



Technician Daily Training

Morning Start: Preparing for the Day

1. **Arrive at the Office/Truck Pickup Location**
 - Clock in.
 - Retrieve the company truck or designated work vehicle.
2. **Truck Inspection & Safety Checklist**
 - Conduct a quick **visual truck check**:
 - Tires properly inflated
 - Lights working
 - Fluid levels (oil, coolant, washer fluid) sufficient
 - Ensure the gas tank has enough fuel for the day.
 - Confirm all **safety gear and supplies** are stocked and in good condition:
 - **Gloves** (multiple pairs)
 - **Safety glasses** (for handling sprays)
 - **Waste bags** (including backups)
 - **Scooper and rake**
 - **Deodorizing & sanitation spray** (if applicable)
 - **Hand sanitizer/wipes**
 - **Disinfectant spray** (for tools and shoes)
 - **Route sheet or mobile app** with scheduled stops
3. **Review Route & Client Notes**
 - Check for **special instructions** (locked gates, aggressive pets, client preferences).
 - Note any **new clients or cancellations**.
 - Contact clients if necessary to confirm backyard access.

On the Job: Servicing Clients

Arriving at a Client's Home

1. **Park Safely & Prepare**
 - Park legally, avoiding driveways/mailboxes.
 - Before exiting the vehicle:
 - Put on **safety gloves**.
 - If using **deodorizer/sanitation spray later**, have **safety glasses** ready to wear.
 - Gather supplies:
 - **Scooper, rake, and collection bin**
 - Insert a **fresh waste bag** into the bin **before approaching** the yard.

Gate & Yard Entry Procedures

1. Ensuring Secure Entry

- **Approach the gate and inspect it** for any damage.
- Confirm that it is **closed and latched** securely before opening.
- Open the gate **just enough** to enter, then **immediately close it behind you**.
- Double-check that the gate is **fully latched** before proceeding into the yard.

Safety Around Pets

1. Assessing Pet Behavior

- Check if the homeowner's pet is outside.
- If the pet is present:
 - Allow them to **approach you first**.
 - Avoid sudden movements.
 - **Do not enter** if the pet appears aggressive—**contact the owner**.
- If no pet is outside, remain cautious and aware of surroundings.

Poop Removal Process

Walking the Yard Systematically

1. Efficient Scanning & Movement

- **First, walk the perimeter of the yard** along the fence line, scanning for waste.
- **Next, walk the yard in straight lines:**
 - **First, North to South**
 - **Then, East to West** (cross-checking for missed waste)
- Pay special attention to areas near:
 - Fences and corners
 - Under bushes and trees
 - Playsets, patios, or high-traffic pet zones

Scooping Process

1. Proper Waste Collection Technique

- **Lower the bin collection unit** to the ground before scooping.
- **When spotting waste:**
 - Position yourself so the waste pile is in front of you.
 - Use the rake to approach **from behind the waste pile**.
 - **Gently flick or scoop** the waste forward into the bin collector.
- Use multiple small scoops if necessary to prevent spillage.
- **Double-check each section** before moving to the next.

Final Yard Check & Waste Disposal

1. Before Leaving the Yard:

- Walk the yard one last time to confirm all waste has been collected.

- **If no additional sanitation is required**, securely **tie off the waste bag** and place it in the truck's designated bin.

Sanitization & Deodorizing (If Client Requested Add-On Service)

1. Preparing for Sanitization & Deodorizing

- **Return to the truck** to grab the **backpack sprayer** with the sanitation or deodorizing solution.
- **Put on safety glasses** before spraying.
- Re-enter the yard, **repeating the gate safety checklist**:
 - Check that the latch is secure **before opening**.
 - Close it **immediately after entering**.

2. Safe Spraying Techniques

- **Assess wind conditions** before spraying.
- **If windy**:
 - Lower the sprayer nozzle **closer to the ground**.
 - Use **short sweeping motions** to control the direction of the spray.
 - Avoid spraying near **flower beds, gardens, or patios** to **prevent runoff**.
- Focus on **high-traffic pet areas** (e.g., near dog runs, patios, or play areas).

3. Exit Yard & Secure Gate

- After spraying, **exit the yard and check the gate latch again**.
- Ensure the gate is **securely closed**.

Client Communication (If Required)

1. Updating Clients

- Leave a door hanger or send a text/app update.
- Report any issues (e.g., broken gate, aggressive pet).

Midday Break & Continued Route

1. Lunch & Hydration

- Take a break, hydrate, and restock supplies if needed.
- Sanitize hands and clean tools if necessary.

2. Continue Servicing More Clients

- Repeat the same process at each property.

End of the Workday: Wrap-Up & Disposal

1. Final Waste Disposal

- Empty the truck's waste bin at the designated disposal site.
- Ensure proper handling per **local waste regulations**.

2. Truck & Equipment Clean-Up

- **Sanitize scooping tools and boots**.
- **Restock supplies** for the next day.

- **Refuel the truck** if needed.
3. **End-of-Day Reporting**
 - Mark all **completed jobs** in the app/system.
 - Note any **client issues or feedback**.
 - Communicate with the team if necessary.
 4. **Return Truck & Clock Out**
 - Park the vehicle in the designated spot.
 - Clock out and **head home!**

Key Takeaways for a Safe & Efficient Shift

- ✔ **Wear gloves before approaching a yard** and **safety glasses before spraying** any deodorizer or sanitizer.
- ✔ **Always follow the gate safety checklist** when entering and exiting.
- ✔ **Use a structured walking pattern** to avoid missing waste.
- ✔ **Lower the bin before scooping** and **gently flick waste inside using the rake**.
- ✔ **If windy, control the spray direction by keeping the nozzle low** and using **sweeping motions**.
- ✔ **Double-check the yard and gate before leaving** to ensure everything is secure.