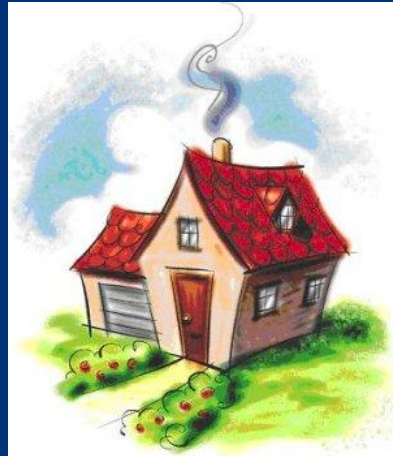


WISH Training



Presented by:

Lindsay Polic, CSP, REHS

SoCal Operations Manager and Senior Consultant



Today's Objectives

- ▶ What is WISH Training?
- ▶ Why provide WISH Training?
- ▶ Who attends WISH?
- ▶ What have past attendees said about the training?
- ▶ Who is EORM?

What is WISH Training?

- ▶ “WISH” is short for “Working in Someone’s House” Training
- ▶ It’s a 4-hour training comprised of six training topics
- ▶ Instructor lead presentation which includes PowerPoint, Videos, and open discussion



Why Provide WISH Training?

- ▶ WISH covers some topics that are not covered in regular EHS training programs
- ▶ Specifically developed for employees going to people's homes
- ▶ Attendees can share experiences with others facing the same challenges
- ▶ Many attendees have been in their jobs 10+ years and do not recall the last training they had
 - Example: Animal control workers had not received "aggressive animal training" yet this what they encounter daily
- ▶ Simple yet impactful
- ▶ Fun and interesting topics that apply to real life as well as work

Who Attends WISH Training?

- ▶ Utility Workers
- ▶ Animal Control
- ▶ Code Enforcement
- ▶ Housing Authority
- ▶ Housing Services
- ▶ Human & Social Services
- ▶ Environmental Health
- ▶ Parks and Recreation
- ▶ Public Health
- ▶ Preventive Health Services
- ▶ Towing Services

WISH Training Course Outline

- ▶ Chemical Safety
- ▶ Dealing Aggressive Animals
- ▶ Hazards of Illegal Drugs
- ▶ Rodents and Related Microorganisms
- ▶ Workplace Violence
- ▶ Tuberculosis

Household Chemical Safety

- ▶ Hazard Communication Training geared to workers entering someone's home or property
 - How to read labels and access hazard information
 - Potential Chemical Exposure



Household Chemical Safety

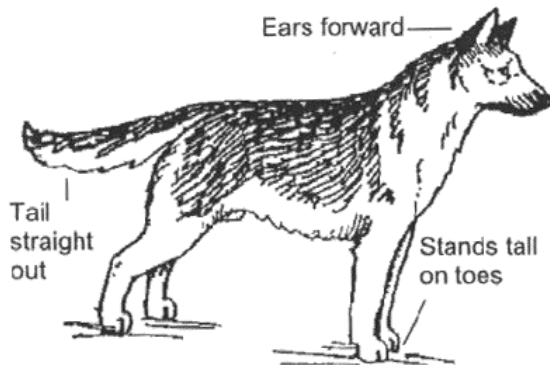
Routes of Exposure



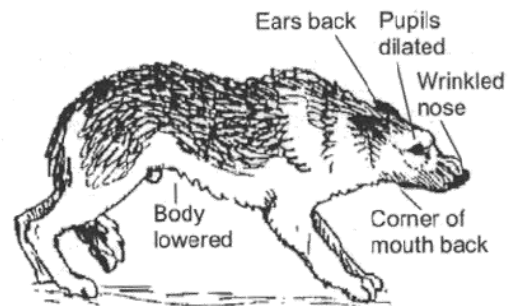
Dealing with Aggressive Dogs

- ▶ Approaching dogs
- ▶ Practical precautions
- ▶ If threatened
- ▶ If attacked
- ▶ Children and dogs
- ▶ Interaction with dog owners
- ▶ What to do if bitten

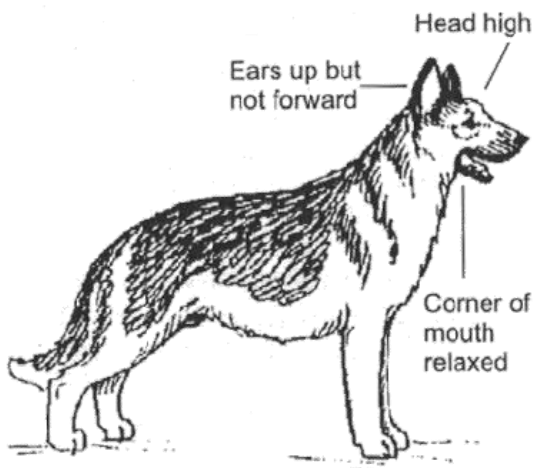
Dealing with Aggressive Dogs



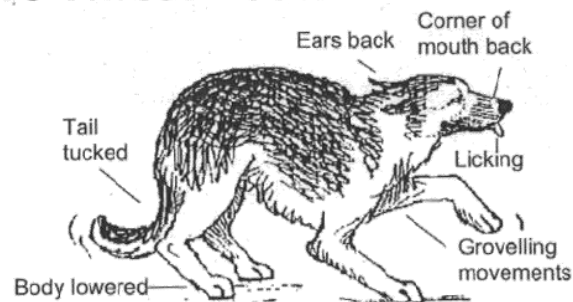
Alert Body Posture



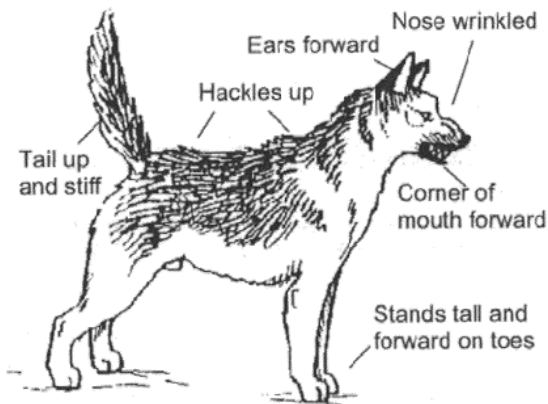
Defensive Threat Posture



Relaxed Body Posture



Active Submission



Offensive Threat Posture

Clandestine Drug Labs

- ▶ What is used to make Methamphetamines (Meth)
- ▶ Hazards of the cooking process
- ▶ Potential Health Effects of an exposure
- ▶ Key signs to look out for in a home or on a property
- ▶ What do you do if you discover a lab
- ▶ DEA Video



Rodents and Microorganisms

- ▶ Diseases from cats
- ▶ Diseases from wildlife
- ▶ Hazards of rodent droppings
- ▶ Hantavirus and Disease Prevention
- ▶ Diseases from birds
- ▶ Bats and rabies
- ▶ Spiders
- ▶ Mold
- ▶ Snakes
- ▶ Proper clothing and PPE for the task



Rodents and Microorganisms

▶ Black Widow

- The female Black Widow is easy to recognize (if you care to get that close) by the red hourglass shape on the underneath part of her abdomen.
- There are about five species of Black Widow spiders in North America.
- The black widow will grow to about 8-10mm.
- Black Widows will lay up to 400 eggs at a time, but they are known to be cannibals, which means that they will eat each other.

▶ Brown Recluse

- This species can be found in Canada and the U.S. as well as in other parts of the world.
- It is considered armed and dangerous because its venom is quite harmful to people.
- Not usually the type to attack, except when disturbed or frightened it will bite.
- These guys are often found hiding in dark places like garages, closets and sometimes in clothing, bedding or shoes that haven't been worn for sometime.



Rodents and Microorganisms

- ▶ Fun facts-- Did you know Daddy Long Legs are NOT spiders, or even insects?
 - They are part of the Arachnid family but in a different class
 - They are called Harvestmen
 - » Have 3 body sections, not two like spiders
 - » Their legs have seven sections which they can break off to surprise or distract a predator



Workplace Violence

- ▶ For Public Agency workers who enter someone's home or property, they need to be aware of possible violent situations
- ▶ Employees need to participate in reporting complaints and following procedures covering safety and security concerns
- ▶ Prompt and accurate reporting of violent incidents
- ▶ How does this relate?
 - Water and Gas employees turning off service
 - Housing authority entering homes that are not well kept

Workplace Violence

▶ Profile of the Perpetrators

- A history of violence, fascination with the military, or being a survivalist
- White males
- Over the age of 35
- A loner or extremist
- Carries a grudge
- Has difficulty accepting authority or reality
- A history of violence towards women
- May have substance abuse/mental health issues

Tuberculosis Awareness

- ▶ What is TB?
- ▶ What causes it?
- ▶ How is TB spread?
- ▶ What is latent TB infection?
- ▶ What is TB disease?
- ▶ What are the Symptoms?
- ▶ What is the Treatment?
- ▶ Who gets TB?
- ▶ What should you do if you are exposed?



Tuberculosis Awareness

▶ How is TB Spread?

- TB is spread through the air from one person to another
- Bacteria are put into the air when a person with TB disease of the lungs or throat coughs or sneezes
- People nearby may breathe in these bacteria and become infected
- People with TB disease are most likely to spread it to people they spend time with every day

The Future of WISH Training

- ▶ During the training, we encourage open discuss on these topics as well as other issues employees face out in the field
- ▶ Future Training Topics
 - » HIV Awareness
 - » Asbestos Awareness
 - » Heat Stress
 - » What to do when faced with a language barrier
- ▶ We ask what new trends or hazards employees see or want to know more about
- ▶ Short training modules can be added at a client's request

Who is EORM?

▶ History

- Founded in 1990 by Environmental, Health and Safety (EHS) managers to offer comprehensive EHS management and technical consulting services to the high tech industry
- In late 90s, successfully diversified our client base into multiple regional and vertical markets across the US and beyond

▶ Today

- 100 employees supporting 350 customers from 5 regional offices in US; HQ in San Jose, CA as well as international partnerships
- Multidisciplinary EHS and Sustainability consulting team
- ISO 14001 and OHSAS 18001 Certified

What EORM Does

- ▶ EHS & Sustainability (EHS&S) Management and Technical Consultants who help companies continuously improve EHS&S performance to:
 - Manage/reduce risks
 - Ensure compliance
 - Optimize spending thereby saving money
 - Create business advantage

Contact Information

Lindsay Polic, CSP, REHS
Operations Manager/Senior Consultant

EORM-Laguna Hills Office
23041 Avenida de La Carlota, Ste 230
Laguna Hills, CA 92653
949-420-0670
policl@eorm.com

Questions?