



# Consultation Services, Oregon Occupational Safety and Health Division, 2004-2008

Information Management Division

Department of Consumer and Business Services

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The mission of Oregon's Occupational Safety and Health Division (Oregon OSHA) is "to advance and improve workplace safety and health for all working Oregonians." To meet this goal, the Consultative Services Section of Oregon OSHA provides professional workplace consultations to Oregon employers.

The consultation program is a confidential, nonregulatory service available to all Oregon employers. The overall goal of the consultation program is to assist employers in implementing and maintaining an effective safety and health program and to ultimately become self-sufficient in managing their program. Consultants help identify hazards and work practices that could lead to injuries or illnesses by conducting on-site evaluations and reviewing written programs. These services are provided at no cost to the employer and do not automatically result in an inspection or any other enforcement activity by Oregon OSHA.

Employers who receive a consultation also receive a 60-day exemption from a regularly scheduled enforcement visit (30 days for mobile sites and agricultural labor housing consultations). The purpose of the exemption is to give employers time to implement the consultants' recommendations.

From 2004 to 2008, Oregon OSHA conducted 11,139 consultations, essentially reaching 1,050,093 Oregon employees. Because consultation services are voluntary, annual workload is driven by employer demand. Private sector employers requested more than 84 percent of the opened consultations.

## Consultations by calendar year, Oregon OSHA, 2004-2008

Calendar year	Total consultations*	Total employees affected
2004	2,094	229,130
2005	2,124	187,449
2006	2,283	221,157
2007	2,098	203,369
2008	2,540	208,988
Total	11,139	1,050,093

\*Based on the date the consultation was opened.

## Consultations by industry, Oregon OSHA, calendar year 2004-2008

Industry (SIC)	Total	Percent
Private sector total	9,362	84.0
Agriculture, fishing	871	7.8
Forestry	35	0.3
Construction	2,249	20.2
Manufacturing (exc. logging and lumber)	1,588	14.3
Logging	148	1.3
Lumber and wood products	657	5.9
Trucking and warehousing	190	1.7
Wholesale trade	473	4.2
Retail trade	692	6.2
Services (exc. health care)	1,342	12.0
Health care	685	6.1
All other private sector*	432	3.9
Public sector total	1,777	16.0
Total consultations	11,139	100.0

\* All other private sector includes mining, other transportation, public utilities, finance, insurance, and real estate.

Industry is classified according to the Standard Industrial Classification Manual (SIC), 1987 edition.

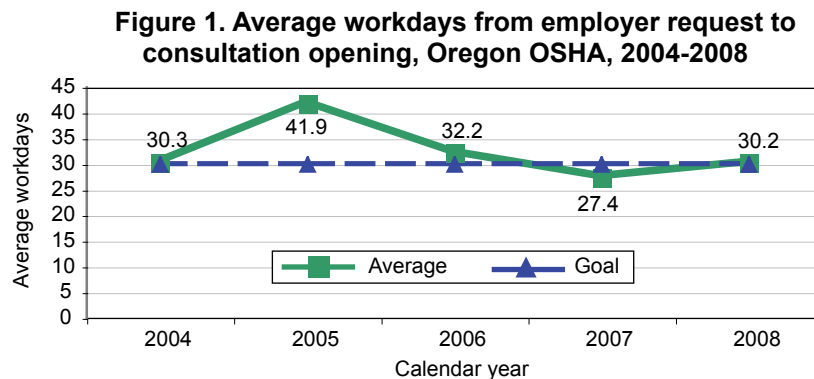
## Consultations by type of service requested, Oregon OSHA, 2004-2008

Service requested	Calendar year					Total	
	2004	2005	2006	2007	2008	Total	Percent
Safety	1,287	1,334	1,402	1,403	1,654	7,080	63.6
Health	655	653	737	573	706	3,324	29.8
Ergonomic	150	125	138	114	175	702	6.3
PSM (process safety management)	2	12	6	8	5	33	0.3
Total consultations	2,094	2,124	2,283	2,098	2,540	11,139	100.0

At the employer’s request, a consultation may be comprehensive or only address a specific issue. The Consultative Services Section also offers a variety of services. Safety consultations are the most commonly requested service, accounting for 63.6 percent of opened consultations. During a safety consultation, the consultant addresses physical worksite hazards, such as those associated with machinery, industrial vehicles, electrical devices, material handling equipment, walking/working surfaces, and personal protective equipment. Health consultations, also known as industrial hygiene consultations, address employee exposure to health hazards, such as noise, respiratory hazards, and hazardous chemicals. Ergonomic consultations help employers evaluate the work environment and develop effective practical ways to prevent cumulative trauma injuries, such as carpal tunnel syndrome and lower back strains. Process Safety Management (PSM) consultations evaluate an employer’s development of prevention plans. PSM consultations are required for worksites that have certain hazardous chemicals.

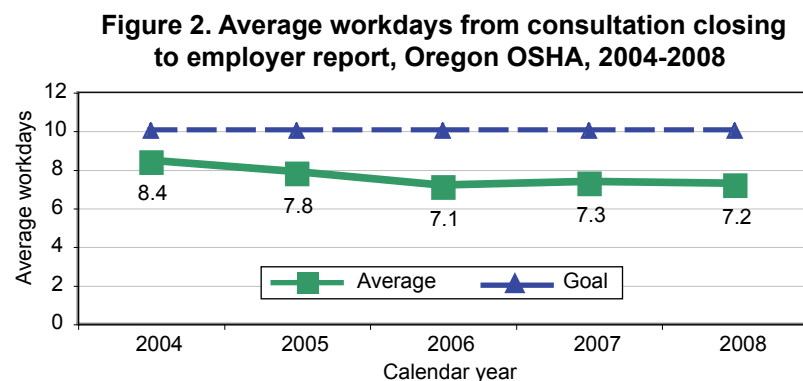
**Customer service**

One of the performance goals of the Consultative Services Section is to provide timely service to its customers. The section strives to open a consultation within 30 workdays from the time of the employer request. With limited resources and fluctuating demand, achieving this goal has proven challenging at times.



Note: Workdays do not include weekends or state holidays.

After the on-site consultation, the Oregon OSHA consultant provides a written report to the employer, summarizing the findings of the assessment. The average wait from consultation closing to mailing of the report was consistently better than the goal of 10 workdays.



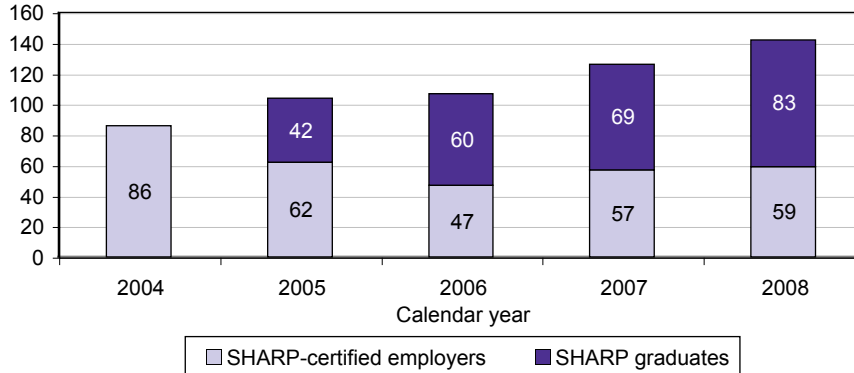
Note: Workdays do not include weekends or state holidays.

Oregon OSHA’s consultation services receive high marks in customer service. Among employers surveyed in fiscal year 2008, nearly all (95 percent) rated their consultant as good or excellent in helpfulness, expertise, timeliness, accuracy, availability of information, and overall service.

## SHARP

The Safety and Health Achievement Recognition Program (SHARP) recognizes employers who reach specific benchmarks in managing their occupational safety and health program. SHARP provides employers assistance and tools for effectively managing workplace safety, focusing on management commitment, and employee participation. Companies that use SHARP to implement a safety and health management system often experience a reduction in injuries and illnesses, and in turn reduce their workers' compensation insurance premiums. SHARP was implemented in 1996 with four employers certified. By the end of 2008, the program had grown to 142 employers: 59 current participants and 83 who "graduated" from the program after five successful years of participation.

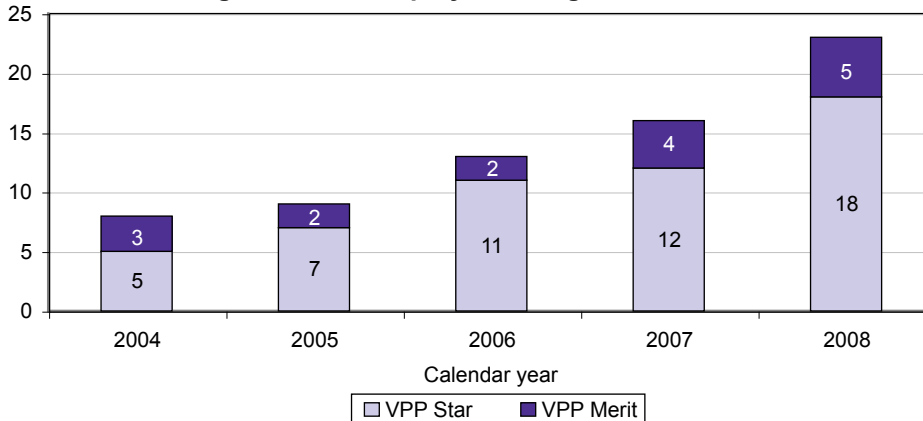
**Figure 3. SHARP certified employers, Oregon, 2004-2008**



## VPP

The Voluntary Protection Program (VPP) was developed by federal OSHA as a way to recognize employers who demonstrate excellence in safety and health management. To be considered for VPP recognition, a company's safety and health management system must excel in all areas, including management leadership, employee involvement, worksite analysis, hazard prevention and control, and safety and health training. VPP worksites must also have a three-year average injury and illness rate at or below the rates of other employers in the same industry. At the end of 2008, there were 23 Oregon worksites recognized in the Voluntary Protection Program.

**Figure 4. VPP employers, Oregon, 2004-2008**



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Note: Source data are continually updated to be as accurate as possible, so report results may vary over time.

# Oregon OSHA Consultation Services



## What are Oregon OSHA consultation services?

Oregon OSHA consultation provides many no-cost, confidential services, including:

- Safety, health, and ergonomic hazard assessments
- Recommendations to control and eliminate hazards
- Written program evaluation
- Industrial hygiene services, such as noise monitoring and air sampling
- Hands-on training on health and safety topics
- Safety and health program assistance

Oregon OSHA Consultants WILL NOT:


- Issue citations or propose penalties for violations of OSHA standards
- Provide other businesses with information about your Oregon OSHA participation, hazards, or business processes
- Guarantee that your workplace will "pass" an Oregon OSHA inspection

## What will the consultant want to see?

- If you request a *comprehensive* consultation, the consultant will conduct an evaluation of the physical worksite, then review your records, written programs, and your safety and health management plan.
- If you request a *specific* consultation, the consultant can focus on a specific operation, machine, or process at your worksite. You are in charge!

## What are my obligations if I request an Oregon OSHA consultation?

When you request an Oregon OSHA consultation, you will receive a report listing the hazards identified along with our recommendations for corrections. Oregon OSHA encourages you to correct the hazards to make your worksite a safe place for your employees. However, if a consultant identifies an "imminent danger" situation, the employer must take immediate action to protect all employees.

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## The Benefits for You

Improving your safety and health program can result in fewer accidents, lower injury and illness rates, decreased workers' compensation costs, increased employee morale, and lower product losses. Oregon OSHA can assist you by providing:

- Personal, professional, and relevant assistance specific to your business
- Guidance with establishing a safety committee or improving its effectiveness
- Answers to your questions about Oregon OSHA standards

## How can your organization learn more?

Oregon OSHA consultants are available to present program information at safety-related forums such as meetings, trainings, business seminars, or safety/health conferences. Schedule a consultation or contact us for more information by:

- Visiting our Web site, [www.oshha.org](http://www.oshha.org), Consultation link
- Calling our toll-free number 800-922-2689

## What other services does Oregon OSHA provide?

### Do you have a safety or health question?

Ask our technical experts:

Phone: 503-378-3272 or 800-922-2689

[tech.web@state.or.us](mailto:tech.web@state.or.us)

### Educational workshops and other training:

Phone: 503-947-7443 or 888-292-5247, Option 2

[ed.web@state.or.us](mailto:ed.web@state.or.us)

### Resource Center and AV Library:

Phone: 503-947-7453 or 800-922-2689

[tech.web@state.or.us](mailto:tech.web@state.or.us)

### Upcoming conferences information:

Phone: 503-378-3272 or 888-292-5247, Option 1

[oregon.conferences@state.or.us](mailto:oregon.conferences@state.or.us)

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