

## Top Notch Training

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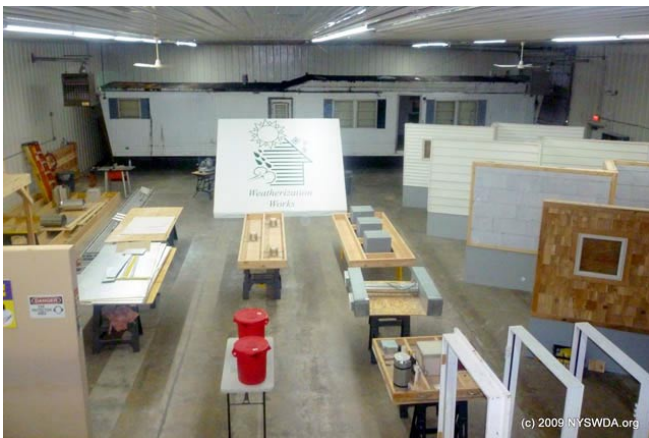
### Member Background

Lewis County Opportunities is a community action agency located in Lowville NY. They provide much needed services to their community such as food, rental assistance, affordable legal advice, and energy conservation related building retrofits to name a few.

This agency has a strategic plan that focuses on employee training. This plan is supported by their CEO, Scott Mathys. This is the Top Management Commitment needed for any program to work well. Ongoing attention to this total quality management process has maintained the quality of their service to well above average.

### Training

LCO's **Weatherization Program** provides low income families with additional wall and attic cellulose insulation, energy efficient replacement windows, and furnace repairs and replacements. Their employee training methods for this operation are second to none and are an excellent example of how effective training contributes to high quality consumer service.



LCO's Training Center

Outlined below are some of their training standards. By adopting some or all of the standards below, members might reasonably expect an improvement in their overall safety performance as well.

1 – New hires are required to attend a five day training camp where they experience hands-on and classroom training. This prepares them to begin working with an experienced crew. Training includes lead safety practices and step-by-step safe work practices.

2 – Continuing classroom and hands-on training is provided as required. This is completed annually and following the implementation of any new regulations.

3 - Field supervisors are responsible and accountable for the safety on their worksite.

4 - Regular crew meetings are held. At these meetings they review safety practices within the scope of their field work schedule.

5 - Constant management emphasis is placed on material handling procedures and good site housekeeping.

*Lewis County Opportunities has maximized available resources to enhance employee training.*

### Results

Loss Prevention will continue to work with members who want to infuse an equivalent level of effort into their training programs. Our website has its own safety library with many tools and templates for member use. Contact NYCM Safety Specialist Mark Balduzzi for more information on how we can assist you in your safe work efforts.

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