

OSHA COMPLIANCE ASSISTANCE

What type of compliance assistance does OSHA provide?

OSHA offers a variety of compliance assistance and outreach products and services to help employers prevent and reduce workplace fatalities, illnesses, and injuries. These include compliance assistance information, publications and tools; education and training courses; cooperative programs for organizations to collaborate with OSHA; free onsite consultation services; and the services of compliance assistance specialists who provide information and training about OSHA requirements.

What compliance assistance information does OSHA provide?

The OSHA website at www.osha.gov provides information on all OSHA activities and programs, including OSHA laws and regulations, news and events, interactive software called "eTools," posters and publications, education and training programs, cooperative programs, and agency contact information. Online users can read OSHA's e-newsletter, Quick Takes, which provides timely information about agency activities.

A variety of OSHA publications are available on the agency website and through the OSHA Publications Office. To order single copies, order online or call (800) 321-OSHA. Some OSHA publications are available for sale through the Government Printing Office at www.gpo.gov or by calling (202) 512-1800.

In addition, employers and employees can call (800) 321-OSHA toll-free for workplace safety and health information or assistance 24 hours a day.

What assistance does OSHA provide to non-English-speaking employers and employees?

OSHA maintains a Spanish-language webpage at www.osha.gov/as/opa/spanish/index.html and a Spanish safety and health topics page at www.osha.gov/SLTC/spanish/index.html. In addition, the agency has Spanish-speaking operators available on its national hotline between 8 a.m. and 4:30 p.m. Many OSHA publications, training materials, and videos are available in Spanish. In addition, many regional and area offices also offer information in Japanese, Korean, Polish, and other languages.

What education and training does OSHA provide?

The OSHA Outreach Training Program trains individuals to teach others the basics of occupational safety and health. After taking a one-week course, trainers teach 10- or 30-hour courses in construction or general industry safety and health standards.

OSHA Training Institute (OTI) Education Centers located throughout the country, offer the public 15 courses and one seminar developed by the OTI staff. Courses run from one to four days and vary in price. Topics include industrial hygiene, record keeping, ergonomics, and construction-related issues. OSHA also presents satellite broadcasts and simultaneous webcasts on new rules and guidance documents.

In addition, OSHA awards training grants under the Susan Harwood Training Grant Program to nonprofit organizations to train workers and employers to recognize, avoid, and prevent safety and health hazards in their workplaces.

What are OSHA's cooperative programs?

OSHA offers a variety of programs that enable the agency to work cooperatively with trade or professional organizations, businesses, labor organizations, educational institutions, and government agencies.

OSHA's **Alliance Program** enables trade or professional organizations, businesses, labor organizations, educational institutions, and government agencies that share an interest in workplace safety and health to collaborate with OSHA to prevent injuries and illnesses in the workplace. OSHA and the organization sign a formal agreement with goals that address training and education, outreach and communication, and promotion of the national dialogue on workplace safety and health.

OSHA's **Onsite Consultation Program** helps small businesses—particularly those in high-hazard industries or involved in hazardous operations—to meet their obligations under the Occupational Safety and Health Act and federal and state standards by conducting onsite surveys. Consultants also help employers develop and implement safety and health management systems that eliminate or control injuries and illnesses. OSHA provides the service at no cost to the employer. Additionally, the Onsite Consultation Program recognizes small employers that operate exemplary safety and health management



systems through the SHARP, the Safety and Health Achievement Recognition Program.

The OSHA **Strategic Partnership Program** (OSPP) expands worker protection by bringing together employers, employer groups, employees or their unions, and OSHA to address specific safety and health issues. Agreements between partners may be local, regional, or national in scope. A partnership agreement sets measurable goals and individual responsibilities, specifies an action plan and a measurement system, and provides procedures for verifying results. OSPP helps transform the traditional, often adversarial, relationship between the regulator and regulated into a cooperative relationship aimed at achieving safe and healthful workplaces through shared expertise.

The **Voluntary Protection Programs** (VPP) are characterized by challenging, performance-based participation requirements. These include a rigorous onsite evaluation by expert OSHA teams to verify site performance initially, then periodic reevaluations. VPP focuses on comprehensive safety and health management systems that go well beyond OSHA standards. VPP participants report dramatic reductions in workers' compensation costs, as well as absenteeism and worker turnover; improved employee morale; and increased productivity and product quality.

What are compliance assistance specialists (CAS's)?

Compliance assistance specialists in each OSHA area office respond to requests for offsite safety and health assistance. Small businesses, trade associations, union locals, and community and faith-based groups may call on CAS's to speak at seminars, workshops, and other events. CAS's promote OSHA's cooperative programs, training opportunities, and information and tools available on the OSHA website or from the agency. CAS's are not involved in enforcement activities.

