



## Service Management Group, LLC Window Cleaning Safety Points

### **Training Elements for SMG Window Cleaners**

- Training Elements for SMG Window Cleaners
- Pretest (Evaluation to determine how cleaners “view” their job and job safety).
- Instructor Qualifications - OSHA Certified
- Classroom study of written materials.
- Overview of actual job conditions and work place problems that may be experienced.
- Detailed explanation of “On the Job” Training Requirements
- Final evaluation- Test on safety, job performance and written materials
- Continuing education for changes in codes and standards, new equipment and procedures.
- “Refresher Courses” to ensure proficiency is maintained
- Re-evaluation
- Documentation- of all training periods
- Training of new hires prior to start of actual work.

### **Definitions**

#### **A. Pretest means:**

- “Does the SMG window cleaner have the basic knowledge and skills needed to safely perform the tasks of window cleaning?”

#### **B. Instructor Qualifications means:**

- Is the Instructor trained in all aspects of the use of the equipment and the tasks that will be performed from it?
- Does the Instructor, he/she, have field experience?
- Is the Instructor able, to teach SMG window cleaners his/her knowledge and experience?
- Does the Instructor have the time and accessibility to properly perform his/her duties?
- Can the Instructor provide documentation, references, etc. to support the above?



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#### **C. Classroom Study means:**

- What are codes, standards and laws? Why are they written? Who are they written by? How do they relate to each other?
- Federal and State Labor Codes.
- What equipment should be used?
- The safe use of equipment.
- Proper rigging techniques.
- Chemicals and tools available and when and how they should be used.
- First-Aid, including CPR.
- Attitude training relating to safety and work practices and worker and customer relationships.
- Drug, alcohol and other substance abuse and general health instruction.

#### **D. Examples of problems and job conditions means:**

- Simulation of the actual conditions a SMG window cleaning professional will encounter at job site.
- Job site visits to acquaint the SMG employee of actual conditions.
- Hands-on practical instruction and performance of techniques and methods learned in the classroom.

#### **E. Evaluation means:**

- Written test (developed by Instructor), to ensure that instruction to date has been effective.
- Hands-on experience test to ensure that instruction to date has been effective.
- Attitude evaluation to be sure that student will safely work with others.

#### **F. "On the Job" Training Period means:**

- SMG worker works as a member of the SMG crew under the guidance of a qualified and experienced team leader who is committed to assisting in the training of window cleaners. The work sites and equipment should be varied to provide the maximum exposure of the student-in-training to put into practice his/her classroom experience. During this period of training the worker should not be part of a two-person crew where the other crewmember could be at risk from an inexperienced coworker.



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#### **G. Final Evaluation means:**

- Written and oral tests to verify the education and practical experience.
- Evaluation from classroom Instructor.
- Evaluation from crew leader(s) under whom the student received his/her
- On-the-Job training.

#### **H. Continuing education means:**

- Semiannual safety seminars to reaffirm safe procedures.
- Immediate classroom and on-the-job training for any new or amended code, law or standard that would affect the worker or work site, any new piece of equipment put into service, new job site condition(s) and/or any new procedures.

#### **I. Refresher courses means:**

- Annual retraining for procedures, equipment and first aid (CPR) instruction.

#### **J. Evaluation means:**

- Review and evaluation of the worker with regard to his/her knowledge, proficiency, work habits and attitude to all of the above.

#### **K. Documentation means:**

- In accordance with current Federal OSHA regulations, small businesses are required to document training of employees. Verification documents should be used to signify when, where and how long employees were trained in the correct procedures on the use of chemicals and equipment they are expected to operate.
- Re-training and safety meetings should also be documented.
- Verification should include the signature of the trainer/educator, the signature of the SMG employee, the topic being taught, the date and place the training took place.