



'Your Guide to Clean' is a publication from Multi-Clean in partnership with authorized distributors. This newsletter is dedicated to help those in the cleaning industry become more informed and educated to help manage the cleaning process.

## **Trained Employees Produce Quality Results: Trial and Tribulations**

A well trained workforce is essential for a quality facility maintenance and cleaning program. So how do you go about training employees without breaking the bank? We all know the cleaning industry offers some significant challenges when it comes to getting employees trained. A common sense approach is required to insure that you conduct the training that you are legally obligated to provide and also deliver targeted training to enable employees to conduct work properly, consistently and in a timely manner.

### **Training Challenges**

*High Turnover  
Language Barriers  
Literacy Issues  
Employee Retention*

## **Employer Obligations**

**The OSHA Hazard Communication Standard:** The HCS requires employers to establish hazard communication programs to transmit information on the hazards of chemicals to their employees by means of labels on containers, material safety data sheets, and training programs. In addition, a written program detailing how you will implement the program is required. In the cleaning industry virtually all employees involved in cleaning operations must go through this training in order to comply with OSHA standards.



## **Training Resources to Help You**

The ISSA and OSHA have put together an excellent resource web site that is geared to companies that employ cleaning workers. The website has useful information on the HCS, personal protective equipment, Bloodborne Pathogen training, 'Slips, Trips & Falls' in the workplace, and injury/illness record keeping. Click [HERE](#) for information.

Multi-Clean has also developed training programs on it's website to help employers comply with OSHA requirements. The introduction to Hazard Communication written in English and Spanish is an excellent place to start and is available by clicking [HERE](#).

## **Featured Product**

### **Certified Floor Care System**



Multi-Clean's Certified Floor Care System provides all the products needed for a complete system of floor care. Using the Certified Floor Care System in a Green Cleaning Program can earn points towards LEED® Certification.

You can find this and other fine Multi-Clean products at your local Multi-Clean authorized distributor.

## What other types of training are needed?

Certainly the next most important type of training (but not required) is Procedural training. The more employees know and understand the procedures they are asked to do, the more likely it will be done correctly. We recommend categorizing procedures into three categories, **Routine**, (the simple things done daily) **Detail** (less frequent, slightly more challenging) and **Project** (the most difficult requiring the most training). This allows you to focus training on only the jobs each employee might get involved with. Entry level employees, although still requiring training, would be given only training on Routine work until they can prove themselves capable enough to graduate toward **Detail** or even **Project** work.

To help with procedure training, Guide Sheets describe tasks in English and Spanish as well as numbers and icons. Click [HERE](#) to view Guide Sheets on floor care, carpet care and restroom care.



## Other Types of Training

- **Accident Prevention Training:** Falls on the same level are the second leading cause of workplace accidents costing \$6.6 billion. Additional work comp and health related costs are estimated at \$70 billion. Accidents caused by careless procedures can create a significant liability for facility owners and building service contractors. Training employees on basic procedures that avoid such accidents can be extremely important. The ISSA/OSHA website, has information related to slip/fall prevention. Click [HERE](#) for more information.
- **Relationship Training:** Often times custodial employees have to interact with the public while doing their jobs. Some basic training on how to handle common issues with the public can greatly enhance the public perception of cleaning workers and the companies they work for.

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## Green Cleaning Education

Going green in cleaning operations is becoming an increasingly popular subject. The short video segment on green cleaning is part of a show that will be broadcast on the National Geographic Channel. The show, called Sustainable Planet, features organizations that are adopting sustainable practices within their respective industries. Click on the Sustainable Planet logo to view.



sustainable planet

