

# Consultation Services, Oregon Occupational Safety and Health Division, 2009-2014

Central Services 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, non-regulatory service available to all Oregon employers. The overall goal of the consultation program is to help employers implement and maintain an effective safety and health management system 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 employers and do not automatically result in inspections 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 consultant's recommendations.

From 2009 to 2014, Oregon OSHA conducted 16,166 consultations, reaching an average 180,010 Oregon employees each year. Because consultation services are voluntary, the annual workload is driven by employer demand. Private sector employers requested more than 85 percent of the opened consultations.

## Consultations by calendar year, Oregon OSHA, 2009-2014

Calendar year	Total consultations*	Total employees affected
2009	2,902	269,591
2010	2,693	259,305
2011	2,652	158,535
2012	2,735	160,682
2013	2,546	118,007
2014	2,638	113,939
Average	2,694	180,010

\*Based on the date the consultation was opened.

## Consultations by industry, Oregon OSHA, calendar year 2009-2014

Industry (NAICS)	Total	Percent
Private sector total	13,764	85.1
<i>Agriculture, forestry, fishing (NAICS 11)</i>	943	7.8
<i>Construction (NAICS 23)</i>	2,240	18.6
<i>Manufacturing (NAICS 31-33)</i>	2,573	21.4
<i>Wholesale trade (NAICS 42)</i>	458	3.8
<i>Retail trade (NAICS 44-45)</i>	567	4.7
<i>Transportation and warehousing (NAICS 48-49)</i>	292	2.4
<i>Professional and technical services (NAICS 54)</i>	191	1.6
<i>Administrative and waste services (NAICS 56)</i>	286	2.4
<i>Health care and social assistance (NAICS 62)</i>	1,083	9.0
<i>Accommodation and food services (NAICS 72)</i>	208	1.7
<i>Other services (NAICS 81)</i>	758	6.3
<i>All other private sector</i>	4,165	25.8
Federal government (OWN 10)	85	0.5
State government (OWN 20)	309	2.4
Local government (OWN 30)	1,928	11.9
Total consultations	16,166	100.0

\*All other private sector includes mining; utilities; information; finance and insurance; real estate, renting and leasing; management of companies; educational services; and arts, entertainment and recreation.

Industry is classified according to the North American Industrial Classification System (NAICS), 2002 edition.

## Consultations by type of service requested, Oregon OSHA, 2009-2014

Service requested	Calendar year						Six-year total	
	2009	2010	2011	2012	2013	2014	Total	Percent
Safety	1,881	1,773	1,820	1,855	1,792	1,834	10,955	67.8
Health	826	730	672	724	623	671	4,246	26.3
Ergonomic	187	175	153	146	127	124	912	5.6
PSM (process safety management)	8	15	7	10	4	9	53	0.3
Total consultations	2,902	2,693	2,652	2,735	2,546	2,638	16,166	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 67.8 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.

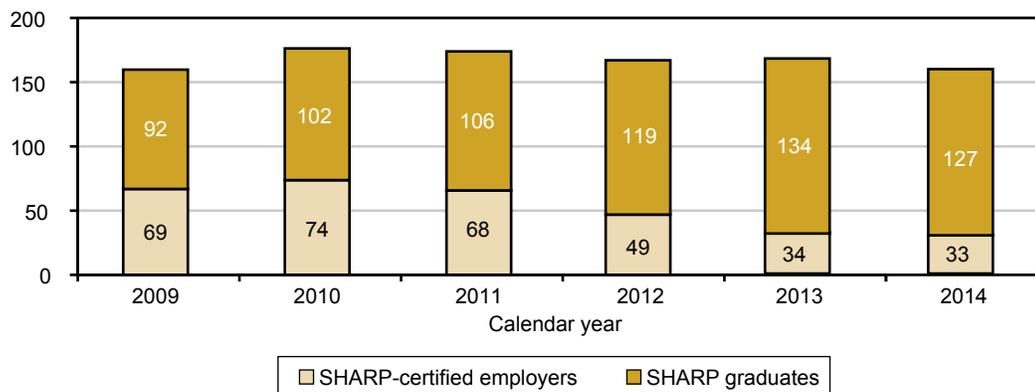
### Customer service

Oregon OSHA’s consultation services receive high marks in customer service. Among employers surveyed in fiscal year 2014, nearly all (more than 92 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 2014, the program had grown to 160 employers: 33 current participants and 127 who “graduated” from the program after five successful years of participation.

**Figure 1. SHARP certified employers, Oregon, 2009-2014**



## VPP

Federal OSHA developed the Voluntary Protection Program (VPP) 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 2014, there were 16 Oregon worksites recognized in the Voluntary Protection Program.



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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
- Hands-on training on health and safety topics
- Safety and health program assistance

Oregon OSHA Consultants WILL NOT:

- Issue citations 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.

## 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. A consultation will include:

- Personal, professional, and relevant assistance specific to your business
- Guidance on effective safety meetings and safety committees
- Answers to questions about Oregon OSHA standards
- A 30 or 60 day exemption from a standard inspection

## 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.orosha.org](http://www.orosha.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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