

JANITORIAL SAFETY:

SKILLS, PREVENTION, &

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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JANITORIAL SAFETY TRAINING GUIDE

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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

NOTE

Other health and safety trainings may be required. See page 17.

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.



ACTIVITY

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.

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

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

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?

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TIPSHEET

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:

- D Informed about the elements of the company's written safety program.
- D Informed about the regular safety meetings.
- D Told to immediately report all injuries and shown how to do this.
- D Informed about hazards and how to protect themselves (chemicals, slippery floors, ladders, etc.).
- D Shown where the first aid supplies are located and whom to contact for first aid.
- D Shown where the fire extinguisher is located and how to operate it.
- D Told what to do during any emergencies that might occur.
- D 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.
- D 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

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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.

ACTIVITY

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. →)

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WOSHTEP

TIPSHEET

Chemical Hazards

Management Can Make the Workplace Safer

- D Provide less toxic cleaning products when possible. See a list of janitorial cleaning products certified by Green Seal at www.greenseal.org.
- D Make sure all containers are properly labeled. When chemicals are transferred into a different container, the new container must be labeled, according to law.
- D 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.
- D 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

- D 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.
- D Dilute chemicals (such as disinfectant) with as much water as possible while still getting the job done. Follow the manufacturer's directions.
- D Open windows and doors, if possible, when using chemicals.
- D Do not mix chemicals unless instructed to by the manufacturer.
- D Close all containers, especially spray bottles, when not in use.
- D Pour chemicals (such as toilet bowl cleaner) from a low height to avoid splashing.

Employees Can Use Protective Clothing & Equipment

- D 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.

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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

American Society of Safety Engineers. White Paper: The return on investment for safety, health, and environmental management programs. Des Plaines, IL, ASSE, 2002.

McDonald C. Workplace safety pays, survey shows. *National Underwriter*, Sept. 17, 2001: 105, 38: ABI/INFORM Global pg. 26.

Schulte PA. Characterizing the burden of occupational injury and disease. *Journal of Occupational and Environmental Medicine*, 47(6):607-622, June 2005.

Portions of this factsheet were adapted from the *Guide to Developing Your Workplace Injury and Illness Prevention Program*, Cal/OSHA Consultation, rev. 2005.

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?

Note: The laws and regulations cited in this booklet are available online. The laws are in the California Labor Code, and the regulations are in the California Code of Regulations (CCR). For the laws, go to www.leginfo.ca.gov (link to: California Law). For the regulations, go to www.oal.ca.gov (link to: Cal. Code Regs.).

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

Injury and Illness Prevention Program Standard [Title 8 CCR §1509 and §3203]

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.

Work Hours for Teens		
	Ages 14 and 15	Ages 16 and 17
Work Hours	<ul style="list-style-type: none"> • 7 am–7 pm, from Labor Day–June 1 • Not during school hours • 7 am–9 pm, from June 1–Labor Day 	<ul style="list-style-type: none"> • 5 am–10 pm when there is school the next day • 5 am–12:30 am when there is no school the next day
Maximum Hours When School Is in Session	18 hours a week, but not over: <ul style="list-style-type: none"> • 3 hours a day on school days • 8 hours a day Saturday–Sunday and holidays 	48 hours a week, but not over: <ul style="list-style-type: none"> • 4 hours a day Monday–Thursday • 8 hours a day Friday–Sunday and holidays
Maximum Hours When School Is not in Session	<ul style="list-style-type: none"> • 40 hours a week • 8 hours a day 	<ul style="list-style-type: none"> • 48 hours a week • 8 hours a day

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:

www.scif.com/safety/IIPP.html.

- **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:

www.dir.ca.gov/dosh/dosh_publications/hazcom.pdf.

- **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:

www.osha.gov/SLTC/etools/evacuation/index.html.

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:

www.dir.ca.gov/chswc/MultilingualGuide/MultilingualGuideMain.html.

- **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:

www.business.gov/topic/Workplace_Health_and_Safety

- **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:

www.osha.gov/dts/osta/oshasoft/index.html

- **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:

www.osha.gov/dcsp/smallbusiness/index.html.

- **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:

www.cdc.gov/niosh/docs/2003-100/default.html.

- **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

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www.dir.ca.gov/dosh/dosh_publications/Janitors.pdf.
- Thomas Barron. Janitorial Products Pollution Prevention Project. *Factsheets*. 1999.
www.wsppn.org/Janitorial/factsheets.cfm.

**Commission on Health and Safety
and Workers' Compensation (CHSWC)**

**Labor Occupational Health Program
(LOHP)**

**Labor Occupational Safety and
Health Program (LOSH)**

**Western Center for Agricultural
Health and Safety**