the instructions for the activity. Explain that this is not a pop quiz, but an activity to get ideas flowing. Give employees a few minutes to complete the activity.

3. Ask employees to share their answers. Discuss and check the answers against those given in the box. (Some activities call for brainstorming.)

4. Read the Discussion Questions. Use these to spark discussion between you and employees and to help you take joint actions to prevent injuries and illnesses. Be open to employees’ suggestions for improving health and safety.

5. Flip to the Tipsheet page. Read the tips aloud. These are simple tips that are often used in the janitorial industry. You and your employees may have even better solutions that fit your workplace. Keep in mind that it is better to remove a hazard altogether than to use protective gear (see Taking the Safest Approach on page 15).

6. Ideally, at the end of the training, you and your employees will each have action items to follow up on. For example, if you are training on Chemical Hazards, you could agree to buy a mild glass cleaner, and employees could agree to open doors and windows. Note: you may need to purchase supplies (such labels) so that employees can follow safe work practices.

7. Follow up with employees after the training session to share progress on action items. Continue with the next training, until all the topics have been covered.
Safety Pays!

Taking risks is a part of running a business, particularly for small business owners. You take risks in product development, marketing, and advertising to stay competitive. But some risks are just not worth the gamble. One of these is risking the safety and health of those who work for you. By implementing a strong safety and health program, you can accomplish three important things at once:

1. Prevent Human Suffering

One serious injury in your workplace can have a devastating impact on your employees, their families, and you. By preventing that serious accident, you can help:

- Save lives.
- Reduce workers’ pain and disability.
- Reduce the impact of workers’ injuries on their families and communities.
- Protect co-workers from the stress of filling in for people who are off the job.

“*I couldn’t care less about the fines. It was losing one of our own. We were all devastated. I will never get over it.*” —Employer of a worker killed on the job

“*It wasn’t just the pain after the accident, or that I couldn’t support my family on the limited benefits. It affected every part of my life—my ability to participate in sports, church activities, volunteering in my kids’ school—I lost it all.*” —Injured worker

2. Save Money

For every dollar spent on the direct costs of a worker’s injury or illness (medical expenses and lost wages), it’s estimated that you, the employer, will spend at least as much again to cover the indirect and hidden costs. In most cases, you may spend 4-6 times more. Consider what one injury with lost workdays would cost you in terms of:

- Productive time lost by the injured employee.
- Productive time lost by employees and supervisors attending the accident victim.
- Clean up and start up of operations interrupted by the accident.
- Time and cost for repair or replacement of any damaged equipment or materials.
- Overtime costs when other workers must fill in.
- Fines for violating regulations.
• Cost of time spent on the investigation.
• Cost of completing paperwork generated by the incident.
• Time to hire or to retrain others to replace the injured worker until his/her return.
• Loss of skills of valuable employees.
• Low worker morale and perhaps less efficiency and increased absenteeism.
• Increased workers’ compensation insurance rates.

“Every $1 invested in workplace safety results in $3 or more in savings. Safety is an investment, not a cost.” —Insurance industry study

3. Promote a Positive Image

An effective health and safety program can also make your business stand out. It can:
• Increase worker morale (show that workers’ well-being comes first) and decrease turnover.
• Attract top employees.
• Help the company stand out in the community as a caring employer.
• Improve client and investor relations by demonstrating an excellent safety record.
• Avoid bad publicity from fines, accidents, and incidents.

“A big accident or fine may be a rare event, but it can cost a great deal in terms of public image. We had a disastrous experience with OSHA and paid dearly for it. We never want to be embarrassed like that again!” —Safety manager

“A company’s reputation is of significant value in generating a favorable return on investment. A company or organization will benefit from a favorable reputation by becoming the first choice of customers, investors, suppliers, and employees.” —Business researcher

References


Taking the Safest Approach

Many hazards exist in the janitorial industry, but there are steps that can be taken to improve safety dramatically. As the safety pyramid below shows, there are three main ways to protect workers.

The best way to prevent injuries is to remove the hazard altogether (#1 below), or keep it isolated, away from workers, so it cannot hurt anyone. This way the workplace itself is safer!

Removing the hazard can sometimes be the most difficult solution or take the longest time to implement. You may need other solutions to protect you in the meantime, like changing the way the work is done (#2) or using protective clothing and equipment (#3).

EXAMPLE

Chemicals like toilet bowl cleaners can splash into janitors’ eyes. What controls can be put in place to keep workers from getting hurt?

1. Is there a way to remove the hazard?
   Use a less toxic product that causes fewer health problems. This is the safest approach.

2. What improvement in work practices would help?
   Train workers on the importance of pouring chemicals from a low height to avoid splashing.

3. What protective clothing or equipment would help?
   Use goggles to prevent any splashes from getting into the eyes.
What Health and Safety Training Is Required?

This Janitorial Safety Training Program can help you provide basic health and safety training to your employees, but additional training may be required. The following is an overview of training requirements under the Injury and Illness Prevention Program (IIPP) standard, Hazard Communication standard, Emergency Action Plan standard, and other job-specific standards.

OVERVIEW OF TRAINING REQUIREMENTS

All California employers are required to provide health and safety training to all of their employees. The broadest training requirements fall under Cal/OSHA’s Injury and Illness Prevention Program (IIPP) standard (required under California Labor Code Section §6401.7). Training must be provided to all workers on the hazards in your workplace:

- when they start working for you;
- when they’re given a new job assignment; and
- whenever new procedures or equipment are introduced.

Two other standards that affect most workers are Cal/OSHA’s Hazard Communication standard, which requires training on any chemicals to which employees may be exposed, including cleaning products, and the Emergency Action Plan standard, which requires training on how to respond to emergencies in the workplace. These three standards are summarized in this section. However, this booklet is not designed to ensure full compliance with all Cal/OSHA standards, so be sure to check the relevant standards yourself, as needed.

Janitors working in health care or some other settings need bloodborne pathogen training if they are at risk of coming into contact with infectious diseases.

www.dir.ca.gov/dosh/dosh_publications/dontrisk.html

Cal/OSHA requires training in other specific standards, such as asbestos, fall protection, forklifts, and hearing protection. To find out which training requirements affect your employees, go to:

www.dir.ca.gov/dosh/dosh_publications/TrainingReq.htm.
The Injury and Illness Prevention Program (IIPP) standard requires every California employer to establish, implement, and maintain an effective IIPP to promote health and safety in the workplace.

An IIPP must be a written plan that includes all of the following elements:

- **Management commitment and assignment of responsibilities.** Someone with the authority and responsibility for the program must be identified and given management’s full support to implement the program.

- **A system for ensuring that employees follow safe and healthy work practices.** This should include a plan for providing re-training to employees when necessary.

- **Safety communication system.** Employers must communicate with employees about safety in a language they can understand and in a manner that does not depend on employees’ reading and writing skills. Communication systems may include safety meetings, written materials, health and safety committees, or other methods that encourage employees to share their safety concerns or suggestions without fear of being fired or punished.

- **Hazard identification and control.** There must be specific procedures for identifying, evaluating, and correcting hazards, including scheduled periodic inspections of the workplace. Hazards must be corrected as soon as they are found, or as quickly as possible, with priority given to the most serious hazards.

- **Incident investigation.** There must be a process for investigating work-related injuries and illnesses. Written documentation of incidents should be kept, indicating why they occurred and what actions will be taken to prevent them in the future.

- **Training.** Training must be provided to all employees when the IIPP is established, to all new employees when they start, and to anyone with a new job assignment. Whenever new substances, processes, procedures, or equipment are introduced in the workplace, employees must receive training about them.

The written IIPP must be made available to all workers. Records must be kept to document that there is an effective program in place. These records must include scheduled inspections, actions taken to correct problems, and types, dates, and providers of training. Please note that while all employers need to have written IIPPs, there are some exceptions to the documentation requirements if you have fewer than 10 employees.

See the Resources section for more information on IIPPs.
Hazard Communication Standard [Title 8 CCR §5194]

This Cal/OSHA regulation requires employers to provide information to employees about the chemicals and other hazardous substances to which they may be exposed at work by providing Material Safety Data Sheets (MSDSs), chemical labels, and training.

**MSDS.** Manufacturers of products containing hazardous ingredients must prepare MSDSs for those products and distribute them to purchasers (such as employers). The MSDS identifies the manufacturer, contents, toxicity, and safety hazards of the chemical product. It describes routes of exposure (skin, inhalation, or ingestion) and explains how to prevent health problems. Employers must have an up-to-date MSDS for each hazardous product they use and must make MSDSs available to employees. Employers can get MSDSs by calling their chemical supplier, or, in some cases, from the internet.

**Chemical labels.** Employers must make sure that all products with hazardous ingredients are properly labeled. Original labels must include the identity of the hazardous substance (matching the corresponding MSDS), appropriate hazard warnings, and the name and address of the manufacturer or importer. This labeling requirement applies to all containers, even those into which a smaller amount of the chemical has been poured.

**Training.** Employers are required to train workers about the hazardous substances used at work, their health effects, how to work safely with them, how to read an MSDS, and where the MSDSs are kept. The training must also cover how accidental chemical releases are detected and what emergency procedures should be followed in case of a spill or leak.

Employers are required to describe in writing the elements of the workplace’s hazard communication program and how the workplace will comply with this Cal/OSHA standard. This written program must be available at the worksite and communicated to all affected workers.

See the Resources section for more information on hazard communication programs.

Emergency Action Plan Standard [Title 8 CCR §3220]

Although Cal/OSHA does not explicitly require every business to have an Emergency Action Plan, most businesses need to have one to meet local city or county requirements, or because a business’ work falls under other Cal/OSHA standards that do require one. It is a good idea for every business to have an Emergency Action Plan.

This Cal/OSHA regulation sets minimum requirements for what Emergency Action Plans should include when they are required. Employers with more than 10 employees must have such a plan in writing. Employers with 10 or fewer employees do not need to have a written plan, but they do need to meet all the other requirements of the Emergency Action Plan standard and must communicate these elements to employees.
The Emergency Action Plan must include the following elements:

- Emergency escape procedures and routes.

- Procedures explaining how critical operations will be maintained during and after an emergency (if necessary).

- Procedures to account for all employees after an emergency evacuation has been completed.

- Rescue and medical duties for staff. Employees should know who is trained in first aid or CPR and where to get medical attention if needed.

- How employees should report fires and other emergencies.

- Who is responsible for coordinating emergency response.

**Alarm system.** The employer must have an alarm system that can be seen, heard, and understood by all employees.

**Evacuation.** The plan should designate inside shelters, exits, evacuation routes and procedures, and outside meeting places. Exits and evacuation routes should be checked periodically to be sure they are not blocked.

**Training.** The employer must designate and train key staff to assist in evacuation procedures. All employees need to understand what to do during different kinds of emergencies. Employees should be trained so they understand: their responsibilities during an emergency; the alarm system and “all clear” announcements; where to gather during an emergency; how to report an emergency; what to do if there is a chemical spill; and who has training in first aid and training in the use of fire extinguishers.

See the *Resources* section for more information on emergency action plans.
Basics of Cal/OSHA

Cal/OSHA is the California state program responsible for protecting the health and safety of workers. Cal/OSHA makes sure that employers follow occupational safety and health regulations and keep the workplace safe.

Almost all workers in California are protected by Cal/OSHA regulations (often called “standards”). This includes public employees and immigrant workers who are not legally authorized to work in California.

Employer Responsibilities Under Cal/OSHA

Employers must:

- Provide their employees with work and workplaces that are safe and healthy.

- Be aware of the hazards their employees face on the job, train every worker about the specific hazards on each job assignment, and keep records of this training.

- Correct any hazardous conditions that they know may result in serious injury to their employees. Failure to do so could result in criminal charges, monetary penalties, and even jail time.

- Comply with all applicable Cal/OSHA standards, including training requirements.

- Notify the nearest Cal/OSHA office of any serious injury or fatality that occurs on the job, or any serious illness caused by the job. This must be done immediately after calling for emergency help to assist the injured worker.

- Display Cal/OSHA’s Safety and Health Protection on the Job poster so that workers are aware of basic rights and responsibilities. This poster is also available in Spanish.

The Cal/OSHA Consultation Service provides technical assistance to employers on health and safety issues. Consulting services include on-site visits (no fee), assistance in complying with Cal/OSHA standards, educational seminars, and publications.

See the Resources section for more information on Cal/OSHA and Cal/OSHA Consultation Services.
Safer Jobs for Teens

Some janitorial companies employ teens. You should know that each year 50 teens under 18 die from work injuries in the U.S. About 55,000 are injured seriously enough to require emergency room treatment. There’s a lot that employers can do to prevent injuries to their teen workers. The measures you take to keep teens safe will help protect all employees. Here are six steps to safer teen jobs:

1. **Know the Law**
   - Understand the California child labor laws. These prohibit teens from working late and/or long hours, and doing especially dangerous work.
   - Understand Cal/OSHA’s workplace safety and health regulations. These are designed to protect all employees, including teens, from injury.

2. **Check Your Compliance**
   - Make sure teen employees are not assigned work schedules that violate the law or are given prohibited job tasks like operating heavy equipment or using power tools.

3. **Check Work Permits**
   - Workers under 18 must apply for work permits at their school or school district office before beginning a new job. Work permits are not required for those who have graduated from high school or passed the high school equivalency exam.

4. **Stress Safety to Supervisors**
   - Make sure frontline supervisors who give teens their job assignments know the law. Encourage supervisors to set a good example. They are in the best position to influence teens’ attitudes and work habits.

5. **Set Up a Safety and Health Program**
   - Make sure all jobs and work areas are free of hazards. The law requires you to provide a safe and healthy workplace. Under Cal/OSHA regulations, every workplace must have an Injury and Illness Prevention Program (IIPP). Involve every worker in the program, including teens. Find out if there are simple low-cost safety measures that can prevent injuries.

6. **Train Teens to Put Safety First**
   - Give teens clear instructions for each task. Provide hands-on training on the correct use of equipment. Show them what safety precautions to take. Point out possible hazards. Give them a chance to ask questions.
   - Observe teens while they work, and correct any mistakes. Retrain them regularly.
   - Encourage teens to let you know if there’s a problem or directions are unclear. Make sure teens feel free to speak up.
   - Prepare teens for emergencies—accidents, fires, violent situations, etc. Show them escape routes and explain where to go if they need emergency medical treatment.
   - Supply personal protective equipment when needed—goggles, safety shoes, masks, hard hats, gloves, etc. Be sure that teens know how to use it.
WHAT WORK DOES THE LAW PROHIBIT TEENS FROM DOING?

Child labor laws restrict the kinds of work that youth age 14 to 17 are allowed to do, with even further restrictions for youth age 14 and 15. Formal paid employment is not allowed for youth under age 14. Child labor laws apply even if youth are working for their family members.

Workers under age 18 may not:

• Operate power-driven machinery, such as box crushers or forklifts.
• Work in dangerous jobs, such as demolition work or work that involves going on or near the roof.

In addition, workers age 14 and 15 may not:

• Do any construction work.
• Do dry cleaning or work in commercial laundries.
• Work on a ladder or scaffold.
• Work in a warehouse.

These are just a few examples of prohibited tasks. For more information, go to www.dir.ca.gov/DLSE and click on “child labor.”

WHAT HOURS MAY TEENS WORK IN CALIFORNIA?

This table shows the hours that teens may work in California.

Some school districts may have more restrictive regulations. Also, there are some exceptions for teens in Work Experience Education programs.

For more information on employing teens, visit the National Young Worker Safety Resource Center website at: www.youngworkers.org.

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<td>there is school the next day</td>
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<td><strong>Session</strong></td>
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Resources

RESOURCES FOR WRITING YOUR IIPP

• Cal/OSHA Guide to Developing Your Workplace Injury and Illness Prevention Program (IIPP)

This manual describes the employer’s responsibilities in establishing, implementing, and maintaining an IIPP (see page 18). It also outlines steps that can be taken to develop an effective program that helps assure the safety and health of employees on the job. The manual includes checklists for self-inspection. Contact your local Cal/OSHA area office for a copy, or download it at:
www.dir.ca.gov/dosh/dosh_publications/iipp.html.

• Resources from Your Workers’ Compensation Insurance Broker

Most workers’ compensation insurers offer loss control assistance, including help with putting together your IIPP. Contact your insurance broker to find out what resources may be available from your insurance company. You can also download a sample IIPP from the State Compensation Insurance Fund (SCIF) website at:

• Other Web Resources

Many private companies offer online programs for a fee (at least $100), with step-by-step instructions to guide you through the process of developing your IIPP. You can search for these programs online. Make sure they are in compliance with California laws.

RESOURCES FOR OTHER REQUIRED SAFETY PLANS

• Cal/OSHA Guide to the Hazard Communication Regulation

This guide describes the employer’s responsibilities in establishing, implementing, and maintaining a Hazard Communication Program (see page 19). Contact your local Cal/OSHA area office for a copy, or download it at:

• Federal Occupational Safety and Health Administration (OSHA) Evacuation Plans and Procedures eTool

This eTool will help small, low-hazard service or retail businesses implement an Emergency Action Plan and comply with OSHA’s emergency standards. Download it at:
INDUSTRY OR HAZARD-SPECIFIC FACTSHEETS

- **Multilingual Health and Safety Resources: A Guide to Worker Training Materials on the Web**
  The California Commission on Health and Safety and Workers’ Compensation (CHSWC) provides a collection of links to worker training materials available online in various languages. Materials include factsheets, checklists, curricula, and other educational resources. Go to:

- **U.C. Berkeley Labor Occupational Health Program, Links to Topical Factsheets**
  This is a collection of links to online factsheets, listed by topic, on specific workplace hazards and industries. Go to:
  www.lohp.org. (Click on Publications).

- **UCLA Labor Occupational Safety and Health (UCLA-LOSH) Program, Factsheets**
  This is a collection of videos, factsheets, and books on many workplace health and safety topics. Many of the materials are available in Spanish. Go to:
  www.losh.ucla.edu/catalog/index.html.

- **Cal/OSHA Consultation Service, Division of Occupational Safety and Health Publications**
  This collection has a variety of posters, brochures, factsheets, and guides on many topics. Many are in English and/or Spanish, with the ergonomics posters and job safety pamphlets available in a variety of languages. Call Cal/OSHA Consultation at (800) 963-9424, or go to:
  www.dir.ca.gov/dosh/PubOrder.asp.

- **California Department of Public Health, Occupational Health Branch (OHB) Publications**
  This site has factsheets and other publications on specific chemicals, other hazards, and hazards in particular types of work. Call OHB at (866) 627-1586 or go to:
  www.cdph.ca.gov/programs/ohb/Pages/Publications.aspx.

- **New Jersey Occupational Health Services, Hazardous Substance Factsheets**
  Factsheets for over 1700 chemicals, with 600 in Spanish. Go to:
  web.doh.state.nj.us/rtkhsfs/indexFs.aspx.
SOURCES OF ADDITIONAL HEALTH AND SAFETY AND WORKERS’ COMPENSATION INFORMATION

- **Cal/OSHA Consultation Service**

The Cal/OSHA Consultation Service provides technical assistance to employers on health and safety issues. Consulting services include free on-site visits, assistance in complying with Cal/OSHA standards, educational seminars, and publications.

The Consultation Service is separate from the Cal/OSHA Enforcement Unit, and consultants are not involved with enforcement activities such as inspections, citations, and fines. All communications between the employer and the Consultation Service are confidential and are not shared with enforcement staff. In exchange for this free consultation, however, employers must agree to correct in a timely manner any serious hazards that are identified.

Cal/OSHA publications provide information about Cal/OSHA programs, standards, and general health and safety topics. Various types of guidelines and model IIPP plans also are available. You can obtain copies of Cal/OSHA publications by phoning (800) 963-9424, or from their website: www.dir.ca.gov/dosh/consultation.html.

- **U.S. Small Business Administration**

This site is the official business link to the U.S. Government, managed by the U.S. Small Business Administration (SBA). It provides a single access point to government services and information to help the nation’s businesses with their operations, and includes workplace health and safety information. Go to:


- **California Department of Public Health, Occupational Health Branch, Employer Resource Links**

This site has links to various resources to help small business owners, including health and safety factsheets and other educational materials. Call OHB at (510) 620-5757 or go to:

www.cdph.ca.gov/HealthInfo/workplace/Pages/EmployerLinks.aspx.

- **California Division of Workers’ Compensation**

This site has information for employers and injured workers on workers’ compensation benefits. www.dir.ca.gov/dwc.

- **Federal Occupational Safety and Health Administration (OSHA) eTools**

OSHA’s eTools are “stand-alone,” interactive, web-based training tools on occupational safety and health topics. They are highly illustrated and utilize graphical menus. Some also allow the user to ask questions and receive reliable advice on how OSHA regulations apply to their workplace. This site also has links to specific safety topics. Go to:

• Federal OSHA Small Business Outreach Training Program

This online guide contains links to basic information about selected topics in occupational safety and health, specifically focusing on the needs of small business. Go to:


• National Institute for Occupational Safety and Health (NIOSH), Safety and Health Resource Guide for Small Businesses

This guide is intended to help small business owners, employers, and managers deal with occupational safety and health concerns. It contains telephone numbers, e-mail and Internet addresses, and mailing information that will connect small businesses to government agencies, private organizations, consultants, and others who can help with occupational safety and health issues. You can also click on the “NIOSH topics” button for a comprehensive alphabetical list of NIOSH health and safety information and materials. Go to:


• North Carolina State University, Safety and Health Management Systems for Small Businesses

This is a free, online training course, funded by an OSHA-sponsored grant and developed by North Carolina State University, designed to assist small and medium-sized businesses in developing and implementing an effective safety and health management system. Go to:

www.ies.ncsu.edu/safetyhealthmgmt/

• California Commission on Health and Safety and Workers’ Compensation (CHSWC), Worker Occupational Safety and Health Training and Education Program (WOSHTEP), California Resource Centers

The WOSHTEP Resource Centers provide written materials including factsheets, brochures, pamphlets, books, and reports. The Resource Centers also offer technical assistance, research assistance, and referrals to state and local health and safety agencies. WOSHTEP staff also offer free 24-hour classes that prepare workers to become Worker Occupational Safety and Health (WOSH) Specialists. The CHSWC website links to A Guidebook for Injured Workers, a publication on how to navigate the workers’ compensation system,

www.dir.ca.gov/chswc.

Northern California Resource Center
Labor Occupational Health Program at UC Berkeley
2223 Fulton Street, 4th Floor
Berkeley, CA 94720-5120
(510) 643-4335
andrews2@berkeley.edu
www.lohp.org

For assistance in Spanish, please call:
Valeria Velazquez, (510) 643-2090

Central Valley Resource Center
Western Center for Agricultural Health and Safety at UC Davis
One Shields Ave.
Davis, CA 95616-8757
(530) 752-4050
agcenter@ucdavis.edu
agcenter.ucdavis.edu

For assistance in Spanish, please call:
Teresa Andrews, (530) 754-8678

Southern California Resource Center
Labor Occupational Safety and Health Program at UCLA
Peter V. Ueberroth Building, Suite 2107
10945 LeConte Ave., Box 951478
Los Angeles, CA 90095-1478
(310) 794-5964
lauriek@ucla.edu
www.losh.ucla.edu

For assistance in Spanish, please call:
Jessica Martinez, (310) 794-5971
References


Commission on Health and Safety and Workers’ Compensation (CHSWC)
1515 Clay Street, Room 901
Oakland, CA 94612
(510) 622-3959
www.dir.ca.gov/chswc

Labor Occupational Safety and Health Program (LOSH)
University of California, Los Angeles
Peter V. Ueberroth Bldg., Suite 2107
10945 LeConte Avenue, Box 951478
Los Angeles, CA 90095-1478
(310) 794-5959
www.losh.ucla.edu

Labor Occupational Health Program (LOHP)
University of California, Berkeley
2223 Fulton Street, 4th Floor
Berkeley, CA 94720-5120
(510) 643-4335
www.lohp.org

Western Center for Agricultural Health and Safety
University of California, Davis
One Shields Avenue
Davis, CA 95616-8757
(530) 752-4050
agcenter.ucdavis.edu
Chemical Hazards

Janitors can become sick if exposed to toxic chemicals contained in products like floor strippers or cleaning solutions.

Look at the pictures below. Which of these activities are safe? Which are unsafe? Why?

A. Using an unlabeled container.
B. Opening windows while using chemicals.
C. Diluting floor stripper with water.

Answers:
A. Unsafe. All containers should be clearly labeled.
B. Safe. Opening windows and doors improves ventilation.
C. Safe. Full-strength chemicals are more toxic. Follow the manufacturer’s directions.

Discussion Questions for Management & Employees

1. What chemicals do you work with?

2. Which chemicals are you most concerned about? Why?

3. What can management and employees do to protect everyone from chemical exposure? (Flip this page over for tips on reducing chemical exposure.)
Chemical Hazards

Management Can Make the Workplace Safer

- Provide less toxic cleaning products when possible. See a list of janitorial cleaning products certified by Green Seal at [www.greenseal.org](http://www.greenseal.org).
- Make sure all containers are properly labeled. When chemicals are transferred into a different container, the new container must be labeled, according to law.
- Train employees about hazardous chemicals and how to safely use them. Employers are also required by law to train workers on how to read labels, how to read the Material Safety Data Sheets (MSDS), and where the MSDSs are kept.
- Check with the building owner about keeping the heating, ventilating, and air conditioning system on during cleaning hours to keep air moving.

Employees Can Follow Safe Work Practices

- Use mild cleaners for regular cleaning. Save stronger chemicals for stubborn stains. Specialized chemicals (such as metal or window cleaners) are often the most toxic.
- Dilute chemicals (such as disinfectant) with as much water as possible while still getting the job done. Follow the manufacturer’s directions.
- Open windows and doors, if possible, when using chemicals.
- Do not mix chemicals unless instructed to by the manufacturer.
- Close all containers, especially spray bottles, when not in use.
- Pour chemicals (such as toilet bowl cleaner) from a low height to avoid splashing.

Employees Can Use Protective Clothing & Equipment

- Use gloves and goggles when appropriate.

**Stripping Floors Can Be Very Hazardous**

- Strip the floors less often by keeping floors clean. Use floor mats at all entry ways to catch dirt.
- Properly dilute the floor stripper to make it less toxic. Often, a concentrated solution is meant to be mixed with water. Follow the manufacturer’s directions.
- Wear gloves and goggles.
Electrical Hazards

Working with electrical equipment (such as vacuum cleaners), especially when water or moisture is present, can expose you to electrical current. Electrical currents can cause shock, injury, and sometimes death.

Look at the pictures below. Which of these activities are safe? Which are unsafe? Why?

A. Vacuuming a wet floor.
B. Using a fraying electrical cord.
C. Pulling out a plug by the cord.

Answers:
A. Unsafe. Water easily conducts electricity and can cause electrical shock.
B. Unsafe. A damaged electrical cord can cause electrical shock.
C. Unsafe. Disconnect an electrical plug by pulling on the plug, not the cord.

Discussion Questions for Management & Employees

1. What electrical hazards are you most concerned about? Why?

2. What can management and employees do to prevent electrical injuries? (Flip this page over for tips on preventing electrical injuries.)
Electrical Hazards

Management Can Make the Workplace Safer

☐ Make sure the building has ground fault circuit interrupters (GFCIs). (See box below.)
☐ Inspect equipment regularly. Repair faulty equipment, plugs with bent or missing prongs, and fraying electrical cords.

Employees Can Follow Safe Work Practices

☐ Try to keep electrical equipment (vacuum cleaners, etc.) away from water, including wet floors.
☐ Dry your hands before touching electrical equipment.
☐ Make sure equipment is in the “Power off” position before plugging it into an outlet.
☐ Immediately turn off the power if you smell burning plastic or smoke, if you see sparks, or if you feel tingling or a shock. Do not use the equipment. Report the problem to your employer.
☐ Disconnect an electrical plug by pulling on the plug, not the cord.

What Are GFCIs?

- Ground fault circuit interrupters (GFCIs) are devices that prevent electric shock and fire by cutting off power.
- GFCIs are required in wet areas such as bathrooms and kitchens.
- If you think GFCIs should be installed, the building owner or manager will need to approve this. GFCIs should be installed by a qualified electrician.
Ergonomic Hazards

Ergonomic injuries include strains, sprains, and other problems. These injuries can be caused by: performing the same motion over and over again (such as vacuuming); using physical force (lifting heavy objects); or being in an awkward position (twisting your body to reach a light bulb).

Mopping floors can cause aches and pains. Below is a list of possible solutions to make mopping safer. Which of these solutions best protects you? Which is the least protective?

Solutions:

A. Use padded gloves to improve grip and comfort.  
B. Use lightweight mops that pivot easily.  
C. Take rest breaks.

Discussion Questions for Management & Employees

1. Whenever possible, it is best to make the work easier or safer (such as by using lightweight mops) rather than rely on protective gear (such as padded gloves). Why is this?

2. What concerns do you have about repetitive tasks, heavy lifting, awkward positions, or other ergonomic issues? Why?

3. What can management and employees do to prevent ergonomic injuries? (Flip this page over for tips on preventing ergonomic injuries.)
Ergonomic Hazards

**Management Can Make the Workplace Safer**

- Provide microfiber mops and long-handed scrubbers that are lightweight and pivot easily.
- Drill holes into the bottom of garbage barrels (see picture). This makes it easier to lift garbage bags out of the barrel.
- Place a step-up platform next to the dumpster.
- For backpack vacuums, check proper fit for each employee. The weight should primarily rest on the hips, not the shoulders.
- Provide a dolly or rolling cart for moving heavy objects.

**Employees Can Follow Safe Work Practices**

- Take rest breaks. Rotate tasks. Alternate between the left and right hands.
- Keep your back and wrists straight. Keep your elbows close to your body.
- Avoid extreme reaches.
- For backpack vacuums, empty the vacuum bag often to lighten the vacuum.
- Pad the mop handle and bucket handle.
- Report early symptoms, such as discomfort or numbness, to your supervisor. Address symptoms and hazards quickly.

**Employees Can Use Protective Clothing & Equipment**

- Use padded gloves to improve grip and comfort.
- Use knee pads when kneeling. Or use a folded towel.

**Tips on Lifting**

1. **Planning your lift:** Get help when possible. Use a dolly or cart. Don’t carry too much.
2. **Lifting:** Get close to the load. Lift with your legs, not your back. Bend your knees.
3. **Moving the load:** Keep the load close to your body. Don’t twist your body.
4. **Lowering:** Let your leg muscles carry it down. Be sure fingers and toes are clear.
Injuries on the Job

Every workplace should have a plan for handling injuries. Employees need to know when and how to report injuries.

In each of the three stories below, a janitor has gotten injured or become sick at work. Should they report their injury to their supervisor?

A. Carlos cut his hand while emptying out the garbage. He needs stitches and a tetanus shot.

B. Bill’s arms ache from mopping the floors. On some days, he can barely move his arms.

C. Anna fell from a ladder and hurt her back. She forgot that she wasn’t supposed to stand on the top two rungs.

Answers:

A. Yes. Carlos needs immediate medical care. He may need workers’ compensation.

B. Yes. Bill may have an ergonomic injury. He may need workers’ compensation.

C. Yes. Anna may have a serious back injury. Even if Anna made a mistake, she may be eligible for workers’ compensation.

Discussion Questions for Management & Employees

1. What concerns do you have about reporting or dealing with injuries?

2. What can management and employees do so that everyone knows what to do when injuries happen? (Flip this page over for tips on dealing with injuries.)
Injuries on the Job

Management Can Make the Workplace Safer

- Develop a written safety program and train employees on how to report an injury.
- Provide first aid training. If employees are working alone, consider providing first aid training to each employee. Or, you can provide first aid training to supervisors so that each shift has someone “on-call” to provide first aid.
- Provide first aid kits at each worksite.
- Check with the building owner about any hazards specific to the building, such as disposable needles. Training on bloodborne pathogens or other topics may be needed.
- Learn about the workers’ compensation system at [www.dir.ca.gov/DWC](http://www.dir.ca.gov/DWC) and [www.dir.ca.gov/chswc](http://www.dir.ca.gov/chswc).

Employees Can Follow Safe Work Practices

- Know your employer’s procedure for reporting injuries.
- If you are exposed to blood or body fluids at work (for example, if you clean a doctor’s office or lab), seek medical attention. You may need a Hepatitis B vaccination and infectious disease testing.
- If you have been cut and the bleeding does not stop, seek medical attention. If the wound is deep or dirty, you may need a tetanus shot.
- If you have been burned by a chemical, call 911 if the area of burned skin is more than 3 inches in diameter, or if the burn is on the face, groin, or major joint. Bring the chemical container with you.
- Know where first aid kits are kept.

What If I Get Hurt on the Job?

- Tell your supervisor right away.
- Get emergency medical treatment if needed.
- Your employer is required by law to provide workers’ compensation benefits, including medical care for your injury. You may also receive payments if you lose wages for more than 3 days. Your employer must give you a claim form. Fill it out and return it to your employer.
Planning for Emergencies

Every workplace should have a plan for dealing with different kinds of emergencies, such as fires, earthquakes, floods, and chemical spills.

Picture the building(s) or site(s) where you work and answer these questions. Be specific.

1. Where are the closest emergency exits located at your worksite?

________________________________________________________________________
________________________________________________________________________

2. Where are the first aid kits located?

________________________________________________________________________
________________________________________________________________________

3. If there is an emergency, what phone numbers do you call to reach your supervisor?

________________________________________________________________________
________________________________________________________________________

Discussion Questions for Management & Employees

1. What kinds of emergencies are you most concerned about? Why?

2. What can management and employees do to plan for emergencies?
   (Flip this page over for tips on planning for emergencies. →)
Planning for Emergencies

**Management Can Make the Workplace Safer**

- Develop an escape plan for fires, floods, earthquakes, and chemical spills for each worksite.
- Designate a meeting area in case of emergency. If employees work alone, have employees call a designated phone number.
- Train employees on the escape plan.
- Train employees on how the fire alarm system works and how to use fire extinguishers.
- Check with the building owner to coordinate emergency plans with the building.
- Provide employees with the phone numbers for emergencies (911) and for the poison control center.

**Employees Can Follow Safe Work Practices**

- Know how to reach management and/or security guards in case of an emergency.
- Keep emergency phone numbers with you, including your doctor’s phone number.
- Know where to find fire extinguishers and first aid kits.
- Know where emergency exits and designated meeting areas are located.
Robberies and Assaults

Although robberies and assaults against janitors are rare, it is important to take special precautions when working alone or at night. The following questions can help you determine your risk.

Circle **YES** or **NO** for each question:

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do you work alone?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Do you work late at night or during early morning hours?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Do you work in a building that has valuable items in it (such as a bank, electronic store, jewelry store, etc.)?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Do you work in a neighborhood with a high rate of assaults?</strong></td>
<td></td>
</tr>
</tbody>
</table>

If you answered **YES** to any of these questions, you face a higher risk of robberies and assaults. The discussion questions (below) and the tipsheet (on the other side) can give you some ideas to reduce that risk.

**Discussion Questions for Management & Employees**

1. What personal safety issues are you most concerned about? Why?

2. What can management and employees do to prevent robberies and assaults? (Flip this page over for tips on preventing robberies and assaults. ➔)
Robberies and Assaults

Management Can Make the Workplace Safer

- Provide good lighting in the workplace, parking lots, and other areas where people go alone at night.
- Assign people to work in pairs when possible.
- If security personnel are available at the building during employees’ work hours, introduce your employees to security personnel. Make sure that employees know how to contact security personnel.

Employees Can Follow Safe Work Practices

- Be aware of your surroundings. If you are about to unlock the door to a building, make sure that no one is standing near the door. Lock the door behind you.
- Keep a list of emergency numbers with you. Keep a cell phone with you or know where to reach the nearest working phone.
- Know where the closest exits are in case of emergency.
- Know how to report violent incidents and threats.

In Case of Robbery or Assault

- Cooperate with the assailant.
- Avoid sudden or suspicious moves.
- Hand over cash.
- Don’t try to fight or chase the assailant.
- Go inside and lock the door as soon as the assailant leaves.
- Call 911.
Safety Orientation

Each year in California, over 4,000 janitors suffer on-the-job injuries and illnesses and need to take time off work. Many of these injuries and illnesses are preventable.

This safety orientation is designed to spark discussion about workplace health and safety and to encourage both management and employees to make janitorial work safer. The picture below summarizes some of the hazards in the janitorial industry and some of the injuries and illnesses that could result:

**ERGONOMIC HAZARDS:** Repetitive tasks like mopping and wringing can cause aches, pains, and numbness in the neck, arms, and hands. Lifting heavy items can strain the back.

**ROBBERIES AND ASSAULTS:** Janitors working alone at night may face special risks.

**ELECTRICAL HAZARDS:** The presence of water combined with the use of electrical equipment can cause electrical shock.

**CHEMICAL HAZARDS:** Toxic chemicals found in cleaning and other products can cause eye irritation, skin rashes, coughing, dizziness, and more serious illnesses.

**SLIPS AND FALLS:** Wet floors and uneven carpets can cause slips and falls, which can result in broken bones, sprains, and other injuries.

**Discussion Questions for Management & Employees**

1. Can you think of other hazards in your workplace?

2. What should you do if you experience these (or any other) health symptoms?
Safety Orientation Checklist

Instructions: To prevent injuries and illnesses on the job, each employee should receive a safety orientation before beginning work. The checklist below summarizes the topics that are usually covered in the safety orientation.

The employee (name) ______________________________________ has been:

☐ Informed about the elements of the company’s written safety program.

☐ Informed about the regular safety meetings.

☐ Told to immediately report all injuries and shown how to do this.

☐ Informed about hazards and how to protect themselves (chemicals, slippery floors, ladders, etc.).

☐ Shown where the first aid supplies are located and whom to contact for first aid.

☐ Shown where the fire extinguisher is located and how to operate it.

☐ Told what to do during any emergencies that might occur.

☐ Informed of and trained on chemical hazards according to the Cal/OSHA Hazard Communication standard training requirements, including what an MSDS is, how to read a label, and what precautions to take.

☐ Trained on safe methods for performing the specific job the employee was assigned, including any hazards associated with that job, such as heavy or repetitive lifting, stripping floors, cleaning toilets, etc.

Supervisor: ____________________________________  Date: ______________________

Employee: _____________________________________  Date: ______________________

Additional Trainings

As part of an on-going conversation on workplace health and safety, your supervisor will offer further trainings and materials on the following topics:

- Chemical Hazards
- Electrical Hazards
- Ergonomic Hazards
- Injuries on the Job
- Planning for Emergencies
- Robberies and Assaults
- Slips and Falls
Slips and Falls

Slips and falls can be caused by wet floors, uneven carpets, ladders, etc. Filling out the chart below can help you think about how to prevent slips and falls.

In your workplace, what hazards might cause you to slip and fall? What solutions are already in place to protect you from a slip and fall? What other solutions are needed? What first steps can management and employees take to make that solution happen?

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Solutions in Place</th>
<th>Solutions Needed</th>
<th>First Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXAMPLE: The floor is slippery when floor stripper is being used.</td>
<td>• Workers already wear non-skid shoes.</td>
<td>• A sign is needed that says Wet Floor. This will remind all workers and anyone else in the vicinity to use caution when floors are being stripped.</td>
<td>• Employer needs to buy a sign.</td>
</tr>
</tbody>
</table>

Discussion Questions for Management & Employees

1. What slip and fall hazards are you most concerned about? Why?

2. What can management and employees do to prevent slips and falls?
   (Flip this page over for tips on preventing slips and falls. ➞)
Slips and Falls

Management Can Make the Workplace Safer

- Provide non-slip, stable floor mats in areas that can get wet.
- Check the workplace for rugs or mats that are loose or uneven.
- Keep walkways clear. Secure cables and electrical cords.
- Make sure the workplace is well lighted.
- Check that ladders are clean and in good condition.

Employees Can Follow Safe Work Practices

- Clean up spills immediately.
- Use warning signs to keep people off wet floors.
- Use caution when stripping and waxing floors. Some chemicals make floors slippery.
- Always use a ladder or footstool to reach for objects. Never use a box or cart.
- When using a ladder:
  - Put the ladder on a stable, dry surface.
  - Check that it is fully open and locked.
  - Check that your shoes are clean and dry.
  - Do not stand on the top two rungs of the ladder.

Employees Can Use Protective Clothing & Equipment

- Wear non-skid shoes with low heels.
- Lace and tightly tie your shoes.
Asbestos Safety Training Outline

Subject: Powered Industrial Trucks

Length: Approximately 2 Hours

Requirement:

- Prior to first assigned duty
- Whenever there is a change in workplace hazards.
- Whenever there is a change in workplace processes or procedures.
- When an employee has been involved in an accident or near miss.
- At least annually.

Required Equipment:

- Asbestos Safety PowerPoint Lecture
- Asbestos Safety Participant Worksheet
- Asbestos Safety Quiz
- Asbestos Safety Answer Key
- Asbestos Safety Certification Form
- Respirator protection equipment used at the facility.
- PPE used at the facility.

1. Introduction
   a. Introduce the trainer(s).
   b. Distribute the participant worksheet.

2. List objectives of the training (commence Asbestos Safety lecture included on CD.)
   a. Understand the requirements of OSHA Asbestos Safety Regulations.
   b. Understand the health effects of asbestos exposure.
   c. Understand asbestos safe work practices.

3. What Is Asbestos?
a. Discuss: Ask the participants to list other places that asbestos is commonly used.

4. Identifying Asbestos
   a. Discuss: How can asbestos be identified at your facility?

5. The Hazards of Asbestos - Mesothelioma

6. The Hazards of Asbestos - Asbestosis

7. Other Hazards of Asbestos
   a. Discuss: Ask the participants to discuss other potential health complications for asbestos exposure.

8. Asbestos Disease Factors
   a. Discuss: Ask the participants about ways that these factors can be controlled.

9. Smoking & Asbestos

10. Routes of Exposure
    a. Discuss: List the different ways that asbestos could be absorbed into the body.

11. Inhalation of Asbestos Fibers

12. Asbestos Regulations
    a. Discuss: Are there any specific state or local regulations for asbestos? Make sure you include them in the discussion.

13. Asbestos Exposure Limit

14. Asbestos Excursion Limit

15. Exposure Monitoring
    a. Discuss: Exposure monitoring should be conducted by professionals. How is exposure monitoring done at your facility?

16. Notifying Employees
    a. Discuss: How are employees notified of exposure monitoring results?

17. Medical Surveillance Program
    a. Discuss: How is the medical surveillance program conducted at your facility?
18. Establishing Regulated Areas
   a. Discuss: How are employees warned of controlled areas at your facility?

19. Regulated Areas
   a. Discuss: Discuss the regulated areas at your facility, the quantity of asbestos, the use, the method of release, how it is stored, and the type of work that may cause exposure.

20. Written Compliance Program
   a. Discuss: Where is the program stored at?

21. Eliminating The Hazard
   a. Discuss: What engineering and administrative controls can be used to eliminate asbestos exposure?

22. Exhaust Ventilation

23. Wet Methods

24. Handling Asbestos

25. Asbestos Labeling

26. Asbestos Containing Material

27. Reporting Asbestos Hazards
   a. Discuss: What is the process for reporting asbestos hazards at your facility?

28. Unexpected Release of Asbestos
   a. Activity: Walk through a hypothetical spill and response that is specific to their work area.

29. Respiratory Protection

30. Usage of Respirators
   a. What areas and tasks require respirators at your facility?

31. Respirator Program

32. Respirator Selection
   a. Discuss: What respirators are used at your facility?
33. Protective Equipment
   a. Activity: Distribute the protective equipment used at your facility practice proper care and use.

34. Removal of Contaminated Clothing

35. Changing Rooms

36. Cleaning and Replacement of Equipment

37. Lunchrooms

38. Cleaning
   a. Discuss: What materials and equipment are available for cleaning asbestos contaminated areas?

39. Flooring Material

40. Training Requirements

41. Summary

42. Conclusion
   a. Pass out quizzes

43. Hands on Certification
   a. You can use the Asbestos Safety Certification Sheet to verify employees can work safely with asbestos hazards.
Valued Customer,

Thank you for selecting Affordable Safety Training safety solutions for your business. This program will provide the structure for your company’s Asbestos program. Please follow these simple instructions:

1. Review the OSHA Regulations on Asbestos. [http://www.osha.gov/SLTC/asbestos/]
2. Review our Asbestos Safety Program template. Update the Grey Marked Fields with information that is specific to your company.
3. Review your program. Do not be afraid to make modifications and additions to make it more applicable to your business. It is important to update the plan with any specific work controls, engineering controls, or work procedures that are specific to your company.

Need Training Materials?

Affordable Safety Training has a wide selection of training materials for your business.

Check them out at [AffordableSafetyTraining.com](http://AffordableSafetyTraining.com).
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Purpose

Alpha Building Maintenance Services, Inc. is committed to a safe, healthful workplace for its employees. The purpose of this written program is to establish the guidelines and work processes for protecting employees from the hazards of asbestos. This program applies to all employees who perform work in or near asbestos contaminated areas. This program also covers all contractors, visitors, and vendors that enter the facility.

The Dangers of Asbestos

Asbestos is an extremely hazardous material that has been shown to cause respiratory problems, organ damage, and cancer. This company will take every possible precaution to limit employee exposure to asbestos. Our first priority will always be to eliminate exposure through administrative and engineering controls. If these controls are not feasible, then employees will be required to wear personal protective equipment and respiratory protection. A qualified supervisor will be present for all activities where there is an asbestos hazard.

Program Responsibilities

Management Responsibilities

It is the responsibility of management to:
1. To identify areas and job tasks with potential asbestos exposure.
2. To provide asbestos monitoring to quantify the level of asbestos exposure.
3. To provide appropriate medical screenings and checkups to asbestos exposed workers.
4. To provide the appropriate facilities to employees, such as lunchrooms, changing areas, and showers.
5. To provide personal protective equipment to employees.
6. To identify employees affected by this program and ensure they receive the required training.
7. To ensure the company is operating in accordance with this policy by performing periodic reviews and audits.
8. To review this safety program for effectiveness periodically and when program deficiencies are discovered.
9. To authorize the company asbestos safety plan.

Asbestos Safety Coordinator

The company asbestos safety coordinator is Jozef Cekus. The asbestos safety coordinator has the following responsibilities:
1. To coordinate with management and supervisors on the administration of the company asbestos safety program.
2. To coordinate and implement the company asbestos sampling and monitoring program.
3. To coordinate and implement the company medical surveillance program.
4. To identify and procure the proper respiratory and personal protection equipment.
5. To identify asbestos regulated areas and maintain an updated list.
6. To inform contractors of asbestos hazards, and verify they are working in accordance with this program.
7. To conduct audits and inspections to ensure that the company is operating in accordance with the requirements of this program.
8. To coordinate with management on revisions and improvements of this program.

**Supervisor Responsibilities**

Supervisors have the following responsibilities:

1. To ensure that no employee performs work in or near asbestos areas without receiving the required safety training and equipment.
2. To ensure that employees are working in accordance with the requirements of this program.
3. To provide communication between employees and management on safety issues.
4. To make sure that employees use all required personal protective equipment.

**Authorized Employee Responsibilities**

Authorized employees are workers who are trained and authorized to work in asbestos hazard areas. Authorized employees have the following responsibilities:

1. To complete all required safety training before working with asbestos hazards.
2. To work in accordance with the requirements of this program.
3. To wear all required personal protective equipment.
4. To immediately report any safety issues to a supervisor.

**Affected Employee Responsibilities**

Affected employees are workers who are not authorized to work in asbestos hazard areas, but work in adjacent areas, and need to avoid asbestos exposure. Affected employees are not allowed in asbestos areas, or to handle asbestos. Affected employees have the following responsibilities:

1. To complete all required safety training before working near asbestos areas.
2. To avoid all areas that are designated as asbestos areas.
3. To immediately report any safety issues to a supervisor.

**Asbestos Sampling and Monitoring**
The company will perform asbestos sampling in all areas where there is a potential for employees to exceed the permissible exposure limits of airborne asbestos. The company has designated its supervisors to perform the monitoring in accordance with regulations.

**Initial Monitoring**

Each work area or operation will have an initial monitoring to determine if asbestos exposure levels exceed limits. If the company has objective data that can prove that asbestos is not capable of being released in airborne concentrations in excess of the limit under the expected work conditions, then no initial monitoring is required.

**Periodic Monitoring**

After the initial determination is complete, the company will perform periodic monitoring in a frequency and pattern to ensure that exposure levels are accurate. The sampling frequency will not be less than once every six months. The frequency of each sampling will be specific to the work area and work processes. If the periodic sampling indicates that exposure is below the limits and not likely to exceed them in the future, the monitoring may be discontinued for that affected area or work process.

**Employee Notification**

Employees will be notified of the monitoring results within 15 working days of the testing. All results will be individually delivered for review by employees. This information will include the sampling results, as well as the protective measures required to protect employees from asbestos exposure that exceeds limits. This information may also be communicated in writing to employees individually.

**Medical Surveillance**

All employees who may be exposed to asbestos at or above the limits must be part of a medical surveillance program. The company has selected Name of Physician or Organization to perform the required medical exams. These exams will be provided at no cost to employees.

**Pre-Placement Exams**

Before an employee is allowed to work with asbestos hazards, they will undergo a pre-placement medical examination. This examination will include:

1. A medical and work history.
2. A complete physical examination.
3. Detailed examination on the respiratory, cardiovascular and digestive systems.
4. Completion of a respirator disease standardized questionnaire.
5. A chest roentgenogram.
6. Pulmonary function tests.
7. Additional tests as deemed necessary by the physician.

**Periodic Exams**
Medical exams must be performed annually. The periodic exam will include everything in the pre-placement exam, except for the chest roentgenogram, which will be done at the frequency as required by 1910.1001(l)(3)(ii).

End of Employment Exams

A medical exam will be provided by the company for workers whose employment is ending. This will be provided at no cost to the employee, and will occur within 30 days, before or after, of the date of termination.

Medical Records

Medical records are private and will be kept confidential. They must be kept for the duration of the workers employment plus thirty years.

Asbestos Regulated Areas

The company has established regulated areas where airborne asbestos concentrations exceed the exposure limits as identified by the monitoring. These areas will be:

1. Demarcated from other areas of the workplace to minimize the number of persons who will be exposed to asbestos.
2. Restricted to authorized employees.
3. Clearly marked with hazard warning signs.

Everyone who enters these areas is required to wear respiratory protection and personal protective equipment. The following activities are prohibited in regulated areas:

1. Eating.
2. Drinking.
3. Smoking.
4. Gum chewing.
5. Use of chewing tobacco.
6. Application of cosmetics.

The identified asbestos regulated areas are listed and are made available to employees. The Asbestos Safety Coordinator will make sure this information is current and is stored with this program.

Asbestos Regulated Area Danger Signs

All asbestos regulated areas will be clearly marked with danger signs. If required, these danger signs will be multi-lingual, so that all workers can read the signs. The information on these signs will include:

- Danger
- Asbestos
- Cancer and Lung Disease Hazard
- Authorized Personnel Only
In areas where respiratory and protective clothing is required, the signs will also include:

**Respirators and Protective Clothing are Required in this Area**

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**Asbestos Containing Material**

Any material that contains 1% or more of asbestos is considered to be asbestos containing material (ACM). For all ACM, the company will:

1. Provide material safety data sheets.
2. Label with appropriate hazard warnings.
3. Store in safe locations.
4. Store in safe conditions.
5. Maintain a current inventory of ACM.
6. Provide appropriate training for working with material.
7. Provide appropriate personal protective equipment.

If employees discover asbestos containing material that has not been labeled and cataloged, they should immediately report it to a supervisor. This material will be treated as ACM, unless it can be demonstrated through sampling that the material is asbestos free.

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**ACM Inventory**

The company will maintain an inventory of asbestos containing materials. This inventory will be used to conduct routine inspections, track maintenance and repair requirements, and ensure compliance with this program. The inventory will include:

1. Type of material.
2. Purpose of material.
3. Location of material.
4. When it was sampled.
5. Type and percentage of asbestos contained.

---

**ACM Labeling**

All asbestos containing material will be labeled with danger signs. If required, these danger signs will be multi-lingual, so that all workers can read the signs. These labels must be clear, easy to read, and placed in such a way that does not require the material to be moved in order to see the labels. The labels will include the following information:

**Danger**

**Contains Asbestos Fibers**

**Avoid Creating Dust**

**Cancer and Lung Disease Hazard**
These labels will be selected and sized for the specific applications. For example, asbestos insulation around piping will have warnings signs that are specifically designed for piping, or functionally equivalent.

**ACM Audits**

The company will conduct periodic audits of known asbestos containing material. These audits will:
1. Ensure that asbestos containing material, such as insulation, is intact and not damaged in a way that may release asbestos fibers.
2. Ensure that all asbestos containing material is properly labeled.
3. Verify that the material is being stored properly.
4. Verify that all asbestos containing material is accounted for.
5. Verify that each material has an appropriate material safety data sheet.

**Engineering and Administrative Controls**

Elimination of the asbestos hazard by implementing engineering and administrative controls is the preferred method for dealing with asbestos exposure. The company will only implement respiratory and protective clothing requirements if the controls employed cannot reduce the levels below permissible limits.

**Control Methods**

The following control methods, when feasible, will be implemented to keep asbestos exposure below the limits.
1. Exhaust ventilation will be designed and installed according to ANSI standards in a manner that minimizes asbestos hazards.
2. Local exhaust ventilation will be provided for all hand and power tool operations that may cause a release of asbestos fibers.
3. Asbestos will be handled, mixed, applied, removed, cut or scored in a wet state to prevent fibers from becoming airborne.
4. Asbestos containing material will not be removed from containers without wetting, enclosing, or ventilating them.
5. Floors that contain asbestos will not be sanded.
6. Compressed air will not be used to remove or clean asbestos materials unless a specially designed ventilation system is used to capture the dust.

**Asbestos Work Authorization Procedure**

Specific work procedures and authorization is required for work that has the potential for release of asbestos fibers. If asbestos work is required, a work request will be submitted to the Asbestos Safety Coordinator. The coordinator will review the request, and authorize the work. The safety coordinator will provide a work authorization form that will include:
1. A description of the work to be performed.
2. An evaluation of the presence of ACM.
3. Required work practices if asbestos material is present.
4. Required personal protective equipment for the job.
5. Any special work practices, equipment, or procedures required.
6. Authorization signature and date.

Work will not commence until the authorization of the Asbestos Safety Coordinator is obtained. If the task, hazards, or conditions of the work changes, the workers will need to inform the coordinator and receive permission to continue work.

Spill Control Procedure

The following is the procedure for an uncontrolled release of asbestos.
1. Stop work.
2. Alert others in the affected area.
3. If possible, emergency stop nearby equipment that requires an attendant.
4. Minimize the amount of dust kicked up into the air.
5. Evacuate the area.
6. Notify a supervisor immediately.

Cleanup of Asbestos Material

Asbestos is only hazardous when the fibers break off and become airborne. Workers who perform cleanup of asbestos material will focus on the prevention of asbestos material and dust becoming airborne. Cleanup will only be conducted by people who have been trained on asbestos hazards, and these workers will utilize respiratory and protective clothing. Cleanup workers will use wet methods when handling asbestos, such as wet mops and wet vacuums. Large pieces of asbestos material will be collected by hand and bagged in marked containers. Cleanup items that have been contaminated, such as mops, will be thoroughly rinsed before being returned to storage.

Contractors

Major work involving asbestos removal or exposure will usually be contracted to outside firms that specialize in asbestos work. These contractors will submit their written asbestos safety plan to the company asbestos coordinator, who will verify it is complete. After work is complete, the contractors will perform a cleanup and dispose of all ACM in accordance with local regulations. The contractor will submit air testing results to prove that the space is free of asbestos and safe to occupy.

Informing Contractors

For work performed by contractors, the Asbestos Safety Coordinator will:
1. Notify the contractors of known locations and quantities of asbestos.
2. Inform them about the company asbestos labeling system.
Contractor Work

Contractors will:
1. Notify the company before performing any work which could release asbestos.
2. Use work practices that minimize the amount of dust created and fibers released.
3. Immediately inform the company when damage to ACM occurs.
4. Employ only workers who have been trained on asbestos safety.

Respirator Protection

The priority of the company is to eliminate asbestos hazards through the implementation of engineering controls and work practice controls. If these controls are not sufficient to lower the asbestos exposure level to below limits, then respiratory protection will be provided and required. In general, respirators will be used for:
1. Periods necessary to install engineering or work practice controls.
2. Tasks were engineering and administrative controls are not feasible.
3. Tasks were engineering and administrative controls do not reduce the exposure level below limits.
4. Emergencies.

Respirator Program

The company has implemented a separate respirator program compliant with 29 CFR 1910.134. This program provides instruction for the use of respirators at our facility. The few deviations from that program that are specific to asbestos are covered in this section.

Respirator Selection

Filtering face pieces, such as dust masks, are not effective for preventing asbestos exposure and are NOT allowed. If a powered air purifying respirator is effective and requested by the employee, the company will provide them. All respirators must have HEPA filters.

If the medical exam determines that an employee may not wear a respirator for medical reasons, the employee will be transferred to another job which has duties which they can safely perform.

Personal Protective Equipment

The company will provide personal protective equipment to employees at no cost. Each employee will be trained on the proper care and use of the personal protective equipment. The specific personal protective equipment required will be determined by the hazard analysis of the work procedure. This equipment includes, but is not limited to:
1. Face shields, vented goggles or other appropriate eye protection.
2. Coveralls or similar full body work clothing.
3. Head coverings.
5. Foot protection and covering.

Removal and Storage of Personal Protective Equipment

The company will provide changing rooms for employees to remove work clothing contaminated with asbestos. The contaminated equipment will be placed in special containers marked with asbestos hazard warnings. The company will provide proper transportation, laundering, and replacement of protective clothing. These changing rooms will include shower facilities. Employees are required to shower before leaving work.

Training Requirements

All authorized and affected employees will receive training on asbestos safety and the company asbestos safety program. This training will be completed prior to the employee being assigned to work areas or tasks that include asbestos hazards. This training will include:

1. The health effects of asbestos exposure.
2. The relationship between asbestos and smoking for causing lung cancer.
3. The quantity, location, manner of use, release, and storage of asbestos.
4. The nature of the operations that could result in asbestos exposure.
5. The engineering controls and work practices associated with the job assignment.
6. The specific procedures implemented to protect employees from exposure to asbestos.
7. The purpose, proper use, and limitations of respirators and protective clothing.
8. The purpose and description of the company medical surveillance program.
9. The names, addresses, and phone numbers of public health organizations that provide smoking cessation assistance.
10. The requirements for posting signs and labels for asbestos hazards.
11. The contents of the OSHA standard and local regulations on asbestos.

Retraining Requirements

All authorized and affected employees will be trained on asbestos safety annually. Retraining will also occur when:

1. There is a change in workplace hazards related to asbestos.
2. There is a change in work procedures related to asbestos.
3. Whenever an employee demonstrates lack of proficiency.
4. There is an indication that training was not effective.

Annual Review of Program
The company will conduct periodic reviews of the program and will be reauthorized by management. This program will be reviewed for effectiveness annually, and whenever:

1. There is a change in regulations that require a revision.
2. When there is a change to company work procedures that affect this program.
3. When there is a change to facilities that affect this program.
4. Whenever there is an accident or near miss that relates to asbestos safety.
5. Whenever the effectiveness of this program is called into question.
Asbestos Safety Participant Worksheet

___________ is the name of a group of naturally occurring minerals.

___________ is a rare form of cancer caused by asbestos exposure.

The permissible exposure limit for asbestos is ____ fibers per cubic centimeter for an _____ hour time weighted average.

The permissible excursion exposure limit is ____ fiber per cubic centimeter for 30 minutes.

Asbestos exposure level monitoring must be done at least every _________________________.

Employees must have an initial physical, and a medical checkup at least ________________.

Asbestos regulated areas must be marked with _________ and __________ to prevent unauthorized entry.

________________________ controls are the preferred method for managing asbestos hazards.

When handling asbestos it should be ________ to prevent fibers from going airborne.

Respirators must have _______________ filters.

Workers in asbestos areas must wear ____________________________

______________________________________________________________.
# Asbestos Safety Training Certification

**Employee Name:** ________________________________  
**Employee Signature:** __________________________________  
**Work Area(s):** _____________________

**Note to Trainee:** By accepting this signature, you are confirming that you have the ability to safely perform the task listed, or have the requisite knowledge for the subject, and have been given the opportunity to ask any questions.

<table>
<thead>
<tr>
<th>Course Requirements</th>
<th>Trainer Initials</th>
<th>Employee Initials</th>
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<tr>
<td>Asbestos Safety Training</td>
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<tr>
<td>Respirator Safety Training</td>
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<tr>
<th>Performance Requirements</th>
<th>Trainer Initials</th>
<th>Employee Initials</th>
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<tbody>
<tr>
<td>Demonstrate understanding of the health effects of asbestos exposure.</td>
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<td>Demonstrate understanding of the relationship between asbestos exposure and smoking for cancer risks.</td>
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<tr>
<td>Demonstrate understanding of the quantity, location, manner of use, and release of asbestos</td>
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<tr>
<td>Demonstrate understanding of how asbestos is stored at the facility.</td>
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<td>Demonstrate understanding of the specific operations which could lead to asbestos exposure.</td>
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<tr>
<td>Demonstrate understanding of engineering controls associated with the job assignment.</td>
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<tr>
<td>Demonstrate the proper use of required personal protective equipment.</td>
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<tr>
<td>Demonstrate understanding of the purpose and proper use of respirators.</td>
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<tr>
<td>Demonstrate understanding of the work practice controls associated with the job assignment.</td>
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<tr>
<td>Demonstrate understanding of the limitations of respirators.</td>
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<tr>
<td>Demonstrate understanding and proper use of the required protective clothing.</td>
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<tr>
<td>Demonstrate understanding of the limitations of protective clothing.</td>
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**Certification**

I certify that this employee has completed the company asbestos safety training program and is competent to work in asbestos areas.

______________________________  
Supervisor / Trainer  

__________________________  
Date
Certificate of Completion

Alpha Building Maintenance Service, Inc.

THIS IS TO CERTIFY THAT

John Smith

has completed the

Alpha Building Maintenance Services, Inc.
Asbestos Safety Training and is familiar with the
requirements of OSHA standard 1910.1001 and
the company asbestos safety plan.

_________________________  __________________________
Signature of Trainer        Date of Completion
Alpha BMS, Inc.  Asbestos Safety Quiz #1

Instructor: ___________________________  Name: ___________________________
Class: ___________________________  Date: ___________________________
Time: ___________________________  Results: ___________________________

Instructions

Read each question carefully and mark the correct answer. If you have any questions, raise your hand and the instructor will assist you.

1. Asbestos is not a just one type of material, it is the name of a group of naturally occurring elements.
   True  False

2. Why was asbestos a popular choice for building materials?
   a. It is a strong insulator.
   b. It is fire resistant.
   c. It absorbs sound well.
   d. All of the above.

3. The use of asbestos in products is illegal.  True  False

4. What is the primary health problem caused by asbestos exposure?

5. Why is smoking a special health problem for workers who may be exposed to asbestos?

6. Exposure to asbestos must be below _______ fibers per cubic centimeter for a time weighted average of 8 hours.
   a. .01
   b. .1
   c. 1
   d. 10
   e. None of the above.
7. The asbestos excursion limit is ______ fibers per cubic centimeter over a period of 30 minutes.
   a. .01
   b. .1
   c. 1
   d. 10
   e. None of the above.

8. The company is required to monitor the asbestos levels and take samples at least every six months.
   True    False

9. Employees who may be exposed to asbestos must have an initial medical exam, and must have a medical checkup at least:
   a. Every six months.
   b. Annually.
   c. Every three years.
   d. Every five years.
   e. Whenever health problems occur.

10. How should the company prevent unauthorized workers from entering an asbestos area?

11. What is the preferred method for dealing with asbestos hazards?

12. Why is it safer to deal with asbestos in a wet state?

13. When is it allowed to clean asbestos areas with compressed air?
   a. Never.
   b. Only when performed by a specially trained individual.
   c. Only when there is a special ventilation system that will capture all the dust created by the cleaning.
   d. Only when there is a regulator to reduce the pressure to less than 15 psig.
14. What should be done if there is an uncontrolled release of asbestos that may cause workers to exceed limits?

15. What type of filters must be used on respirators worn in asbestos areas?

16. Filtering face pieces, such as dust masks, may be used to protect employees from asbestos.  
   True  False

17. In addition to respirators, what protective clothing and equipment is required for asbestos work?

18. Workers are not required to shower at the end of a shift.  True  False

19. What type of filters are required for vacuums when cleaning asbestos material?

20. Why should workers wash their hands before eating or drinking?
Alpha BMS, Inc.  Asbestos Safety Quiz #2

Instructor: ________________________ Name: ________________________
Class: ________________________ Date: ________________________
Time: ________________________ Results: ________________________

Instructions

Read each question carefully and mark the correct answer. If you have any questions, raise your hand and the instructor will assist you.

1. What materials are asbestos commonly found in?

2. The use of asbestos in products is illegal.  True  False

3. What is the primary health problem caused by asbestos exposure?

4. Symptoms of asbestos exposure usually occur quickly.  True  False

5. Why is smoking a special health problem for workers who may be exposed to asbestos?

6. Exposure to asbestos must be below _______ fibers per cubic centimeter for a time weighted average of 8 hours.
   a. .01
   b. .1
   c. 1
   d. 10
   e. None of the above.

7. The asbestos excursion limit is _______ fibers per cubic centimeter over a period of 30 minutes.
   a. .01
   b. .1
c. 1
d. 10
e. None of the above.

8. The company is not required to post the results of asbestos monitoring surveys. True False

9. Asbestos monitoring surveys must be conducted a minimum of every:
   a. Month.
   b. Three months.
   c. Six months.
   d. Year.

10. How often are medical checkups required for workers who may be exposed to asbestos?

11. What areas in the workplace are asbestos areas?

12. What is the preferred method for dealing with asbestos hazards?

13. When dealing with asbestos materials or waste, what condition should it be in?

14. What should be done if there is an uncontrolled release of asbestos that may cause workers to exceed limits?

15. What must be done to prevent hand or power tools from releasing asbestos into the air?

16. Filtering face pieces, such as dust masks, may not be used to protect employees from asbestos. True False
17. In addition to respirators, what protective clothing and equipment is required for asbestos work?

18. Workers are required to shower at the end of a shift. True False

19. What type of filters are required for vacuums when cleaning asbestos material?

20. Why is sanding of floors that contain asbestos material not allowed?