

# **SUMMARY OF DOSH ACCOMPLISHMENTS State OSHA Annual Report**

**Federal Fiscal Year 2009 Goals  
October 1, 2008 – September 30, 2009  
FFY 2006-2010 Strategic Goals**

**Prepared by the Division of Occupational Safety & Health  
Department of Labor and Industries  
Washington State  
December 22, 2009**

# TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>1</b>
<b>Summary of Annual Performance Plan Results .....</b>	<b>1</b>
<b>2009 Performance Plan Results</b>	
<b>Improving Workplace Safety &amp; Health</b>	
<b>1-1 Reduce Workplace Fatalities .....</b>	<b>3</b>
<b>1-2 Reduce Workplace Injuries &amp; Illnesses .....</b>	<b>5</b>
<b>1-3 Consultation Visits .....</b>	<b>6</b>
<b>1-4 Compliance Inspections .....</b>	<b>7</b>
<b>1-5 Develop Crane Safety Program .....</b>	<b>8</b>
<b>Fostering Workplace Safety</b>	
<b>2-1 Increase Safety Presentations in Spanish .....</b>	<b>9</b>
<b>2-2 Safety and Health Investment Projects Grant Program .....</b>	<b>10</b>
<b>2-3 Voluntary Protection Program .....</b>	<b>10</b>
<b>2-4 Small Employer Recognition (START) .....</b>	<b>11</b>
<b>Providing Good Outcomes</b>	
<b>3-1 Correction of Consultation Serious Hazards .....</b>	<b>12</b>
<b>3-2 Correction of Compliance Serious Violations .....</b>	<b>13</b>
<b>3-3 Hygiene Citation Lapse Time .....</b>	<b>14</b>
<b>3-4 Safety Citation Lapse Time .....</b>	<b>14</b>
<b>3-5 Discrimination Complaints .....</b>	<b>16</b>
<b>3-6 Complaint Inspections Initiated Timely .....</b>	<b>17</b>
<b>3-7 Citation and Notice Package .....</b>	<b>17</b>
<b>3-8 Development of Monitoring Reports for Targeting System .....</b>	<b>18</b>
<b>ADDITIONAL ANALYSIS .....</b>	<b>19</b>
<b>SPECIAL ACCOMPLISHMENTS .....</b>	<b>20</b>
<b>SIGNIFICANT INSPECTIONS .....</b>	<b>21</b>
<b>SAFE WORKPLACE INITIATIVES .....</b>	<b>24</b>
<b>WISHA INFORMATION NETWORK UPDATES .....</b>	<b>27</b>

## INTRODUCTION

Washington State's industrial safety and health program is authorized by the Washington Industrial Safety and Health Act of 1973 (WISHA – Chapter 49.17 RCW) and administered by the Division of Occupational Safety and Health (DOSH) within the Department of Labor and Industries. The federal Occupational Safety and Health Administration (OSHA) monitors and partially funds WISHA, which must be at least as effective as federal OSHA.

Our mission is to protect the safety and health of Washington's workers by ensuring that employers provide safe and healthful working conditions. Our strategic goals help us to accomplish our mission by focusing on prevention and protection. Working in partnership with our customers, we can help save workers' lives, and prevent workplace injuries and illnesses.

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## Summary of Annual Performance Plan Results

### FFY 2006-2010 Strategic Goals:

*Improve workplace safety and health for Washington workers by reducing hazards, exposures, injuries, illnesses and fatalities.*

*Promote values which foster workplace safety through education, consultation, and employer assistance.*

*Maximize DOSH's effectiveness and efficiency by strengthening our capabilities and infrastructure.*

DOSH's strategic goals keep us focused on our desired outcome while we conduct our daily business. Annual goals set our priorities and keep us focused on what we need to be doing now to reach that outcome.

During FFY 2009, DOSH successfully accomplished or surpassed nearly all performance goals. Highlights include:

- Eliminating long standing obstacles to meeting safety and hygiene lapse times. These goals were not only met but significantly exceeded. In addition, to meeting lapse time goals Quality Assurance staff permanently removed backlog and maintained a same or next day turnaround time for issuance.
- While managing substantial staff vacancy rates, Compliance and Consultation staff identified and abated over 11,000 serious hazards and conducted over 10,000 inspections and consultations.
- Crane Safety legislation including adopting regulations and rules, implementing a data and correspondence system and hiring compliance inspectors has been completed; readying us for effective dates in January 2010.
- Significant effort in outreach activities for vulnerable workers, implementing a grant program investing in safety and health projects in Washington, and adopting a small employer consultation and recognition program have allowed DOSH to increase safe and healthy workplace practices.

In partnership with OSHA, our ultimate goal is for every worker to go home whole and healthy every day. While we have made progress in reducing injuries and fatalities, our work is not done. Like trying to describe a world to our children where computers, VCRs, and CDs did not exist, not to mention cell phones, iPods, and DVDs, we will not be satisfied until it's extremely difficult to remember or imagine a time when each year, nearly one hundred workers per year in Washington lost their lives in the course of doing their job.

This report summarizes DOSH's efforts and the results of our annual performance and strategic goals during FFY 2009 (October 1, 2008 to September 30, 2009) – steps we've taken to reach the *ultimate goal – every worker goes home whole and healthy every day.*

# ANNUAL PERFORMANCE RESULTS

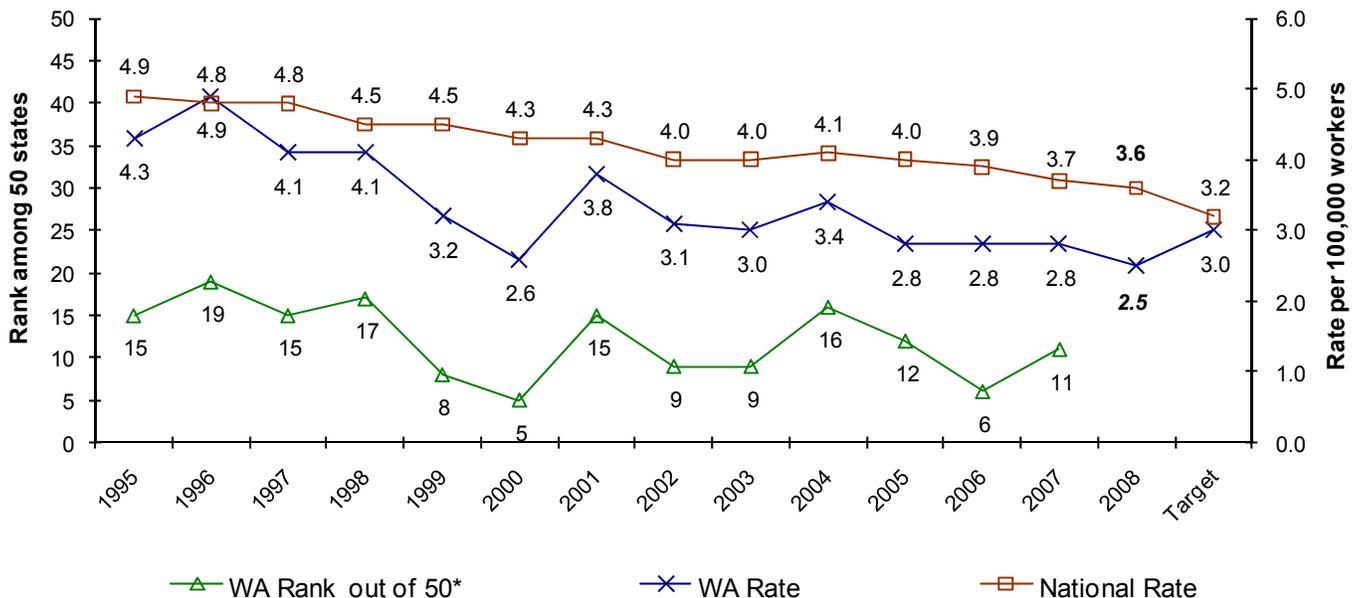
## Improving Workplace Safety & Health

<b>Goal 1-1</b>	<b>Reduce deaths from work-related injuries in support of the 2010 goal of no more than 3.0 deaths per 100,000 full-time workers.</b>
<b>Results: On Track</b>	<b>DOSH is on track to meet or exceed this goal in 2010.</b> <b>BLS converted to employment based rates and now has to wait for Local Area Unemployment Statistics (LAUS) State-by-State employment data for the denominators which will not be final until spring 2010. The preliminary 2008 rate for Washington is based on a published report from Employment Security and CFOI fatality data.</b>
<b>Comment</b>	The baseline for this measure is the 2000-2004 annual Washington State average, which is 3.2 fatalities per 100,000 workers. The results will be assessed by the 2005-2009 average annual Washington State fatality rate.
<b>Strategic Goal</b>	1: Improve workplace safety and health for Washington workers by reducing hazards, exposures, injuries, illnesses and fatalities.
<b>5 Yr Performance Goal</b>	1-A: By 2010, reduce deaths from work-related injuries to no more than 3.0 per 100,000 full-time workers.

**Indicator:** 2005-2009 average annual Washington State fatality rate.

**Data Source:** Census of Fatal Occupational Injuries (CFOI)

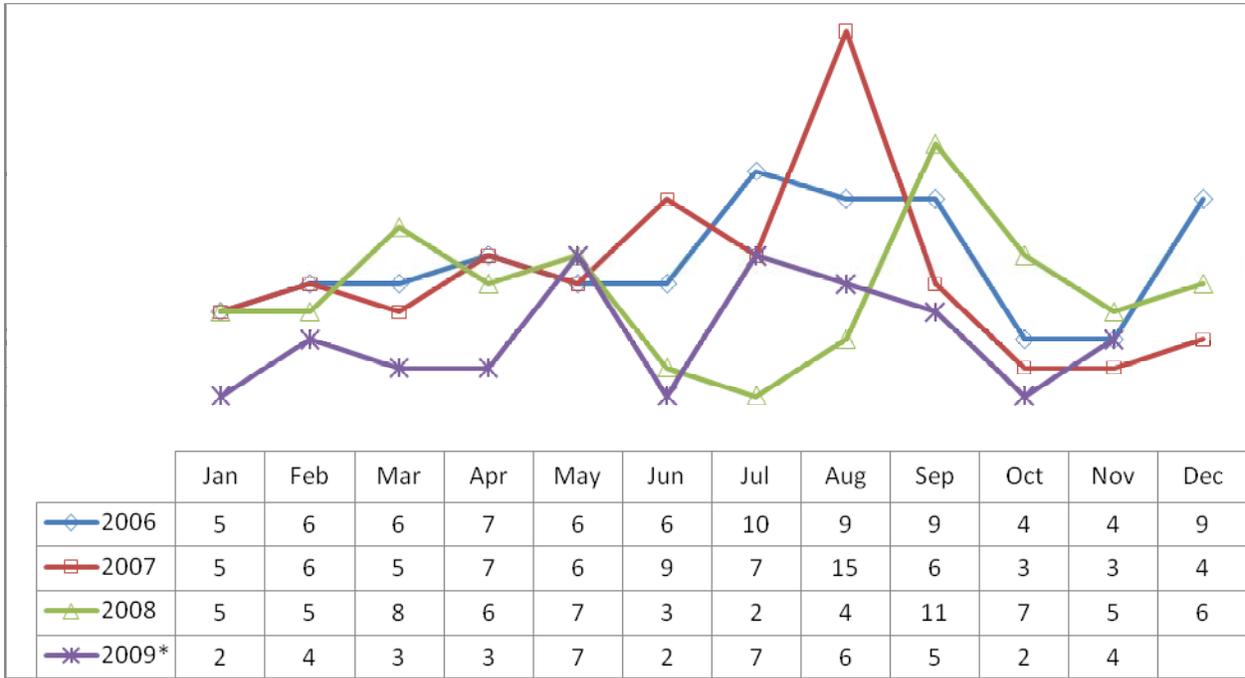
### Washington Workplace Fatality Rate Compared to National Rate



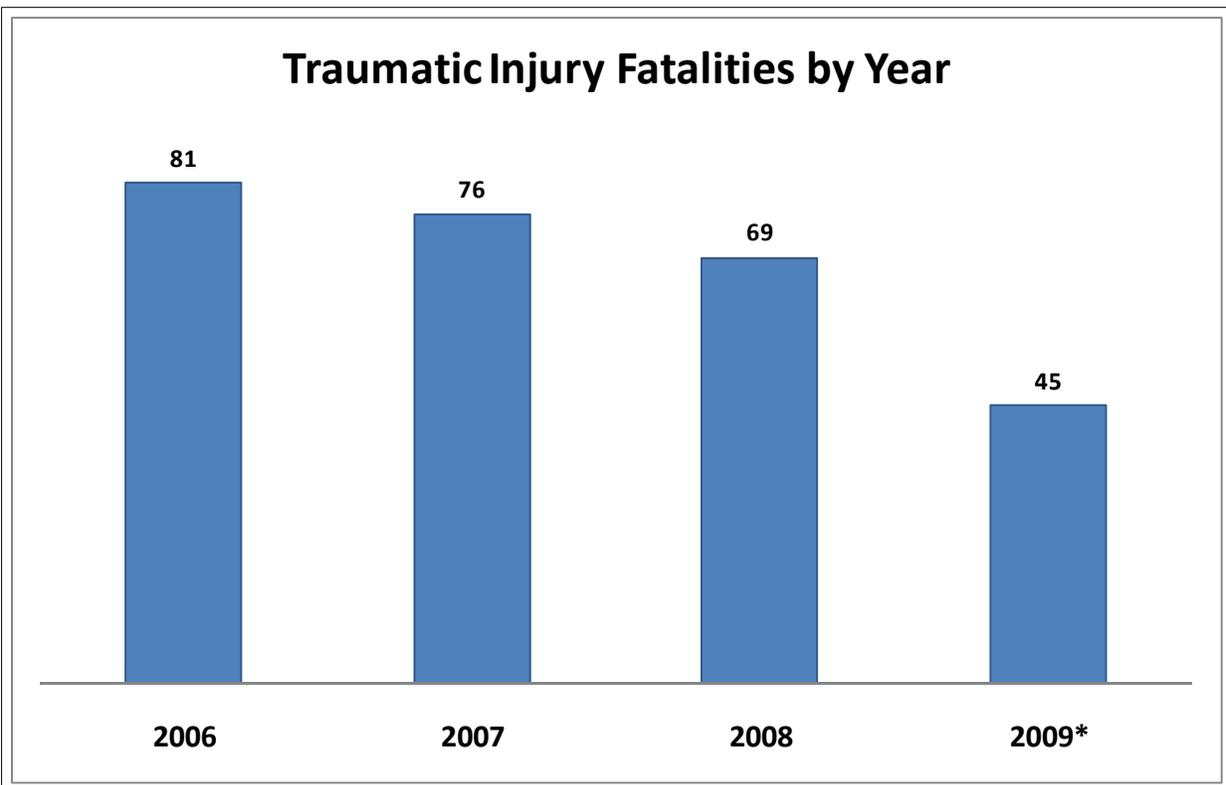
Census of Fatal Occupational Injuries (CFOI), Bureau of Labor Statistics, U.S. Department of Labor; and,

Washington State Employment Security Report  
 (http://www.workforceexplorer.com/admin/uploadedPublications/8889\_ESR\_Apr\_15\_08.pdf)

## Traumatic Injury Fatalities in Washington Workplaces



\* 2009 does not include December's data; it was not complete by the time of this report.



Data from Washington's Fatality Assessment and Control Evaluation (FACE) system administered by L&I's Safety and Health Assessment and Research for Prevention (SHARP) program.

<b>Goal 1-2</b>	<b>Reduce workplace injuries and illnesses by at least 10% as measured by the average time loss claims rate for employers with WISHA enforcement or consultation visits.</b>
<b>Results:</b>	<ul style="list-style-type: none"> <li>• Fixed site employers inspected by DOSH had a rate decrease of 14.5% compared to a 4.3% decrease for employers with no visit, for a net decrease of 10.2%.</li> <li>• Non-fixed industry employers inspected by DOSH had a rate decrease of 11.9% compared to a 7.3% decrease for employers with no visit, for a net decrease of 4.6%.</li> <li>• Fixed site employers with a DOSH consultation had a rate decrease of 2% compared to a 4.3% decrease for employers with no visit, for a net increase of 2.3%.</li> <li>• Non-fixed industry employers with a DOSH consultation had a rate decrease of 43.7% compared to a 7.3% decrease for employers with no visit, for a net decrease of 36.4%.</li> </ul>
<b>Comment</b>	<p>The inclusion criteria and dates for the most recent study were:</p> <ol style="list-style-type: none"> <li>1. Companies reporting hours each quarter during SFY 2005-2008.</li> <li>2. State Fund companies.</li> <li>3. Companies with a single business location.</li> <li>4. Companies with at least 5 FTEs per year on average.</li> <li>5. Companies with no DOSH activity during the two years (SFY 2005-2006) prior to the year measured (SFY 2007).</li> </ol> <p>Note: Final report with more detailed analysis is not yet available.</p>
<b>Strategic Goal</b>	1: Improve workplace safety and health for Washington workers by reducing hazards, exposures, injuries, illnesses and fatalities.
<b>5 Yr Performance Goal</b>	1-B: By 2010, reduce deaths from work-related injuries to no more than 3.0 per 100,000 full-time workers.

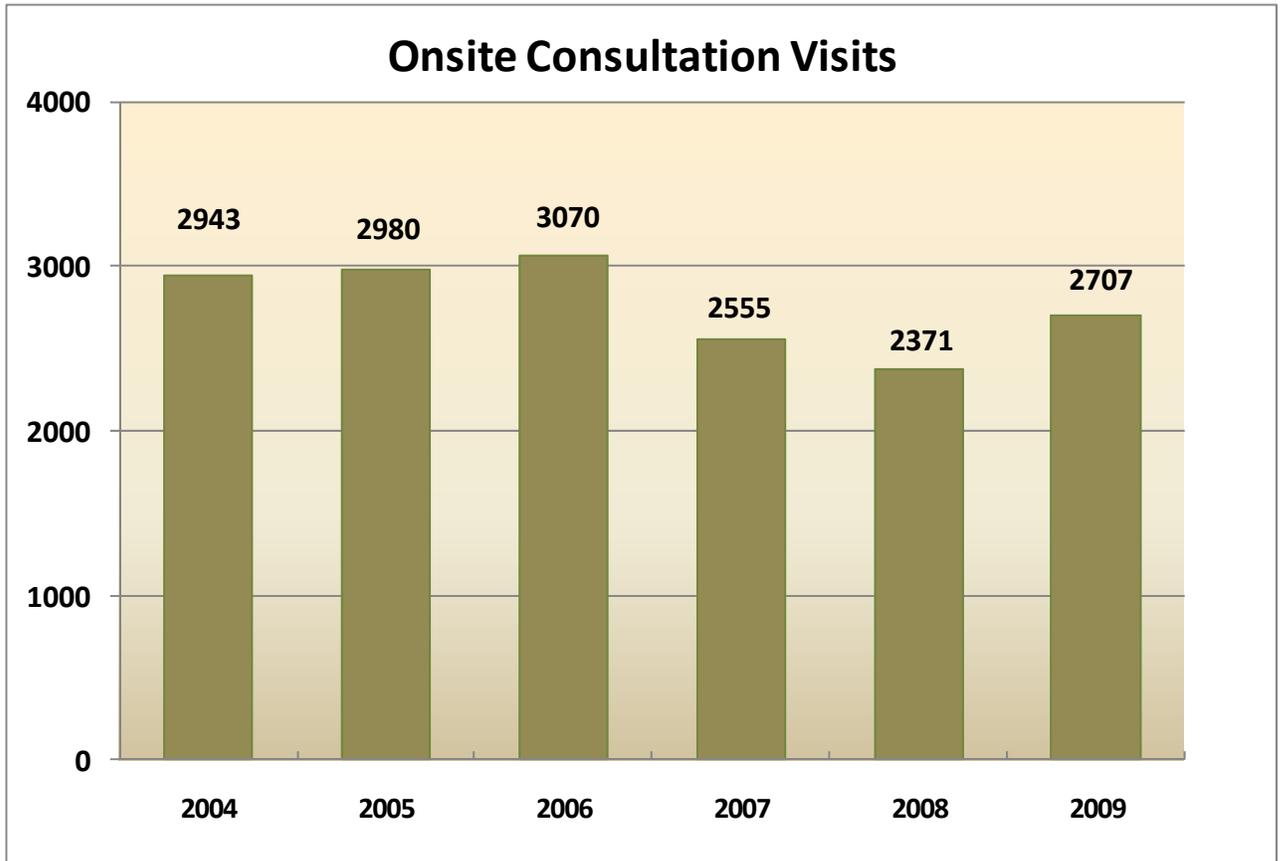
**Indicator:** Percent change between baseline and performance period in workers' compensation compensable claims rates (includes kept-on-salary claims) for target group as compared with change for overall group.

**Data Source:** SHARP report

<b>Goal 1-3</b>	<b>Conduct at least 2600 onsite consultations. To help ensure this goal is met, provide weekly tracking reports to consultation supervisors and managers.</b>									
<b>Results: Goal Exceeded</b>	<b>Qtr 1</b>		<b>Qtr 2</b>		<b>Qtr 3</b>		<b>Qtr 4</b>		<b>YTD</b>	
	557	21.4%	704	27.1%	708	27.2%	738	28.4%	2707	104.1%
<b>Comment</b>	<p>336 more consultations were conducted than during the same period in FFY 2008, an increase of 14%. This was accomplished even though a significant vacancy rate existed during the measurement period.</p> <p>The number of consultations conducted directly impacts our ability to reach our strategic and five-year performance goals.</p>									
<b>Strategic Goal</b>	1: Improve workplace safety and health for Washington workers by reducing hazards, exposures, injuries, illnesses and fatalities.									
<b>5 Yr Performance Goal</b>	1-B: By 2010, reduce the rate of workplace injuries and illnesses in Washington workplaces by 20%.									

**Indicator:** Number of onsite consultation visits with a closing conference date in the current period. Consultation activity reports prepared and distributed weekly.

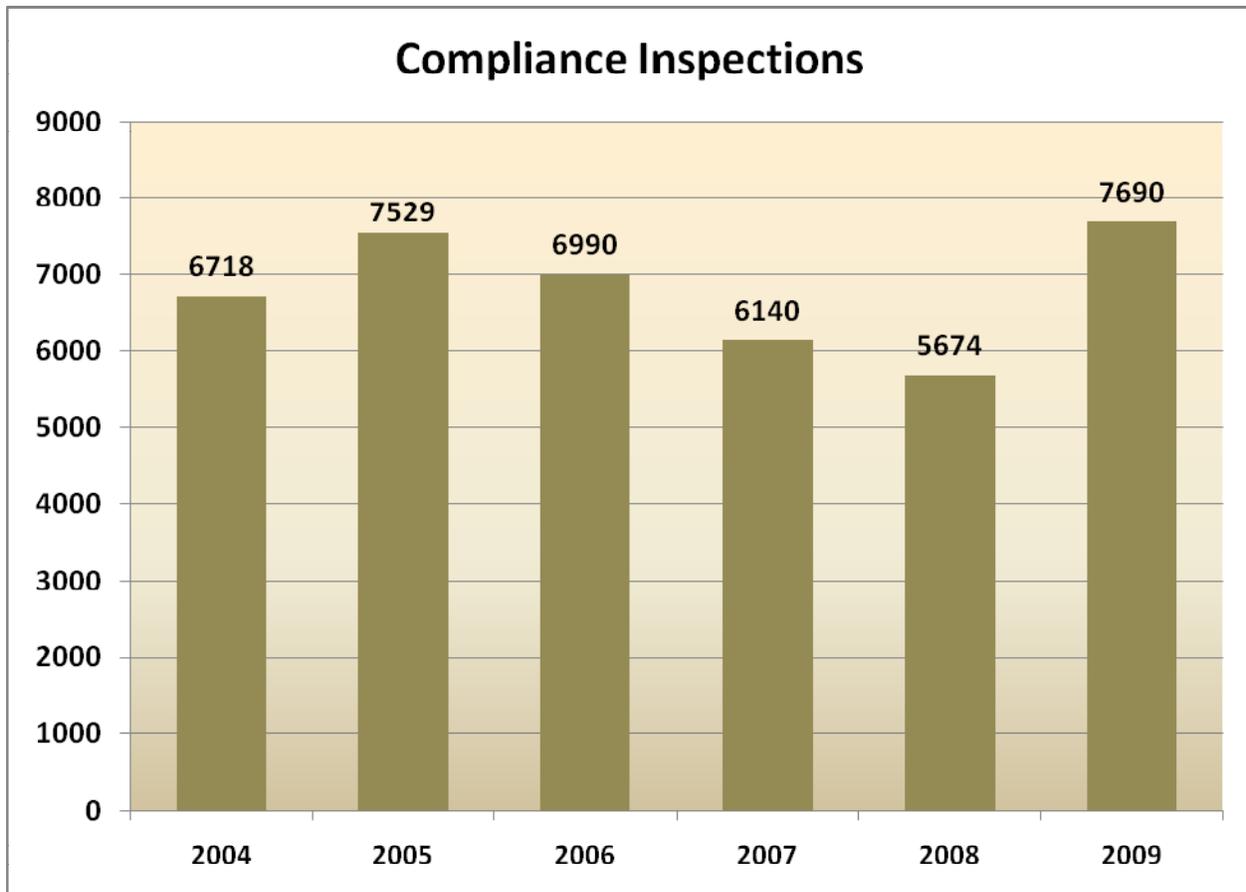
**Data Source:** L&I Data Warehouse and WISHA Information Network (WIN)



<b>Goal 1-4</b>	<b>Conduct at least 6600 compliance inspections. To help ensure this goal is met, provide weekly tracking reports to compliance supervisors and managers.</b>									
<b>Results: Goal Exceeded</b>	<b>Qtr 1</b>		<b>Qtr 2</b>		<b>Qtr 3</b>		<b>Qtr 4</b>		<b>YTD</b>	
	1636	24.8%	1993	30.2%	2063	31.3%	2002	30.3%	7690	116.5%
<b>Comment</b>	<p>Significant efforts from staff contributed to exceeding this goal. Not only were more inspections completed, but they were done while managing a hiring freeze and loss of positions. 2016 more compliance inspections were completed in FFY 2009 than 2008, a 36% increase.</p> <p>The number of inspections conducted directly impacts our ability to reach our strategic and five-year performance goals.</p>									
<b>Strategic Goal</b>	1: Improve workplace safety and health for Washington workers by reducing hazards, exposures, injuries, illnesses and fatalities.									
<b>5 Yr Performance Goal</b>	1-B: By 2010, reduce the rate of workplace injuries and illnesses in Washington workplaces by 20%.									

**Indicator:** Number of compliance inspections with a closing conference date in the current period. Compliance activity reports prepared and distributed weekly.

**Data Source:** L&I Data Warehouse and WISHA Information Network (WIN)



<b>Goal 1-5</b>	<b>Continue implementation of crane safety legislation including adopting all final regulations, implementing a data and correspondence system, and hiring at least five compliance inspectors.</b>
<b>Results: Goal Met</b>	<b>Crane Safety rules have been adopted. The data and correspondence system has been developed. Compliance inspectors have been hired.</b>
<b>Comment</b>	<p>The rules for Crane Safety cover certification of crane inspectors and operators, and construction crane safety requirements for employers, along with updated rigging and personnel lifting requirements. We have contracted with NCCCO (National Commission Certification of Crane Operators) to form an exam development group. Exams for crane certifiers to be ready by July, 2009.</p> <p><b>Future Steps:</b> When drafting of phase 2 is complete, several meetings with the crane small stakeholders group will be required for review. We are on schedule for a possible proposed filing date in fall, 2010. Exam development group will continue meeting through December, 2009 to finalize exams for articulating crane certifiers and overhead crane certifiers. This will complete the exams for the four crane types; mobile, tower, articulating and overhead. Construction crane data will be loaded into tracking system when rule becomes final.</p>
<b>Strategic Goal</b>	1: Improve workplace safety and health for Washington workers by reducing hazards, exposures, injuries, illnesses and fatalities.
<b>5 Yr Performance Goal</b>	1-C: Develop or continue at least two industry and hazard-based initiatives each year to provide additional attention to areas contributing to high fatality or high injury and illness rates, or emerging hazards.

**Indicator:** Crane Safety compliance inspectors hired. General construction crane safety and rigging requirements drafted, public hearings held, and rules adopted. Crane safety computer tracking system including correspondence fully implemented.

**Data Source:** Construction & Specialty Services Program report; Regulatory & Legal Services Program report.

## Fostering Workplace Safety

<b>Goal 2-1</b>	<b>Increase the number of safety presentations in Spanish.</b>																																																												
<b>Results: Goal Met</b>	<table border="1"> <thead> <tr> <th></th> <th>FFQ1</th> <th>FFQ2</th> <th>FFQ3</th> <th>FFQ4</th> <th>Total YTD</th> </tr> </thead> <tbody> <tr> <td>Conference/Seminar</td> <td>1</td> <td>4</td> <td></td> <td>1</td> <td>6</td> </tr> <tr> <td>Formal Training</td> <td>12</td> <td>16</td> <td>4</td> <td></td> <td>32</td> </tr> <tr> <td>Hispanic Outreach</td> <td>19</td> <td>21</td> <td>38</td> <td>29</td> <td>107</td> </tr> <tr> <td>Interpretation</td> <td></td> <td>8</td> <td>1</td> <td>1</td> <td>10</td> </tr> <tr> <td>Other</td> <td></td> <td>6</td> <td>4</td> <td></td> <td>10</td> </tr> <tr> <td>Outreach</td> <td>7</td> <td>6</td> <td>5</td> <td></td> <td>18</td> </tr> <tr> <td>Safety &amp; Health Program Asst</td> <td>4</td> <td>3</td> <td>1</td> <td>1</td> <td>9</td> </tr> <tr> <td>Speech</td> <td>2</td> <td>7</td> <td></td> <td></td> <td>9</td> </tr> <tr> <td><b>Total</b></td> <td><b>45</b></td> <td><b>71</b></td> <td><b>53</b></td> <td><b>32</b></td> <td><b>201</b></td> </tr> </tbody> </table>		FFQ1	FFQ2	FFQ3	FFQ4	Total YTD	Conference/Seminar	1	4		1	6	Formal Training	12	16	4		32	Hispanic Outreach	19	21	38	29	107	Interpretation		8	1	1	10	Other		6	4		10	Outreach	7	6	5		18	Safety & Health Program Asst	4	3	1	1	9	Speech	2	7			9	<b>Total</b>	<b>45</b>	<b>71</b>	<b>53</b>	<b>32</b>	<b>201</b>
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<b>Comment</b>	<p>We performed 201 safety presentations in Spanish during FFY 2009, with more than 4,600 people participating in our safety and health activities, and approximately 400 additional Hispanic/Latino workers contacted per month by our Hispanic Outreach Coordinator.</p> <p>L&amp;I partners with the Mexican Consulate in Seattle to coordinate contact with many of the 400+ workers seen by our Hispanic Outreach Coordinator each month. Further Hispanic outreach is conducted through public service announcements on television and radio, and participation in Hispanic/Latino safety &amp; health fairs (almost 1,800 in attendance at two fairs this year in King County). In the last year, these events have been bigger with more attendees and held in more locations</p> <p>2009 results and data will serve as the baseline for 2010.</p>																																																												
<b>Strategic Goal</b>	2: Promote values which foster workplace safety through education, consultation, and employer assistance.																																																												
<b>5 Yr Performance Goal</b>	2-A: Greatly expand safety and health assistance tools for employers as evidenced by a 50% increase in online or downloadable employer assistance tools.																																																												

**Indicator:** Baseline identified. More Spanish language safety presentations conducted than baseline.

**Data Source:** Monthly report from Hispanic Outreach Coordinator and Form 66 database.

<p><b>Goal 2-2</b></p>	<p><b>By September 2009, develop a written report on safety and health investment projects (SHIP) that were funded, and results to-date.</b></p>
<p><b>Results:</b></p>	<p><b>Since the program’s inception, a total of 97 applications have been received, with 27 approved. The total amount awarded is \$3,406,706.</b></p> <p><b>See page 20 for more information about SHIP.</b></p>
<p><b>Comment</b></p>	<p>This program implements a 2007 Washington State Legislature biennial budget proviso (\$8 million) requiring establishment by rule of a Safety and Health Investment Projects program under the statutory authority of Chapter 49.17 RCW. The program funds projects that promote employer/employee collaborative efforts to improve workplace safety programs. Focus is on state fund employers and employees who pay into the Medical Aid fund.</p> <p>Earlier this year, some issues were identified relative to ownership of equipment purchased by grantees. No deficiencies were found, but contract language was revised for clarity. This delayed close out of grants and preparation of a final report on project outcomes. Staff are now in the process of closing out grants that finished during this fiscal year. A detailed report of program administration, processes and initial project outcomes is being prepared and will be ready in March 2010. Approximately 35 new grant applications have been received and are now being reviewed for a second round of funding during FFY 2010.</p>
<p><b>Strategic Goal</b></p>	<p>2: Promote values which foster workplace safety through education, consultation, and employer assistance.</p>
<p><b>5 Yr Performance Goal</b></p>	<p>2-B: Provide significant incentives and resources to foster workplace safety and health by developing and implementing a program to encourage and fund safety and health investment projects.</p>

**Indicator:** Written report produced on results of funded grants.

**Data Source:** SHIP Program report.

<p><b>Goal 2-3</b></p>	<p><b>Support the 5-year goal to encourage voluntary compliance and expand worker protection systems through the approval of at least two new VPP sites.</b></p>
<p><b>Results:</b> <b>Goal Exceeded</b></p>	<p><b>15 new sites approved since October 1, 2005.</b></p> <p>Q1: Shea Homes Trilogy of Redmond awarded Merit status October 21, 2008.          Q2: No new sites approved in this quarter.          Q3: iLevel by Weyerhaeuser added June, 01, 2009. Shea Homes withdrew in April as a result of the slowing economy and the lack of work.          Q4: Filtrona Extrusion (PEXCO) of Tacoma added July 13, 2009.</p>
<p><b>Comment</b></p>	<p>Baseline is 10 VPP sites – target is at least 10 more sites by 2010.</p>
<p><b>Strategic Goal</b></p>	<p>2: Promote values which foster workplace safety through education, consultation, and employer assistance.</p>
<p><b>5 Yr Performance Goal</b></p>	<p>2-C: Encourage voluntary efforts to improve occupational safety and health and expand worker protection systems by recognizing and encouraging positive models of successful employer programs, as evidenced by approval of at least ten additional VPP sites.</p>

**Indicator:** Approval of employer’s worksite for VPP recognition program.

**Data Source:** Voluntary Services Program report.

<p><b>Goal 2-4</b></p>	<p><b>Adopt and implement a small employer recognition and inspection exemption program equivalent to OSHA’s SHARP program.</b></p>
<p><b>Results: Goal Met</b></p>	<p>DOSH adopted the START program (Safety Through Achieving Recognition Together). It is included in the updated Consultation Manual.</p>
<p><b>Comment</b></p>	<p>The requirement to adopt a program at least as effective as the federal SHARP program (Safety and Health Achievement Recognition Program) is required by federal rule and was a condition in our FFY 2009 23(g) grant award. DOSH has addressed the federal mandate through adoption of the START program.</p> <p>DOSH staff in coordination with L&amp;I’s Public Affairs are developing marketing materials for START. A fact sheet has been drafted to help potential program applicants understand START. We are aware of several firms gearing up to submit applications for potential inclusion in the program.</p> <p>The program policies have already been approved by OSHA. A formal State Plan change (Consultation Manual) will be submitted next month.</p>
<p><b>Strategic Goal</b></p>	<p>2: Promote values which foster workplace safety through education, consultation and employer assistance.</p>
<p><b>5 Yr Performance Goal</b></p>	<p>2-D: Encourage voluntary efforts to improve occupational safety and health and expand worker protection systems by recognizing and encouraging positive models of successful employer programs, as evidenced by approval of at least ten additional VPP sites and four additional partnerships with business and labor organizations.</p>

**Indicator:** Submission of State Plan Change and implementation of new program.

**Data Source:** Consultation, Education & Outreach Program report.

## Providing Good Outcomes

<b>Goal 3-1</b>	<b>Ensure that at least 95% of the time, consultants verify the correction of serious hazards within 14 days of the abatement date.</b>									
<b>Results: Goal Exceeded</b>	<b>Qtr 1</b>		<b>Qtr 2</b>		<b>Qtr 3</b>		<b>Qtr 4</b>		<b>YTD</b>	
	1500/ 1539	97.5%	1663/ 1699	97.9%	1621/ 1663	97.5%	1862/ 1910	97.5%	6649/ 6816	97.5%
<b>Comment</b>	<p>Data is produced through the Data Warehouse, rather than the MARC report. This will allow us to monitor performance on a more frequent basis, and will accommodate the reduction in the measurement period from 30 days to 14 days.</p> <p>In FFY 2008, 96% of serious hazards were abated timely. This an increase in timeliness as well as an increase in number of hazards abated, while managing a large staff vacancy rate.</p>									
<b>Strategic Goal</b>	3: Maximize DOSH’s effectiveness and efficiency by strengthening our capabilities and infrastructure.									
<b>5 Yr Performance Goal</b>	3-A: Assure timely response in critical program areas defined in annual performance plan targets, including issuing results of onsite interventions, assuring correction of hazards, and investigating complaints of workplace safety and health related discrimination.									

**Indicator:** At least 95% of serious violations with abatement due during the period have abatement verified as completed.

**Data Source:** L&I Data Warehouse and WISHA Information Network (WIN).

	<b>Consultation</b>	
	<b># Serious Hazards Abated</b>	<b>% Timely w/in 14 days</b>
<b>2009</b>	<b>6649 of 6816</b>	<b>97.5%</b>
<b>2008</b>	5,790 of 6,045	96%
<b>2007</b>	6,255 of 6,438	97.2%
<b>2006</b>	8,883 of 9,175	96.8%
<b>2005</b>	9,687 of 9,976	97.1%
<b>2004</b>	9,876 of 10,238	96.5%
<b>2003</b>	5,867 of 6,233	94.1%
<b>2002</b>	7,301 of 7,780	93.8%
<b>2001</b>	6,782 of 7,197	94.2%

<b>Goal 3-2</b>	<b>Ensure that at least 95% of the time, inspectors verify the correction of serious violations within 14 days of the abatement date.</b>									
<b>Results: Goal Met</b>	<b>Qtr 1</b>		<b>Qtr 2</b>		<b>Qtr 3</b>		<b>Qtr 4</b>		<b>YTD</b>	
	929/987	94.1%	1091/1166	94.4%	1266/1329	95.3%	1095/1157	95.1%	4381/4639	95%
<b>Comment</b>	Measure includes serious, willful, repeat and unclassified violations. We will produce the data through our Data Warehouse instead of using the SAMM report. This will allow us to monitor performance on a more frequent basis, and will accommodate the reduction in the measurement period from 35 days to 14 days.									
<b>Strategic Goal</b>	3: Maximize DOSH's effectiveness and efficiency by strengthening our capabilities and infrastructure.									
<b>5 Yr Performance Goal</b>	3-A: Assure timely response in critical program areas defined in annual performance plan targets, including issuing results of onsite interventions, assuring correction of hazards, and investigating complaints of workplace safety and health related discrimination.									

**Indicator:** At least 95% of serious violations with abatement due during the period have abatement verified as completed.

**Data Source:** L&I Data Warehouse and WISHA Information Network (WIN).

**Getting Serious Violations Corrected Faster**

When DOSH assures the timely correction of serious violations, Washington workers are exposed to significantly fewer hazards that can cause serious injuries, illnesses or fatalities.

	<b>Compliance</b>	
	<b># Serious Hazards Abated</b>	<b>% Timely w/in 14 days</b>
<b>2009</b>	<b>4381/4639</b>	<b>95%</b>
<b>2008</b>	2,735 of 2,898	94.4%
<b>2007</b>	3,951 of 4,167	94.9%
<b>2006</b>	4,804 of 4,972	96.6%
<b>2005</b>	4,555 of 4,792	95.1%
<b>2004</b>	3,843 of 4,310	89.2%
<b>2003</b>	4,216 of 4,688	89.9%
<b>2002</b>	4,514 of 4,977	90.7%
<b>2001</b>	5,415 of 6,622	81.8%

<p><b>Goal 3-3</b></p>	<p><b>Maintain hygiene citation lapse time at or below the current national average of 59.9 calendar days (for citations with violations, from opening conference to issuance date).</b></p>										
<p><b>Goal 3-4</b></p>	<p><b>Maintain safety citation lapse time at or below the current national average of 45.6 calendar days (for citations with violations, from opening conference to issuance date).</b></p>										
<p><b>3-3 Results: Goal Exceeded</b></p>	<table border="1"> <thead> <tr> <th>Qtr 1</th> <th>Qtr 2</th> <th>Qtr 3</th> <th>Qtr 4</th> <th>YTD</th> </tr> </thead> <tbody> <tr> <td>63.3</td> <td>47.5</td> <td>42.1</td> <td>46.9</td> <td>49.95</td> </tr> </tbody> </table>	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	63.3	47.5	42.1	46.9	49.95
Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD							
63.3	47.5	42.1	46.9	49.95							
<p><b>3-4 Results: Goal Exceeded</b></p>	<table border="1"> <thead> <tr> <th>Qtr 1</th> <th>Qtr 2</th> <th>Qtr 3</th> <th>Qtr 4</th> <th>YTD</th> </tr> </thead> <tbody> <tr> <td>30.5</td> <td>25.8</td> <td>27.3</td> <td>27.0</td> <td>27.65</td> </tr> </tbody> </table>	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD	30.5	25.8	27.3	27.0	27.65
Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD							
30.5	25.8	27.3	27.0	27.65							
<p><b>Comment</b></p>	<p><b>This is a very significant achievement for DOSH.</b> Since FFY 1999 we have had a goal to significantly reduce hygiene citation lapse time, but had never met it until now. Initially the goal was 68 days but over the years (even though we were not meeting it) the goal was steadily reduced to match the national average. It proved to be a very elusive target. In FFY 2005, we almost met the 65 day goal, with an average that year of 66.2. In the 4<sup>th</sup> quarter of 2005 a significant backlog developed in our central processing unit due to failure of aging IMIS system hardware. It was very disappointing to come so close, and to see lapse times increase again in 2006 as we struggled to eliminate the backlog.</p> <ul style="list-style-type: none"> <li>In June 2007, we implemented the final phase of WIN 2 system enhancements which eliminated the dependency on federal IMIS (Integrated Management Information System) and allowed us to issue citations directly from WIN (WISHA Information Network).</li> <li>Of special note, in FFY 2009 the Quality Assurance (formerly IMIS) staff permanently eliminated the citation processing backlog and throughout the entire year, maintained turnaround time at the same or next day after the inspection file is received in central office.</li> <li>Additionally, an increased emphasis on lapse time by the Statewide Compliance Manager, with increased attention by Regional Compliance Managers and Hygiene Compliance Supervisors on individuals with excessive lapse time, finally produced the long sought results.</li> </ul> <p>Meeting this goal has been a long standing concern. <b>We are extremely pleased to report that we have not only met the hygiene lapse time goal, we have exceeded it by 10 days, and reduced our average compared to last year by nearly 20 days!</b> We are now significantly below the national average for both hygiene and safety citation issuance (see chart on following page).</p> <p>The safety lapse time goal was adopted in FFY 2004. We exceeded the goal four of the last six years. However, <b>FFY 2009 was especially significant in that we reduced our safety lapse time 18 days below the national average, and 15.4 days below our average last year.</b></p>										
<p><b>Strategic Goal</b></p>	<p>3: Maximize DOSH’s effectiveness and efficiency by strengthening our capabilities and infrastructure.</p>										
<p><b>5 Yr Performance Goal</b></p>	<p>3-A: Assure timely response in critical program areas defined in annual performance plan targets, including issuing results of onsite interventions, assuring correction of hazards, and investigating complaints of workplace safety and health related discrimination.</p>										

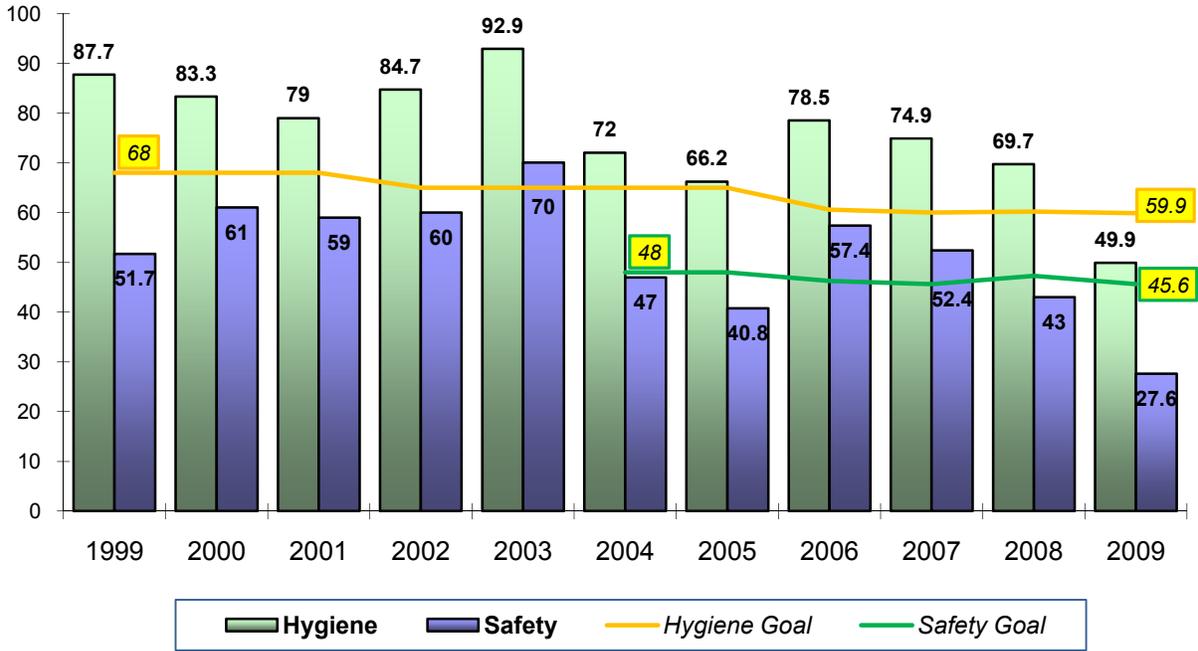
**Indicator:** Average number of days between opening conference date and citation issuance date for all hygiene/safety citations with violations issued during the period.

**Data Source:** L&I Data Warehouse, WISHA Information Network (WIN). Measure includes citations with violations only. The data is produced through our Data Warehouse instead of using the SAMM report. This allows us to monitor performance on a more frequent basis, and helps ensure our measurement is comparable to the federal and

*state data used to determine the national average..*

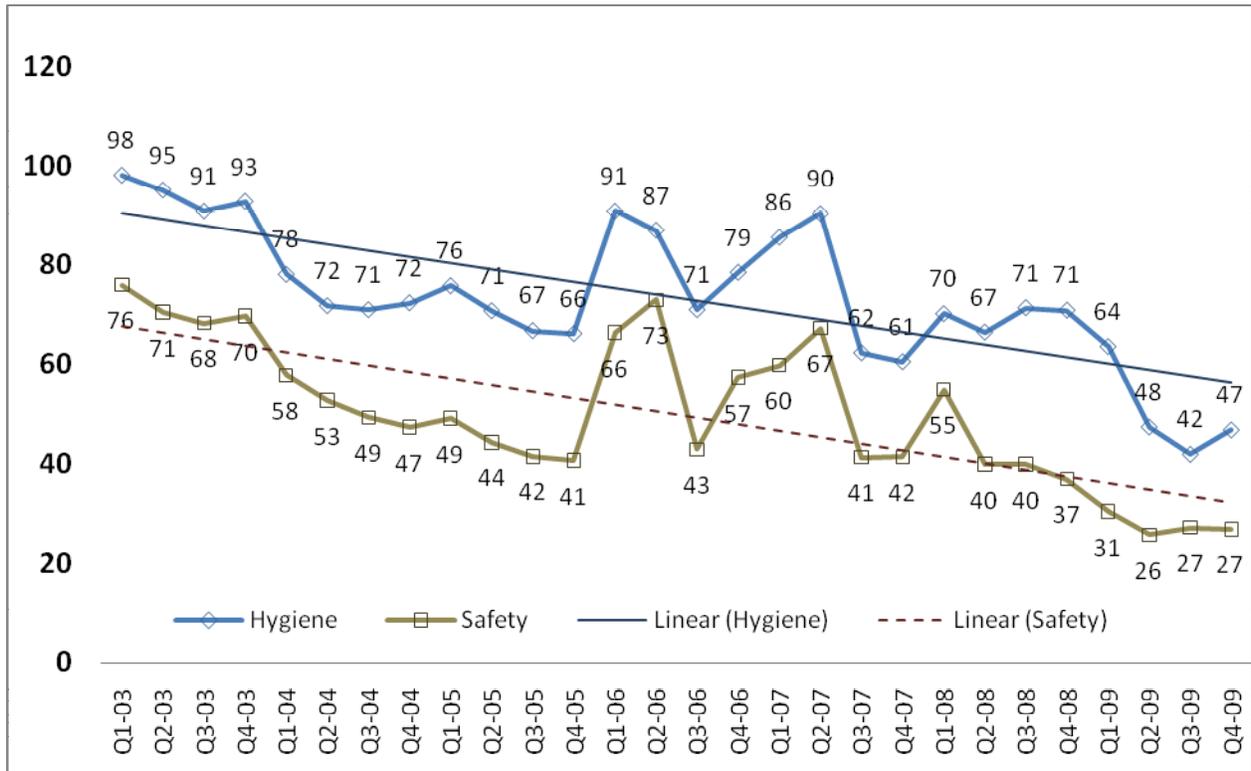
### History of Citation Lapse Time Goals – FFY 1999 – FFY 2009

(Hygiene goal adopted in 1999. Safety goal adopted in 2004.)



### Citation Lapse Time by Quarter FFY 2003 – FFY 2009

(Opening conference to citation issuance date)

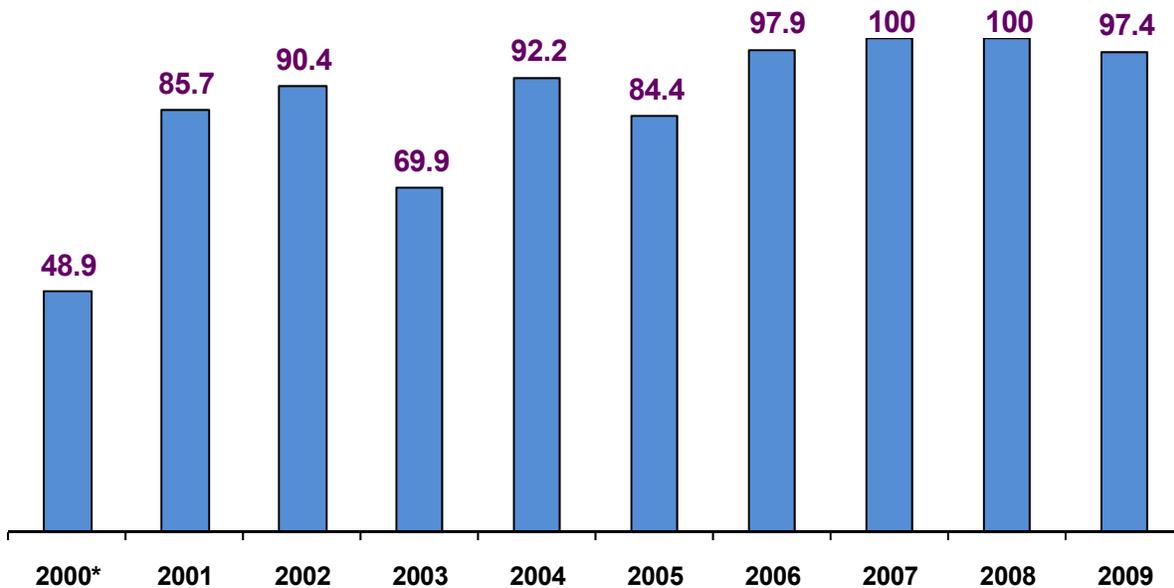


<b>Goal 3-5</b>	<b>Complete the investigation of all discrimination complaints within 90 days.</b>									
<b>Results: Goal nearly met</b>	<b>Qtr 1</b>		<b>Qtr 2</b>		<b>Qtr 3</b>		<b>Qtr 4</b>		<b>YTD</b>	
	25/25	100%	9/10	90%	24/24	100%	17/18	94.4%	75/77	97.4%
<b>Comment</b>	<p>In the past four years since management of the WISHA Discrimination Investigations program was moved directly under the control of DOSH, only four of 350 cases or slightly more than one percent have required more than 90 days to complete.</p> <p>The two untimely cases this year involved exceptional circumstances, requiring significant in-depth staff time to address. DOSH informed OSHA of relevant details and concerns while the cases were still open.</p>									
<b>Strategic Goal</b>	3: Maximize DOSH’s effectiveness and efficiency by strengthening our capabilities and infrastructure.									
<b>5 Yr Performance Goal</b>	3-A: Assure timely response in critical program areas defined in annual performance plan targets, including issuing results of onsite interventions, assuring correction of hazards, and investigating complaints of workplace safety and health related discrimination.									

**Indicator:** Cases that closed during the period that were investigated timely, compared to all cases closed during the period.

**Data Source:** Web-based OSHA Whistleblower database report.

**Percent of Cases Investigated Timely, FFY 2000 – 2009**



\* 2000: In addition, cleared entire aged backlog from previous years, a total of 47 cases.

<b>Goal 3-6</b>	<b>Provide weekly reports to Compliance Managers showing complaint received date, create date and opening conference date in order to reduce the number of complaints taking longer than 30 days to initiate. Ensure that supervisors take appropriate actions to verify that complaint inspections are initiated timely.</b>
<b>Results: Goal Met</b>	<b>The reports were completed and distributed on a regular basis. The reports helped keep a more up-to-date picture of what was happening, enabling the supervisors and managers to correct any issues.</b>
<b>Comment</b>	The reports are completed and are being sent to the Compliance Senior Program Manager and the regional Compliance Managers. The average timeliness is 12 days from receipt to opening conference.
<b>Strategic Goal</b>	3: Maximize DOSH's effectiveness and efficiency by strengthening our capabilities and infrastructure.
<b>5 Yr Performance Goal</b>	3-A: Assure timely response in critical program areas as defined in annual performance plan targets, including issuing results of onsite interventions, assuring correction of hazards, and investigating complaints of workplace safety and health related discrimination

**Indicator:** Complaint activity reports prepared and distributed weekly.

**Data Source:** L&I Data Warehouse and WISHA Information Network (WIN).

<b>Goal 3-7</b>	<b>Implement the redesigned Citation and Notice package.</b>
<b>Results: Goal Met</b>	<b>Implemented with December 11, 2008 WIN Release</b>
<b>Comment</b>	Several years ago in an attempt to make L&I documents sent to customers more user friendly, the C&N package was updated during the agency "Plain Talk" initiative. While the overall package was an improvement, new problems were created including a format that generated about four times as many pages for a C&N package. We have streamlined the templates while still maintaining all legally required elements.
<b>Strategic Goal</b>	3: Maximize DOSH's effectiveness and efficiency by strengthening our capabilities and infrastructure.
<b>5 Yr Performance Goal</b>	3-B: Continue to make WISHA rules, correspondence and other documents more accessible and understandable.

**Indicator:** Implementation of updated C&N package in WIN.

**Data Source:** Operations Program report.

<p><b>Goal 3-8</b></p>	<p><b>Develop a plan and schedule for designing and implementing an electronic quality review system with automated performance management reports.</b></p>
<p><b>Results: Goal revised due to resources</b></p>	<p><b>A statewide hiring freeze that began in mid-August, 2008 prevented us from filling IT vacancies and impacted our ability to begin this project. Additionally, for the 2009-11 biennial budget, DOSH permanently lost 12 positions and \$1.3 million including two vacant IT positions. This performance goal has been revised to work within existing resources and is included in the 2010 Performance Plan.</b></p>
<p><b>Comment</b></p>	<p>DOSH intends to plan, develop and implement automated quality assurance/audit, performance monitoring and reporting tools (like the state of Minnesota) so that we can make additional gains in statewide consistency and productivity. These tools will be part of the WISHA Information Network (WIN) suite of applications that currently includes enforcement, consultation, appeals, file tracking and technical training.</p> <p>Currently a cross functional team of DOSH staff is gathering the business requirements for the performance monitoring and reporting tools. Report development is planned to begin in March 2010.</p>
<p><b>Strategic Goal</b></p>	<p>3: Maximize DOSH’s effectiveness and efficiency by strengthening our capabilities and infrastructure.</p>
<p><b>5 Yr Performance Goal</b></p>	<p>3-C: Improve DOSH’s ability to analyze and measure delivery and outcome of services as evidenced by improved staff capabilities, data systems and performance management reports</p>

**Indicator:** *Development of a written plan and proposed implementation schedule.*

**Data Source:** *Operations Program report.*

## ADDITIONAL ANALYSIS

### SAMM Through the Years

	FFY 2005	FFY 2006	FFY 2007	FFY 2008	FFY 2009	Improvement
1. Average number of days to initiate complaint inspections	11.93	11.37	13.91	10.72	8.92	1.8 days
2. Average number of days to initiate complaint investigations	6.41	5.21	18.57	7.02	4.07	2.95 days
3. Percent of complaints where complainants were notified on time	92.01	89.08	92.13	97.52	97.88	.36%
4. Percent of complaints and referrals responded to within 1 day (Imm Danger)	94.74	94.74	97.22	100	100	
5. Number of Denials where entry not obtained	7	14	1	1	5	
6. Percent of S/W/R Violations verified						
Private	95.12	96.54	92.58	93.86	95.82	1.96
Public	98.85	97.35	94.38	98.51	97.96	
7. Average number of calendar days from opening conference to citation issue						
Safety	40.74	57.40	52.37	42.28	30.57	11.71 days
Hygiene	66.24	78.54	74.57	70.61	55.28	15.33 days
8. Percent of programmed inspections with S/W/R violations						
Safety	50.15	56.10	47.42	49.21	39.78	
Hygiene	40.50	37.94	34.59	36.68	38.44	1.76
9. Average violations per inspection with violations						
S/W/R	1.48	1.45	1.26	1.41	1.11	
Other	1.47	1.49	1.68	1.68	1.81	.13
10. Average initial penalty per serious violation (private sector only)	421.15	429.44	498.66	673.42	530.25	
11. Percent of total inspections in public sector	4.82	3.76	3.84	4.39	3.27	
12. Average lapse time from receipt of contest to first level decision	121.80	127.18	134.27	138.62	114.19	24.43 days
13. Percent of 11c investigations completed within 90 days	84.38	97.89	100.00	100.00	97.4	
14. Percent of 11c complaints that are meritorious	37.50	36.84	36.84	48.19	33.77	
15. Percent of meritorious 11c complaint that are settled	91.67	91.43	88.57	92.50	80.77	

## SPECIAL ACCOMPLISHMENTS

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### Safety and Health Investment Projects (SHIP)

#### Background

The SHIP (Safety and Health Investment Projects) grant program was created after the WA State Legislature passed a budget proviso in 2007 directing L&I to create a safety and health grant program. The proviso called for L&I to conduct rule-making and further to fund safety and health grants "...provided that projects funded involve workplaces insured by the medical aid fund, and that priority is given to projects fostering accident prevention through cooperation between employers and employees or their representatives." Rule-making was completed and rules were adopted in February 2008, with initial grant requests received in March 2008.

#### Current Status

Currently underway are 27 grant projects totaling \$3.4 Million funded by the SHIP program. The grants range in size from \$3,291 to \$359,172. These projects address specific training needs, ergonomics in a variety of workplace settings, best practices, and other topics that are intended to reduce workplace injuries, illnesses, and fatalities. The full list of current grants is on the SHIP web page at [www.lni.wa.gov/Safety/Topics/AtoZ/Grants](http://www.lni.wa.gov/Safety/Topics/AtoZ/Grants).

The first of these grant projects are completing their work and outputs/products will be published and made available to Washington workers and employers in a variety of media, depending on the type of product.

- Video products will be freely available on line and through our Safety and Health Video Library and Resource Center.
- Other materials may be available on the web.
- All grantees will submit a detailed report on their project, and these reports will also be available to those who find them useful.

#### Looking Forward

Forty grant requests were received by the August 31, 2009 cut-off for the up-coming grant cycle.

- SHIP program staff conducted the initial review of these applications and gathered clarifying information from applicants.
- Applications, including clarifying materials, received full SHIP program analysis and evaluation prior to review by the SHIP Advisory Committee (SAC).
- The SAC, which statutorily consists of three representatives from business, three from labor, and two with grant or safety and health expertise, reviews the applications and submits recommendations as to the merits of funding or not funding projects.
- SAC evaluations, along with program staff analysis of the grant requests will go to the Assistant Director for DOSH who makes the final decisions which proposals receive funding.
- Decisions are communicated to applicants, whether they were successful or not, in January 2010.
- Successful applicants are required to attend a grantee orientation where they will meet SHIP grant management staff and others who will help support successful projects.

A second invitation for proposals will be scheduled in early 2010 to select grants that will be funded later in 2010. The timetable for the 2010 cycle should be published in January 2010.

## Significant Inspections

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### L&I focus on petroleum refinery safety finds multiple violations Tesoro

In April 2009, L&I cited the [Tesoro Refining and Marketing Co.](#) at its Anacortes refinery for violations found as a result of a focused inspection aimed at reducing the likelihood of catastrophic events associated with petroleum refinery operations.

Tesoro is the third of Washington's four large refineries to have a comprehensive inspection as part of a federal [National Emphasis Program](#) aimed at inspecting all petroleum refineries in the U.S. The national program began in 2007 as a result of the 2005 explosion and fire at a [BP America](#) refinery in Texas that killed 15 employees and injured another 170.

L&I cited Tesoro for 17 "serious" safety and health violations, which carry proposed penalties totaling \$85,700. A "serious" violation is cited when there is the potential for death or serious physical injury from the violation.

The inspections focused on a refinery's development and implementation of systems designed to reduce or mitigate the potential for catastrophic releases of highly hazardous chemicals. Refineries are required to identify, evaluate and control process hazards; develop and implement mechanical integrity programs; and train operators who must monitor and respond to deviations in the process.

The inspection was conducted over a period of several months by a team of L&I officers who evaluated the systems and interviewed operators, technicians and managers, and reviewed thousands of documents and records.

The inspection cited 150 instances of deficiencies where the company did not:

- Compile accurate and complete process safety information.
- Identify, evaluate and control process hazards, such as an instance where an atmospheric blowdown system was not included in their hazard analysis studies.
- Ensure safe work practices for energy control, inadvertent valve closure and near-miss reporting.
- Update process-safety information when changes were made to technology, equipment, procedures or facilities. Inaccuracies could cause errors or confusion and result in catastrophic events.

### L&I and Lease Crutcher Lewis settle appeal over safety violations

L&I and Lease Crutcher Lewis settled an appeal in October 2008 for the safety violations that were cited following the collapse of a tower crane in Bellevue, Washington in November 2006.

L&I agreed to modify one violation, and the second violation was affirmed. Lease Crutcher Lewis agreed to pay the penalty of \$9,200, which was the amount originally cited, and to not appeal any further.

One violation cited the company for failing to ensure that the crane was inspected and maintained in accordance with the manufacturer's specifications. That language was modified to state that the employer did not obtain third-party oversight of the design of the non-standard tower crane base in use at its Tower 333 work site. The new crane safety law signed by the Governor in 2007 requires this

third-party oversight.

A second violation, specifically not related to the crane failure, had to do with installing a sign on the tower crane that exceeded size recommendations. The violation was affirmed, and L&I acknowledged that its investigation found no evidence that the sign contributed in any way to the collapse of the tower crane.

"We're pleased that L&I and Lease Crutcher Lewis were able to arrive at an agreement that furthers our cooperative efforts to create safer workplaces," said Steve Cant, assistant director for L&I's Division of Occupational Safety and Health. "Lease Crutcher Lewis continues to have an outstanding safety record with L&I, as shown by the company's inspection history and lower than average workers' compensation claims costs."

### **DOSH inspects a construction site with suspected Arsenic exposure**

DOSH inspected two employers, Rain City and the Point Ruston Development Co. at the location of the former ASARCO site in Tacoma, based upon a referral from the Carpenters' Union that workers were being over exposed to arsenic in the ground. Rain City was cited for one willful, one serious, and two general health violations, with penalties of \$35,400.

This inspection was high-profile because of the efforts of some groups to call attention to what they considered to be safety and health threats to workers. The former smelter site is being developed into an urban village, and buildings, roads, parking lots, sidewalks, etc., will be built and will serve as a cap on the contaminated soil.

The DOSH investigation found that workers had been given the required 24 hours of hazardous-waste training prior to start of the work, but when the work started some of the trained employees were not available so the employer gave their certification cards to untrained employees and told them to carry the cards and to lie about their names and say they had the training. The employer admitted to this in an interview with our inspectors.

The employer was cited for failure to:

- Ensure that workers had 24 hours of hazardous-waste training when working in an exclusion zone with elevated levels of arsenic and lead in the soil.
- Provide supervisors and managers with at least eight hours of specialized hazardous-material training.
- Conduct an employee-exposure evaluation to determine airborne concentrations of arsenic and lead.

### **DOSH investigates hazards in a "Green" industry**

Two employees were exposed to chemicals while cleaning inside a sludge tank. Both were admitted to a hospital and missed several days of work. DOSH industrial hygienists investigated.

The employees worked at the biodiesel manufacturing plant operated by Columbia Bioenergy, LLC in Creston, Washington. At any one time, the process equipment may contain over 13,000 pounds of flammable liquid (methanol), as well as combustible oil and grease feedstock, sulfuric acid and other chemicals. The process changes slightly from one batch to the next, to adjust for feedstock variation.

The plant manager said that since employees do not operate the process consistently, the sludge tank could have contained any or all of the chemicals.

The employer had done no preliminary investigation of the accident. In addition, they had serious deficiencies in their programs for accident prevention, chemical hazard communication, respiratory protection, and permit-required confined space entry. They had no program at all for process safety management.

DOSH issued 30 serious and 2 general citations, with penalties totaling \$45,800.

Although this inspection affected a small number of employees, it is worth noting because it highlights the number and severity of potential workplace hazards in a new and growing "green" industry.

### **DOSH investigates violations of asbestos standards**

During the last year, DOSH conducted many asbestos investigations. One of the more significant dealt with a company that had two inspections. Each inspection resulted in willful violations. These inspections were especially significant in that the employer was a certified asbestos abatement company and was found grossly violating asbestos standards, placing at risk the contractor's employees and the residents of the properties where the work was performed. The inspector found improper asbestos removal at a residence with the result of three willful and eight serious violations with a penalty of \$67,500. A second inspection was conducted due to reported improper asbestos removal from a boiler and pipes at a residence. Eight willful violations were issued with a penalty of \$75,000. The company was removed from the L&I website as a certified asbestos abatement contractor and went out of business. An EPA criminal investigator is reviewing the case for possible investigation.

Total penalties were \$142,500 for 11 willful and eight serious violations.

## Safe Workplace Initiatives

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### Workplace safety is focus of new ad campaign

Beginning in May 2009, The [Department of Labor and Industries](#) (L&I), in partnership with four business and labor organizations, began an advertising campaign to raise awareness about the importance of workplace safety in Washington state.

Television, radio and Internet ads in Western Washington help spread the message that the most important reason for making your workplace safe is not at work at all. Instead, workplace safety is important as a means of sustaining relationships with family and friends outside the workplace.

The centerpiece ad, called "Homecomings," shows people coming home from work to their loved ones, juxtaposed against one boy who is worried that his dad isn't home from work yet. The ad concludes with a reminder that, on average, two people die every week in Washington from on-the-job injuries and illnesses. The ads call attention to [WorkSafe.Lni.wa.gov](http://WorkSafe.Lni.wa.gov) and resources for making workplaces safer.

Co-sponsoring the ad campaign are the [Association of Washington Business](#), the [Washington State Labor Council](#), [Associated General Contractors](#), and the [Washington State Building and Construction Trades Council](#).

"Running this campaign now is particularly important because there are significant risks to workplace safety during an economic recession," said L&I [Director Judy Schurke](#). She noted that businesses may be tempted to cut corners on workplace safety when times are tight, and employees worried about having no other job options may not speak up about unsafe conditions. Also, employees may be fatigued from additional workloads or may be doing unfamiliar tasks, making them more prone to injury.

"These ads are particularly effective at bringing home the importance of safety in the workplace and the effects it can have on so many people," said [Don Brunell](#), president of the Association of Washington Business. "When an accident happens at work, it affects everyone – family, friends and co-workers."

L&I purchased licensing rights to an award-winning workplace-safety campaign developed in Australia, saving creative and development costs. The ads were repurposed for Washington residents, including voice-overs to eliminate the Australian accent.

In Australia, surveys showed that about 85 percent of viewers thought the ads were quite or very effective. Also, 24 percent of employers and 18 percent of employees said they had personally taken action as a result of the campaign. This was considered a very strong result in a low-interest category such as occupational safety and health.

About \$450,000 in TV and radio airtime and Internet space has been purchased. The money comes from dedicated workers' compensation funds, which can't be used for purposes other than workers' comp and workplace safety. Preventing one workplace injury that turns into a long-term pension could pay for the cost of the campaign. Currently, L&I has 3,964 claims with costs for each that are more than \$450,000.

The ads ran in May and June, and again in September and October, with some radio advertising also airing in July and August.

## Speakers' message to teens: Don't get hurt on the job like me

Nick Perry was 19 when a load of lumber fell on him and sent him to the hospital with life-changing injuries. Mike Lovett was 18 when his leg was mangled by sawmill machinery.

Perry, now an "incomplete paraplegic," and Lovett, outfitted with a prosthetic leg, have told their stories to teens throughout Washington during 2009 to raise their awareness about on-the-job safety.

The [Washington Department of Labor & Industries](#) (L&I) sponsored the two speakers as teens prepared to take summer jobs or graduate and move into the full-time workforce.

"All that independence that you worked so hard to gain can be taken away from you in a snap of your fingers," Perry told teens. "Know your rights at work, because you can get hurt. Just look at what happened to me."

Perry and Lovett talked with hundreds of students at more than 20 high schools and vocational schools in Western, Central and Eastern Washington.

[Steve Cant](#), then assistant director for L&I's Division of Occupational Safety and Health, said the need to address workplace safety with teens is because they are injured on the job twice as often as adults. Teens are new to the workplace, don't have the years of experience of older workers, may have supervisors who don't focus enough on safety, and are hesitant to speak up on their first job and demand proper training.

"Work is a positive experience for young people and should be encouraged," Cant said. "But we want teens to realize there are potential dangers at work, and that there are things they can do about it. We need to reach teens early in their work lives about how to protect themselves from injuries like those suffered by Nick and Mike."

In Washington, some jobs are legally off limits to youth under 18, such as operating meat slicers, driving a forklift or going up on a roof.

"When Nick and Mike tell their personal stories of being badly injured on the job, they have students' complete attention," Cant said. The speakers told students to be aware of safety, to follow the rules, to know what kind of work is prohibited and to speak up when necessary and insist on proper training.

In 2008, L&I piloted this peer-to-peer education program, which uses young people from British Columbia who were injured on the job and who later are trained to tell their stories to teens. Surveys done after presentations at five Washington schools in 2008 showed a significant increase in awareness of workplace safety, so the program was greatly expanded this year.

L&I's speaker's program is just one of many ways the agency educates teens, parents, teachers and employers about workplace safety and the special protections teens are given in Washington. More information about prohibited jobs, restricted work hours, minor work permits, workers' compensation cover and other things is available at [TeenWorkers.Lni.wa.gov](#).

## 1950s-style student-made video wins first place from L&I

A 60-second video with a 1950s look and feel took first place in a new student safety and health video contest sponsored by the [Department of Labor & Industries](#) (L&I).

The video contest is part of L&I's Injured Young Worker Speakers Program, a teen-safety campaign that reached 2,100 students across Washington State this spring with important messages about workplace safety for young workers.

Forrest Pitz, a student at the New Market Skills Center in Tumwater, was the first-place winner of a \$500 gift card with his "[The Wonderful World of Safety](#)" video. The muted black and white clip uses the innocence and earnestness of a bygone era to make a case for the importance of workplace safety for young workers.

A second-place \$300 gift card was awarded to Tristan McAvoy, also from the New Market Skills Center, for his "[Droplet Spread](#)," a timely health-awareness message about the ease of spreading germs and what you can do to minimize risks.

The pilot video contest was one element of the teen-safety program, now in its second year. The program is designed to raise workplace-safety awareness among young people by using a "peer-to-peer" approach in which teens seriously injured on the job talk to other teens about their life-changing experiences. Thirty-five presentations were conducted at 20 schools across Washington in the spring of 2009.

Survey results from more than 1,100 student evaluations indicated that 70 percent of the students said their awareness of workplace safety significantly increased after listening to the presentations.

## **L&I: Beat the heat by taking precautions if you work outdoors**

Temperatures during the summer months of 2009 broke 100 year records, the [Department of Labor & Industries](#) (L&I) reminded everyone that working outdoors in hot weather can put you at risk of heat-related illness.

If you work outdoors in hot weather:

- Drink as much as one cup of water every 15 minutes.
- Know the signs and symptoms of heat-related illness.
- Pace your work and take breaks.
- Wear lightweight, light-colored clothing.
- Avoid alcohol, caffeine and heavy meals.
- Heat-related illness can cause serious medical conditions, including disability and death.

A Washington state [safety rule](#) requires employers to protect outdoor workers from heat-related illness. Employers must train workers and supervisors to recognize the symptoms of heat stress and how to respond, increase the amount of water available to workers when it's hot, have the ability to appropriately respond to any worker with symptoms, and include heat-related-illness hazards in the employer's safety program.

L&I offered many [online resources](#), such as a sample accident prevention plan, training materials for supervisors and workers, and wallet cards with safety tips. In addition, employers can request a [free workplace consultation](#) or attend a [workshop](#).

More information and resources about outdoor heat exposure are available at [www.Lni.wa.gov/Safety/Topics/AtoZ/heatstress](http://www.Lni.wa.gov/Safety/Topics/AtoZ/heatstress)

## **WISHA Information Network (WIN) Updates**

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### **Appeals Management Reports**

In January 2009, Appeals Management Reports were added to the WISHA Information Network (WIN) system. These reports allow the Central Office Appeals Manager to monitor and compare the activities and decisions of Regional Hearings Officers statewide as well as on an individual basis.

### **Web Services**

The full set of Office Ergonomics learning modules was completed. The full module includes segments on *Chair Adjustment, Keyboard and Mouse Placement, Monitor Placement, Workstation Layout, and Laptops*. These are interactive, web-based learning tools that provide standardized technical assistance to both internal and external customers, and minimize demands on department staff for in-person assistance. They can be downloaded as presentations for group learning sessions.