

The background of the image is a close-up, slightly blurred view of the American flag, showing the stars and stripes. The OSHA logo is centered in the upper half of the image. The letter 'O' is a large, stylized circle with a blue outer ring and a grey inner ring. The letters 'S', 'H', and 'A' are white with a 3D effect and a drop shadow. The text 'OSHA' is in a large, bold, serif font.

OSHA

adds value to business,
work and life.

OSHA Resources for Librarians

Megan Meagher, CAS

meagher.megan@dol.gov

Depository Library Council Conference

April 17, 2007

Topics

- What is OSHA?
 - Mission
 - Makeup
- OSHA Resources
 - Internet
 - Personnel
 - Programs
 - Publications

OSHA General Information

- O ccupational
 - S afety
 - H ealth
 - A dministration
-
- Created by OSH Act of 1970, began operation in April 1971

OSHA's Mission

- ". . . to assure so far as possible every working man and woman in the Nation safe and healthful working conditions and to preserve our human resources."

OSHA's Strategic Plan

- Reduce injuries, illnesses, fatalities
- Focus on industries with high rates
- Focus on specific hazards
 - Amputations, electrical, noise, trenching, fall hazards, forklifts, struck-by, lead
- Hispanic, youth, hard to reach employers (small businesses)

Need for Legislation

- In 1970, Congress considered these annual figures:
 - Job-related accidents accounted for more than 14,000 worker deaths
 - Nearly 2-1/2 million workers were disabled
 - Estimated new cases of occupational diseases totaled 300,000

Since OSHA's establishment, worker fatalities have been cut by 60 percent, and injury and illness rates, by 40 percent.

OSHA Composition

- Coverage provided either directly by federal OSHA or through an OSHA-approved state program
- 10 Regions
- 26 State operated programs
- 4 dual programs
- ~1100 inspectors nationwide

Recent Statistics

Hispanic Fatality Statistics (1999 - 2004)

<u>YEAR</u>	<u>NUMBER</u>	<u>RATE (per 100,000 employed workers)</u>
1999	730	5.2
2000	815	5.6
2001	895	6.0
2002	841	5.0
2003	794	4.5
2004	883	4.9
2005	917	4.9

Compliance Assistance Specialist (CAS)

- Provides compliance advice and assistance to businesses (especially small businesses), labor affiliates and other stakeholders within the Area Office jurisdiction.
- 100%, full-time compliance assistance

OSHA Website



Free fact sheets, guidance documents, pocket guides and hundreds of other publications.

Industry and hazard specific information.

www.osha.gov

OSHA Compliance Assistance



U.S. Department of Labor
Occupational Safety & Health Administration

www.osha.gov

MyOSHA

Search



Advanced Search | A-Z Index



April 6, 2007

Site Index: [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Find It! in DOL
Department of Labor

Compliance
Assistance

- eTools
- Grants
- Hispanic Employer/Worker
- Posters
- QuickCards
- Quick Start
- Recordkeeping
- Small Business
- Training

Laws & Regulations

- Standards
- Interpretations
- Federal Registers
- Directives



OSHA 35-Year Milestones

What's New

Audiences:

- En Español
- Hispanic Employers & Workers
- Small Business
- Workers
- Teen Workers

In Focus

Guidance on Preparing Workplaces for an Influenza Pandemic



OSHA has unveiled new safety and health guidance that will help employers prepare for a possible influenza pandemic. [more...](#)



President's FY 2008
Budget Request for OSHA
[more...](#)



eMatrix for Hurricane
Response and Recovery

OSHA News

- Warehousing Education and Research Council Joins Alliance

OSHA QuickTakes

OSHA
adds value to business,
work and life

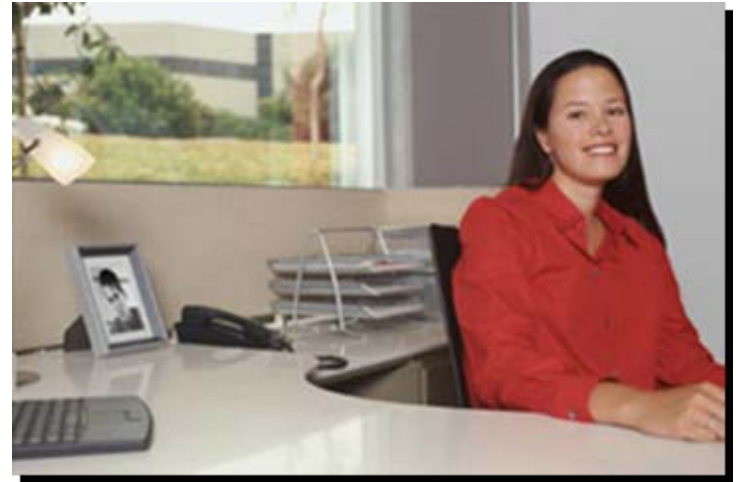
Small Business Assistance

- Office of Small Business Assistance
- Point of contact
- Advocate
- Someone inside OSHA working for you

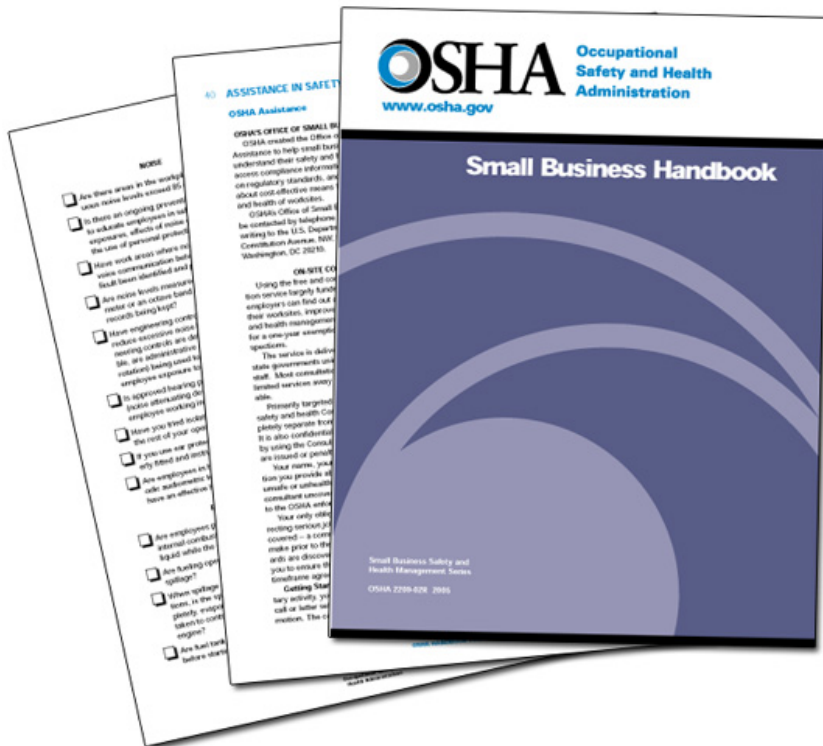


Helping Small Business

- Free on-site consultation
- SHARP honors safe, healthy companies
- Compliance assistance specialists in every area
- Resources, materials and training



Small Business Resources



- Web pages
- Handbook
- Consultation
- Tailored programs

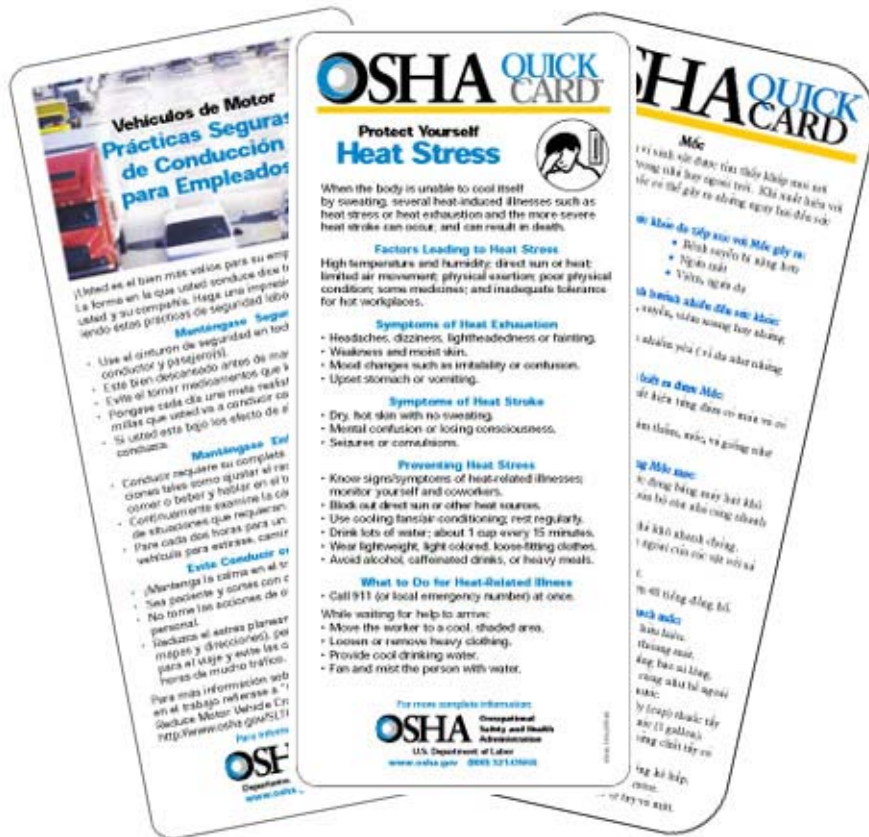
OSHA Publications (www.osha.gov)

When placing an order, you may select one copy of up to 5 different publications listed below.

* Publications with an " * " in the "Order Printed Copy" column are not available for ordering.

ID	Publication Title	View / Download		Order Printed Copy
		HTML	PDF	
	100 Most Frequently Cited OSHA Construction Standards in 1991: A Guide for the Abatement of the Top 25 Associated Physical Hazards <i>Reprinted: March 1995</i>	HTML	PDF 2.3MB	*
	29 CFR Part 1910. General Industry (revised 7/1/01) Please Note: This publication is not available from OSHA but may be purchased from the Government Printing Office. Order #S/N 869-044-00105-5; Cost \$11.00 (Foreign \$58.80). You may contact GPO by calling (202) 512-1800 or through the GPO website - http://bookstore.gpo.gov .			*
9092	29 CFR Part 1915 - Fire Protection in Shipyard Employment; Final Rule			<input type="button" value="Order"/>
	29 CFR Parts 1901 to 1910. General Industry (revised 7/1/01) Please Note: This publication is not available from OSHA but may be purchased from the Government Printing Office. Order #S/N 869-044-00104-7; Cost \$55.00 (Foreign \$77.00). You may contact GPO by calling (202) 512-1800 or through the GPO website - http://bookstore.gpo.gov .			*
	29 CFR Parts 1910, 1915, 1917, 1918, and 1926 - Occupational Exposure			

QuickCards



Laminated pocket cards provide straightforward information on how to stay safe and healthy.

In English, Spanish and other languages.

QuickTakes



In This Issue

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[New Fact Sheet on Fall Protection Available](#)
[New Safety and Health Topics Page on Chemical Food Flavoring](#)
[OSHA Recognizes Spanish and Youth Online Outreach Training Programs](#)
[New Content Added to Reliable OSHA Resource](#)
[VPP Challenge Pilot Program Participant First to Earn "Star" Status](#)
[New Strategic Partnerships Formed with OSHA](#)
[Latest OSHA Alliance Activity](#)
[New SHARP Certifications](#)
[QuickTips from QuickTakes](#)

DOL Awards More Than \$10 Million in Safety and Health Training Grants

Fifty-seven nonprofit organizations are on tap to share some \$10 million in [grants](#) for safety and health training and educational programs announced by OSHA, Sept. 29. Grants totaling \$6.9 million were awarded under the Targeted Topic Training Grants (e.g., construction and general industry hazards, disaster response and recovery, hexavalent chromium, and workplace emergency planning). Approximately \$3.3 million was used to fund renewal grants for recipients of last year's Institutional Competency Building Grants.

VPP Mobile Workforce Demonstration for Construction Accepting Applications

Effective today, employers in the construction industry may apply to participate in the newest component of OSHA's premier cooperative program—the [Voluntary Protection Programs \(VPP\) Mobile Workforce Demonstration for Construction](#). The initiative was first announced in July by OSHA Administrator Ed Foutler, who said it "recognizes those construction companies that should be held up as models of safety and health for the rest of the industry." Eligible applicants include those who have operated within the construction industry for at least three years. Details on how to apply are available on OSHA's [VPP](#) Web site; interested parties are also encouraged to contact OSHA's [Regional VPP](#) managers.

OSHA Resumes Regular Operations Throughout Gulf Coast Region

On Sept. 15, OSHA resumed regular operations throughout Louisiana. Prior to that date, OSHA had [suspended](#) New Orleans and various southern parishes from its normal enforcement operations resulting from last year's hurricanes along the U.S. Gulf Coast. OSHA resumed its full range of normal activities, including enforcement and compliance assistance, in New Orleans and the parishes of Jefferson, Plaquemines, Orleans, St.

Twice monthly newsletter helps you track the latest trends and learn about new safety and health tools and services.

Local Newsletters

- Many OSHA area offices develop and publish their own newsletters
- Contact the CAS to find out and subscribe
 - http://www.osha.gov/dcsp/compliance_assistance/cas.html

Spanish Resources



Spanish-language publications, toll free number and website.

Spanish-speaking compliance officers in each region.

OSHA e-tools

What are "eTools"?

- "Stand-alone," interactive, Web-based training tools on occupational safety and health topics
- Describe potential hazards and possible solutions to safety and health hazards
- Highly illustrated with images and animations
- Utilize graphical menus
- Selected eTools utilize additional features such as
 - Expert System modules that enable the user to answer questions and receive reliable advice on how OSHA regulations apply to their work site
 - Interactive quizzes
 - Animations

Where are eTools located?

First, go to the OSHA home page (<http://www.osha.gov>) and click on the eTools link in the blue bar at the right.



The screenshot shows the OSHA homepage in a Microsoft Internet Explorer browser window. The address bar displays <http://www.osha.gov/>. The page header includes the U.S. Department of Labor logo and the text "Occupational Safety & Health Administration" and "www.osha.gov". A search bar is visible with "GO Advanced Search | A-Z Index" options. The date "April 25, 2003" is shown. A "Site Index" with letters A-Z is present. The "In Focus" section highlights "OSHA announces final ergonomics guidelines for nursing homes". On the right side, a blue navigation bar contains links for "Find It! in DOI", "Department of Labor", "Compliance Assistance", "eTools", "Posters", and "Recordkeeping". A red arrow points to the "eTools" link.

OSHA e-tools

eTools

- Ammonia Refrigeration (07/2004)
- Anthrax (12/2002)
- Battery Manufacturing (02/2004)
- Construction (01/2001)
- Electric Power Generation: Illustrated Glossary (02/2004)
- Evacuation Plans and Procedures (09/2002)
- Eye and Face Protection (07/2002)
- Hospital (02/2002)
- Incident Command System/Unified Command (ICS/UC) (11/2003)
- Lead: Secondary Lead Smelter (12/2002)
- Legionnaires' Disease (10/2003)
- Lockout/Tagout (09/1999)
- Logging (10/1998)
- Machine Guarding (07/2003)
- Noise and Hearing Conservation

Ergonomics eTools

- Baggage Handling (09/2003)
- Beverage Delivery (01/2001)
- Computer Workstations (08/2003)
- Electrical Contractors (07/2003)
- Grocery Warehousing (01/2001)
- **NEW!** Printing Industry (08/2006)
- Sewing (01/2001)

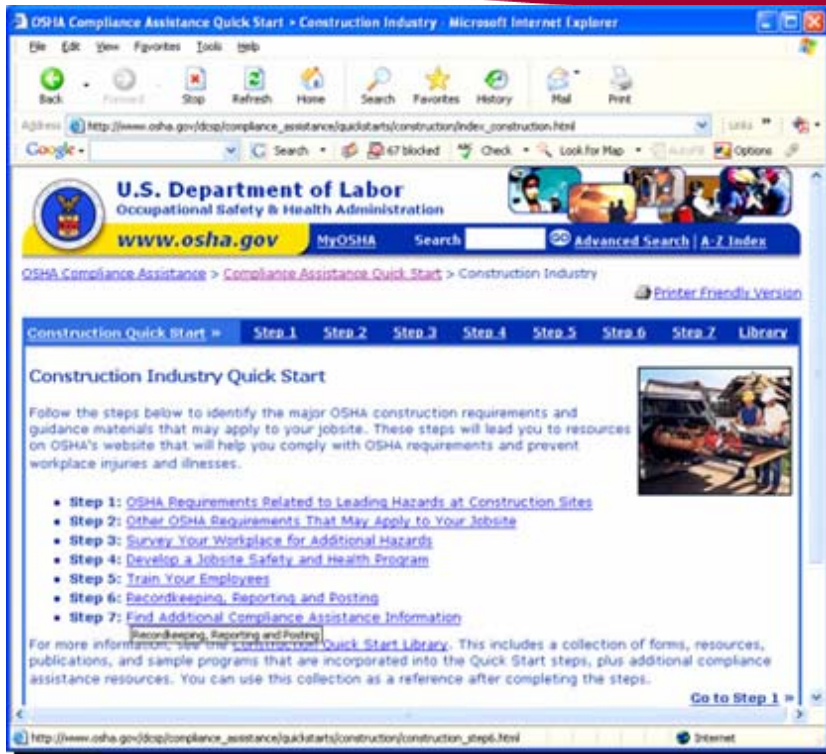
eTools en Español

- eTool de Construcción - La Prevención De Fatalidades (Construction) (Translation Updated 02/2006)
- La Costura (Sewing) (10/2001)

Expert Advisors

- Asbestos
- Confined Space

OSHA QuickStart



Step-by-step guide to help identify major OSHA requirements for your business.

Step 1: OSHA Requirements That
Apply To Most General Industry
Employers

Step 2: OSHA Requirements
That May Apply To Your
Workplace

Step 1: OSHA Requirements That Apply to Most General Industry Employers



The following are selected OSHA requirements that apply to many general industry employers.

- Hazard Communication Standard.** This standard is designed to ensure that employers and employees know about hazardous chemicals in the workplace and how to protect themselves. Employers with employees who may be exposed to hazardous chemicals in the workplace must prepare and implement a written Hazard Communication Program and comply with other requirements of the standard.
 - Read a fact sheet. [OSHA Fact Sheet: Hazard Communication Standard](#)
 - See a sample program. [Model Plans and Programs for the OSHA Bloodborne Pathogens and Hazard Communications Standards](#). OSHA Publication 3186 (2003) [Disclaimer]
 - Read the standards. [Hazard Communication, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Hazard Communication](#)
- Emergency Action Plan Standard.** OSHA recommends that all employers have an Emergency Action Plan. A plan is mandatory when required by an OSHA standard. An Emergency Action Plan describes the actions employees should take to ensure their safety in a fire or other emergency situation.
 - Does this apply to me? [OSHA eTool: Evacuation Plan and Procedures](#)
 - Review a publication that lists the requirements for emergency response and preparedness in OSHA's standards. [Principal Emergency Response and Preparedness - Requirements and Guidance](#) (OSHA Publication 3122)
 - See a sample program. [Sample Emergency Action and Fire Prevention Plan, Illinois Consultation Program](#) [PDF - 23 KB] [Disclaimer]

3. **Fire Safety.** OSHA recommends that all employers have a Fire Prevention Plan. A plan is mandatory when required by an OSHA standard.
 - Read a fact sheet. [OSHA Fact Sheet: Fire Safety in the Workplace \[PDF - 55 KB\]](#)
 - Review plan requirements. [OSHA eTool: Evacuation Plan and Procedures](#)
 - See a sample program. [Sample Emergency Action and Fire Prevention Plan, Illinois Consultation Program \[PDF - 23 KB\]](#) [[Disclaimer](#)]
 - Create your own plan. [OSHA Expert Advisor: Fire Safety Advisor](#)
 - Read the standards. [Fire Safety, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Fire Safety](#)

4. **Exit Routes.** All employers must comply with OSHA's requirements for exit routes in the workplace.
 - Download a QuickCard. [Emergency Exit Routes](#). OSHA Publication 3183 (2003)
 - Read a fact sheet. [OSHA Fact Sheet: Emergency Exit Routes \[PDF - 72 KB\]](#)
 - Read the standards. [29 CFR 1910.34](#), [29 CFR 1910.35](#), [29 CFR 1910.36](#), [29 CFR 1910.37](#)

5. **Walking/Working Surfaces.** Floors, aisles, platforms, ladders, stairways, and other walking/working surfaces are present, to some extent, in all general industry workplaces. Slips, trips, and falls from these surfaces constitute the majority of general industry accidents. The OSHA standards for walking and working surfaces apply to all permanent places of employment, except where only domestic, mining, or agricultural work is performed.
 - Review an OSHA booklet. [Stairways and Ladders](#). OSHA Publication 3124 (2003)
 - Read the standards. [Walking-Working Surfaces, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Walking/Working Surfaces](#)

6. **Medical and First Aid.** OSHA requires employers to provide medical and first aid personnel and supplies commensurate with the hazards of the workplace. The details of a workplace medical and first aid program are dependent on the circumstances of each workplace and employer.
 - Read an OSHA booklet. [Best Practices Guide: Fundamentals of a Workplace First-Aid Program](#). (OSHA Publication 3317) (2006)
 - Read the standards. [Medical and First Aid, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Medical and First Aid](#)

Step 2: OSHA Requirements That May Apply to Your Workplace



In addition to the OSHA requirements covered in Steps 1, a number of other OSHA standards may apply to your workplace. The following checklist can help you identify other key OSHA standards that may apply and point you to information to help you comply with those standards.

1. If you have employees who operate machinery (e.g., saws, slicers, shears, slitters, power presses, etc.), you may be subject to OSHA's **Machine Guarding** requirements.
 - Review a checklist. [OSHA Publication: Concepts and Techniques of Machine Safeguarding](#)
 - Download a Quick Card. Amputations [[PDF](#) - 349 KB]
 - Read a fact sheet. OSHA Fact Sheet: Amputations [[PDF](#) - 154 KB]
 - Read the standards. [Machine Guarding, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Machine Guarding](#)
2. If your employees service or maintain machines or equipment that could start up unexpectedly or release hazardous energy, you may be subject to OSHA's **Lockout/Tagout** requirements.
 - Read a fact sheet. OSHA Fact Sheet: Lockout/Tagout [[PDF](#) - 208 KB]
 - See a sample program. Sample Program: Control of Hazardous Energy (Lockout/Tagout), Colorado State University [[PDF](#) - 210 KB] [[Disclaimer](#)]
 - See sample machine-specific lockout procedures. [Typical Minimal Lockout Procedures](#). Appendix A to 29 CFR 1910.147
 - Read the standards. [Lockout/Tagout, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Lockout/Tagout](#)
3. **Electrical hazards**, such as wiring deficiencies, are one of the hazards most frequently cited by OSHA. OSHA's electrical standards include design requirements for electrical systems and safety-related work practices.
 - Review an OSHA booklet. [Controlling Electrical Hazards](#). OSHA Publication 3075 (2002)
 - Read the standards. [Electrical, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Electrical](#)

4. Employers must perform an assessment of each operation in their workplace to determine if their employees are required to wear **personal protective equipment (PPE)**. Note that engineering controls and work practices are the preferred methods for protecting employees – OSHA generally considers PPE to be the least desirable means of controlling employee exposure.
 - Read a fact sheet. [OSHA Fact Sheet: Personal Protective Equipment \[PDF - 287 KB\]](#)
 - See a sample program. [Personal Protective Equipment, Alabama Consultation Program \[PDF - 46KB\] \[Disclaimer\]](#)
 - Read the standards. [PPE, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Personal Protective Equipment](#)
5. If necessary to protect the health of your employees, you must provide appropriate **respirators**. You must establish a Respiratory Protection program that meets the requirements of OSHA's Respiratory Protection standard.
 - Read about OSHA's [exposure control priority](#), under which engineering and work practice controls are generally regarded as the most effective means to control exposures to airborne hazardous substances.
 - Review an OSHA booklet. [Respiratory Protection](#). OSHA Publication 3079 (2002)
 - See a sample program. [Sample Respiratory Protection Program, Appendix IV to Small Entity Compliance Guide for the Revised Respiratory Protection Standard, OSHA Publication \[PDF - 706 KB\] \[Disclaimer\]](#)
 - Read the standards. [Respiratory Protection, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Respiratory Protection](#)
6. Employers whose employees are exposed to excessive **noise** (e.g., conditions that make normal conversation difficult) may be required to implement a Hearing Conservation program.
 - Review an OSHA booklet. [Hearing Conservation](#). OSHA Publication 3074 (2002)
 - See a sample program. [Hearing Conservation Program, Colorado State University \[PDF - 42 KB\] \[Disclaimer\]](#)
 - Read the standards. [Hearing Conservation, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Hearing Conservation](#)

7. Employers should evaluate their workplaces for the presence of **confined spaces**.
 - Use an online tool to determine if you are subject to OSHA's standard for permit-required confined spaces. [OSHA eTool: Confined Spaces Advisor](#)
 - Review a flowchart. [OSHA's Permit-Required Confined Space Decision Flow Chart](#)
 - See a sample program. Permit-Required Confined Spaces, Illinois Consultation Program [[PDF - 65 KB](#)] [[Disclaimer](#)]
 - Create your own permit-required confined spaces program. [OSHA eTool: e-PRCS Expert System \(Public Test Version\)](#)
 - Read the standards. [Confined Spaces, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Confined Spaces](#)

8. If employees may be exposed to **blood or bodily fluids** as part of their assigned duties, you may be subject to OSHA's Bloodborne Pathogens standard.
 - Read a fact sheet. OSHA Fact Sheet: Bloodborne Pathogens [[PDF - 63 KB](#)]
 - See a sample program. OSHA Publication: Model Plans and Programs for the OSHA Bloodborne Pathogens and Hazard Communications Standards [[PDF - 521 KB](#)] [[Disclaimer](#)]
 - Read the standards. [Bloodborne Pathogens, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Bloodborne Pathogens](#)

9. If your employees operate **Powered Industrial Trucks** (i.e., forklifts), you may be subject to OSHA's Powered Industrial Trucks standard.
 - Review materials related to the standard's operator training requirements, including sample daily checklists and an outline of a sample training program. [OSHA Training Materials: Powered Industrial Trucks Operator Training](#)
 - Review an OSHA booklet. [Materials Handling and Storage](#). OSHA Publication 2236 (2002)
 - Read the standards. [Powered Industrial Trucks, OSHA Standards](#)
 - Learn more. [OSHA Safety and Health Topics Page: Powered Industrial Trucks](#)

This list is not comprehensive – additional OSHA standards may apply to your workplace. Be sure to review OSHA's general industry standards ([29 CFR 1910](#)) for other requirements. In addition, section 5(a)(1) of the Occupational Safety and Health Act, known as the [General Duty Clause](#), requires employers to provide their employees with a workplace that is free of recognized hazards likely to cause death or serious physical harm.

Step 3: Survey Your Workplace for Additional Hazards

Workplace Surveys

(Worksite Analysis)

- OSHA 300 logs
- Checklists [Small Business Handbook](#)
- OSHA eTool: [Hazard Awareness Advisor](#)
- Workers' Compensation Insurance Carrier
- [OSHA Consultation](#) – (970) 491-6151
- Private Consultants

Step 4: Develop a Comprehensive Jobsite Safety and Health Program



While OSHA does not require employers to develop comprehensive safety and health programs, development and implementation of these programs is an effective way to comply with OSHA standards and prevent workplace injuries and illnesses. The information you've obtained from the steps above is a good start for developing a comprehensive safety and health program.

For help in developing a program:

- Review OSHA's voluntary guidelines. [OSHA's Voluntary Safety and Health Program Management Guidelines \(1989\)](#)
- See a sample program. [OSHA Sample Safety and Health Program for Small Business](#). [Disclaimer]
- Find more help to create your own program. [OSHA eTool: Safety and Health Management Systems eTool](#)
- Request a free on-site consultation. [OSHA Consultation Program](#)
- Learn more. [OSHA Safety and Health Topics Page: Safety and Health Programs](#)

Learn how a safety and health program can add value to your organization:

- Read a brochure [OSHA Publication: Safety and Health Add Value \[PDF - 201 KB\]](#)
- Use an online tool. [OSHA Expert Advisor: Safety Pays](#)

[Go to Step 5 »](#)

Step 5: Train Your Employees

Training Resources

- Numerous training resources available on OSHA's web pages including:
 - [General Industry 10-hour topics](#)
 - [Industry or hazard specific topics](#)

Step 6: Recordkeeping, Reporting and Posting

Step 6: Recordkeeping, Reporting and Posting



- 1. Recordkeeping.** OSHA requires certain employers to keep records of workplace injuries and illnesses (29 CFR 1904).
 - First determine if you are exempt from the routine recordkeeping requirements. You are not required to keep OSHA injury and illness records (unless asked to do so in writing by OSHA or the Bureau of Labor Statistics) if:
 - 1) you had 10 or fewer employees during all of the last calendar year (29 CFR 1904.1); or
 - 2) you are in certain low-hazard retail, service, finance, insurance, or real estate industries (29 CFR Part 1904, Subpart B, Appendix A).
 - If you do not qualify for these exemptions, you must comply with OSHA's recordkeeping requirements.
 - Download OSHA's recordkeeping forms or order them from the OSHA Publications Office.
 - Read a brochure. *Recordkeeping Brochure*. OSHA Publication 3169 (2001)
 - Read the regulations. 29 CFR 1904
 - Learn more. [OSHA Web Page: Recordkeeping](#)
- 2. Reporting.** OSHA requires **all employers**, regardless of size or industry, to report the work-related death of any employee or hospitalizations of three or more employees. Read about OSHA's reporting requirements (29 CFR 1904.39).
- 3. OSHA Poster.** **All employers** must post the OSHA Poster (or state plan equivalent) in a prominent location in the workplace. Download or order the OSHA Poster in [English](#) or [Spanish](#).

Step 7: Find Additional Compliance Assistance Information

Step 7: Find Additional Compliance Assistance Information



1. Where can I find a collection of OSHA resources designed for smaller employers?
 - Visit OSHA's [Small Business page](#) and learn about OSHA's [Consultation Program](#).
2. Do you have Spanish-speaking employees?
 - Learn about OSHA's [Spanish language resources](#) and visit OSHA's [Spanish language website](#).
3. Do you employ teen or young workers?
 - Visit OSHA's [Teen Workers page](#).
4. Are you concerned that your employees could suffer musculoskeletal disorders at the workplace?
 - Learn about OSHA's approach to [ergonomics](#).
 - Review the [voluntary ergonomic guidelines](#) that OSHA has developed for various industries.
 - Find OSHA [outreach and assistance](#) on ergonomic issues.
5. Has OSHA developed any compliance assistance information targeted for my specific industry?
 - Learn about OSHA's [industry-specific resources](#).
6. How do I find out about OSHA's voluntary programs and other ways to work cooperatively with OSHA?
 - Learn about OSHA's [Cooperative Programs](#).
7. How can I keep up to date on OSHA's compliance assistance resources?

OSHA Statistics

- **Establishment Search**
is a query tool which locates OSHA inspections which were conducted within a particular establishment
- **Search Inspections By SIC**
is a query tool which locates OSHA inspections which were conducted within a particular industry group
- **Inspection Information**
enables access to information about an inspection when the activity number identifying the inspection is known
- **Accident Investigation Search**
enables the user to search the text of the Accident Investigation Summaries (OSHA-170 form) which result from OSHA accident inspections.
- **General Duty Standard Search**
enables the user to search the text associated with 5a1 standards cited during OSHA inspections.
- **Frequently Cited OSHA Standards**
is a query tool which allows the user to determine the most frequently cited Federal and State OSHA standards for a given SIC code. The SIC code may be determined by accessing the online SIC Manual
- **SIC Search**
Provides the ability to search the alphabetic index of the 1987 version manual by keywords; access detailed information for a specified SIC, Division, or Major Group

Searchable Statistics

- Company Inspection History
- Inspections conducted within a specific SIC
- Most Frequently Cited Violations for SIC code
- Specific accident investigations
- Industry Profile for an OSHA standard
- Links to BLS and Federal Worker data

Cooperative Programs



Disclaimer

- **This information has been developed by an OSHA Compliance Assistance Specialist and is intended to assist employers, workers, and others as they strive to improve workplace health and safety. While we attempt to thoroughly address specific topics, it is not possible to include discussion of everything necessary to ensure a healthy and safe working environment in a presentation of this nature. Thus, this information must be understood as a tool for addressing workplace hazards, rather than an exhaustive statement of an employer's legal obligations, which are defined by statute, regulations, and standards. Likewise, to the extent that this information references practices or procedures that may enhance health or safety, but which are not required by a statute, regulation, or standard, it cannot, and does not, create additional legal obligations. Finally, over time, OSHA may modify rules and interpretations in light of new technology, information, or circumstances; to keep apprised of such developments, or to review information on a wide range of occupational safety and health topics, you can visit OSHA's website at www.osha.gov.**

The background of the image is a close-up, slightly blurred view of the American flag, showing the stars and stripes. The OSHA logo is prominently displayed in the center. The letter 'O' is a large, stylized circle with a blue outer ring and a grey inner ring. The letters 'S', 'H', and 'A' are white with a 3D effect and a drop shadow. The 'S' and 'H' are connected to the 'O', and the 'A' is separate.

OSHA

adds value to business,
work and life.

The background of the slide is a faded, waving American flag. The stars and stripes are visible but semi-transparent, allowing the text to be the primary focus.

Getting A Straight Answer from the Government

**Federal Citizen Information Center
Office of Citizen Services
U.S. General Services Administration
Teresa Nasif, Director
April 16, 2007**

Our Information Channels

We provide citizens with the government information they need through channels of their choice

“It’s government made easy”

- Web: USA.gov and other web sites
- E-mail
- FAQ’s
- Web Chat
- E-mail updates
- Telephone: 1-800-FED INFO
- Publications: Pueblo, CO 81009

USA.gov

- The official portal of the U.S. Government
- Catalogs millions of federal and state web pages for ease of navigation
- Best-in-class search engine for government information
- **1.5 million** web sites link to USA.gov
- **84 million** visits in 2006

USA.gov
Government Made Easy

Government Web | Images | News | USA.gov

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for Citizens for Businesses and Nonprofits for Federal Employees Government-to-Government for Visitors to the U.S.

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- Tribal Governments A-Z

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- E-mail Us
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- Visit an Office In-Person [more](#)

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- Laws & Regulations
- Libraries
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- Government E-Newsletters
- Podcast & RSS Libraries

Citizens: *Get It Done Online!*

- Shop Government Auctions
- Apply for Government Jobs
- Contact Elected Officials
- Get or Renew a Passport
- E-file Your Taxes
- Check Tax Refund Status
- [100 More Online Services](#)

Government Information by Topic »

- **Benefits and Grants**
Loans, money, funding, financial aid, food stamps...
- **Consumer Guides**
Identity theft, fraud, scams, recalls, consumer credit, debt...
- **Defense and International**
Military, international affairs, trade, embassies, visas, immigration...
- **Environment, Energy, and Agriculture**
Farms, food production, natural resources, conservation, weather...
- **Family, Home, and Community**
Housing, human services, community development...
- **Health and Nutrition**
Medical, health care, insurance, diet, food stamps, fitness, public health...
- **History, Arts, and Culture**
Museums, libraries, genealogy, ethnic traditions...
- **Jobs and Education**
Employment, career, workplace, labor, school, students, teachers...
- **Money and Taxes**
Unclaimed government money, credit, saving, retirement...
- **Public Safety and Law**
Crime, prison, law enforcement, disasters, emergencies...
- **Reference and General Government**
Libraries, forms, government news, laws, photos, maps, research...
- **Science and Technology**
Space, biology, Internet security, media, phone, radio, patents...
- **Travel and Recreation**
Transportation, air, train, international, tourism...
- **Voting and Elections**
Voter registration, contact elected officials...

What's FREE this Month?

Order Free 2007 Consumer Action Handbook
This guide to being a smart shopper gives tips on buying a car or home, preventing identity theft, understanding credit, resolving problems after a purchase, a sample complaint letter, and more.

News and Features

- Family History and Genealogy
- Federal Tax Filing Deadline for 2007 is April 17
- Government May Owe You Money
- Identity Theft Information
- [News and Media](#)
- [Past News and Features](#)

By Audience

- Kids
- Parents
- Seniors
- Military and Veterans
- Español
- Americans Abroad
- [More Audiences](#)

Free E-mail Updates

Sign Up by Topic

Important Notices Privacy Contact Us Suggest-A-Link Link to Us

E.GOV
USA.gov™ is the U.S. government's official web portal:
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1800 F Street, NW, Washington, DC 20405
If you have questions about the federal government, check our [frequently asked questions](#), [e-mail USA.gov](#), or call 1 (800) FED INFO (1-800-333-4636).

White House
President George W. Bush

GobiernoUSA.gov

- The official Spanish portal of the U.S. Government
- Over **32,500** web sites link to GobiernoUSA.gov
- **1.6 million** visits in 2006

The screenshot shows the homepage of GobiernoUSA.gov. At the top, there is a search bar with the text 'Busque información del gobierno' and a 'Buscar' button. Below the search bar are navigation links: 'Página principal', 'Quiénes somos', 'Contactos', 'Mapa del sitio', and 'English Home'. The main content area is divided into several sections:

- Busque agencias y organizaciones »**: Includes links for 'Federales', 'Estatales y locales', and 'Internacionales'.
- ¿Tiene alguna pregunta o comentario?**: Includes links for 'Contactos' and 'Reciba e-mails gratis'.
- Centro de recursos**: Includes links for 'Leyes, datos y más' and 'Créditos de fotografías'.
- Recursos generales**: A large section with a 'Hágalo en línea' header. It contains several articles with icons, such as 'Haga una cita con la oficina de inmigración de los EE.UU.', 'Encuentre programas de ayuda del Gobierno', 'Busque trabajos en el Gobierno federal', and 'Verifique el estatus de su caso de inmigración'. There is also a photo of a family.
- Temas**: A grid of topic links including 'Agricultura, energía y medio ambiente', 'Inmigración y ciudadanía', 'Negocios', 'Beneficios y ayuda financiera', 'Protección al consumidor', 'Ciencia y tecnología', 'Salud, nutrición y seguridad', 'Derechos civiles y leyes', 'Viajes, turismo y recreación', 'Desastres y emergencias', 'Dinero e impuestos', 'Educación', 'Vivienda y familia', 'Empleo', and 'Votaciones y elecciones'.
- Reciba e-mail gratis**: A box with a 'Suscribirse por tema' option.
- Noticias y enlaces importantes**: A list of news items including 'Impuestos 2006', 'Alergias: síntomas, tratamientos y noticias', and 'Guía para nuevos inmigrantes: bienvenidos a los EE.UU.'.
- Información para...**: A list of links for 'Niños y jóvenes', 'Recién llegados a los Estados Unidos', 'Visitantes extranjeros', 'Estudiantes', and 'Medios de comunicación'.

At the bottom of the page, there are links for 'Página principal', 'Privacidad', 'Enlace su sitio al nuestro', and 'Sugiera un enlace'. Below these links is the text: 'GobiernoUSA.gov es el portal oficial del Gobierno de los Estados Unidos en español. Administración de Servicios Generales de los Estados Unidos 1800 F Street, NW, Washington, DC 20405'. At the very bottom, there is a question: '¿Tiene una pregunta sobre el Gobierno de los Estados Unidos? Envíe un correo electrónico a GobiernoUSA.gov o llame al 1 (800) FED INFO (1-800-333-4636)'.

USA.gov

- Provides easy access to official government information and services from a single location
- Do not need to know organizational hierarchy or agency names
- Federal, state, local, territorial, and tribal information
- Rated #1 federal website by Brown University and #1 in the world by the United Nations World Public Sector report

What Does America Ask Us?

Top Requests at USA.gov

- **How to get Government Benefits and Grants**
 - Help with buying a home
 - Starting or running a small business
 - Social security
 - Government grants
 - Disaster assistance
- **How to buy things from Government** – cars, homes, guide to buying
- **International Travel**
 - Passport applications and questions
 - Immunization needs
- **Naturalization and Immigration**
 - Visas
 - Check status of green cards
 - Becoming a citizen
- **How to get a Federal job**
- **Examples of Many Others**
 - A-Z Index of Government Agencies
 - Address change, drivers licenses, vital records
 - How to comment on legislation or contact Congress or White House
 - Money: wage and hour issues, investments, savings, savings bonds, credit, making a will, taxes
 - Consumer protection: scams and fraud, ID theft, Do Not Call Registry
 - Weather
 - State lottery results
- **Seasonal/Sporadic**
 - Taxes, foreign policy issues, disasters, top news items

E-mail Us

USA.gov Government Made Easy

Government Web | Images | News | USA.gov Search

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for Citizens for Businesses and Nonprofits for Federal Employees Government-to-Government for Visitors to the U.S.

By Organization »

- A-Z Agency Index
- Federal Government
- State Government
- Local Government
- Tribal Governments A-Z

Contact Your Government »

- Frequently Asked Questions
- Call by Phone
- E-mail Us**
- Chat With Us Online
- Visit an Office In-Person [more](#)

Reference Center »

- Data & Statistics
- Forms
- Laws & Regulations
- Libraries
- Photos and Multimedia [more](#)

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Housing, human services, community development...
- Health and Nutrition**
Medical, health care, insurance, diet, food stamps, fitness, public health...
- History, Arts, and Culture**
Museums, libraries, genealogy, ethnic traditions...
- Jobs and Education**
Employment, career, workplace, labor, school, students, teachers...
- Money and Taxes**
Unclaimed government money, credit, saving, retirement...
- Public Safety and Law**
Crime, prison, law enforcement, disasters, emergencies...
- Reference and General Government**
Libraries, forms, government news, laws, photos, maps, research...
- Science and Technology**
Space, biology, internet security, media, phone, radio, patents...
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By Audience

- Kids
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President George W. Bush

E-mail form

USA.gov Government Made Easy

Home About Us Site Index GobiernoUSA.gov Other Languages

RSS Feeds from USA.gov

Frequently Asked Questions (FAQs) **Email Your Question** Live Help - Web Chat [FAQ Help](#)

Use the form below to submit any questions you have about the U.S. government. If you provide your email address, a member of our Citizen Response Team will respond to you within two business days. For [privacy and security](#) purposes, we recommend that you do NOT include any other personal information, especially Social Security numbers.

Please note: We currently can only accept and respond to inquiries in English or Spanish.

Please select one of the following categories: (required)

Select a category...

E-mail Address: (required only if you would like a response)

Zip Code: (optional, but will help us respond to your message)

Your Question or Comment: (required: maximum of 2,500 characters)

When You are Done...

Do you use a "spam filter" in your e-mail program?

If you do, it may prevent the information you requested from reaching you. Instead, your spam filter may assume our message is junk mail and send our message to your "bulk," "delete," "trash," "suspect email" or other folder.

If you use a spam filter, you must add "USA.gov@mail.fedinfo.gov" to your e-mail address book or "safe list" to ensure you receive the information you requested from us.

Important Notices Privacy Contact Us Suggest-A-Link Link to Us

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USA.gov Frequently Asked Questions



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[RSS Feeds from USA.gov](#)

[Frequently Asked Questions \(FAQs\)](#) [Email Your Question](#) [Live Help - Web Chat](#) [FAQ Help](#)

Choose a Topic  Enter Search Term(s) [Search Tips](#)

1996 Answers Found (if results are 0, expand your search by selecting "all topics") Page: of 100

Summary
1 USA.gov's Web Chat Feature
2 Obtain a Government Grant
3 Apply for Food Stamps
4 Contacting the U.S. Citizenship and Immigration Services National Customer Service Center
5 Assistance to Buy a House
6 HUD's Local Office Directory Locator
7 Entry Requirements: Foreign Countries
8 Locate a State or Territorial Housing Finance Agency
9 Locate a State Social Service Agency
10 Contact a State or Territorial Government
11 Advise Me on Starting a Business
12 Social Security Administration
13 Contacting the National Passport Information Center
14 Locate State Vital Records Office
15 Contact the American Red Cross
16 Contacting State Fish and Wildlife Agencies
17 Contact the Federal Trade Commission's (FTC) Consumer Response Center
18 Contact the Department of Labor's Nationwide Call Center
19 Contact the Small Business Administration (SBA)
20 Contact the Federal Emergency Management Agency

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Web Chat

The screenshot shows the USA.gov website interface. At the top, there is a navigation bar with links for Home, About Us, Site Index, Frequent Questions, Help, Español, and Other Languages. Below this is a search bar and a "Government Web" section with links to Images, News, and USA.gov. The main content area is divided into several sections: "Citizens: Get It Done Online!" with links to Shop Government Auctions, Apply for Government Jobs, Contact Elected Officials, Get or Renew a Passport, E-file Your Taxes, and Check Tax Refund Status; "Government Information by Topic" with categories like Benefits and Grants, Jobs and Education, Consumer Guides, Money and Taxes, Defense and International, Public Safety and Law, Environment, Energy, and Agriculture, Family, Home, and Community, Health and Nutrition, and History, Arts, and Culture; "What's FREE this Month?" featuring the 2007 Consumer Action Handbook; "News and Features" with links to Family History and Genealogy, Federal Tax Filing Deadline for 2007, Government May Owe You Money, Identity Theft Information, News and Media, and Past News and Features; "By Audience" with links to Kids, Parents, Seniors, Military and Veterans, Español, Americans Abroad, and More Audiences; and "Free E-mail Updates" with a "Sign Up by Topic" link. A sidebar on the left contains "By Organization", "Contact Your Government", "Reference Center", and "FREE Subscribe Now" sections.

Web Chat Window

The screenshot shows a web chat window titled "http://answers.usa.gov - Live A...". The window contains the USA.gov logo and a "Chat Dialog" section. The chat history shows the following messages:

Steve: Hi Jessica
Steve: I have a question for you
Steve: I am filing my taxes and I've heard something about a long distance phone credit
Steve: do you know anything about that?
Jessica R.: Yes, I can help find that information for you. Give me a few moments while I do some research.
Steve: thanks
Jessica R.: You're welcome.
Jessica R.: The telephone tax refund is a one-time payment available on your 2006 federal income tax return, designed to refund previously collected long-distance federal excise taxes. It is available to anyone who paid long-distance taxes on landline, cell phone or Voice over Internet Protocol (VoIP) service.
Jessica R.: I have a webpage with information to send you. If your computer is set to allow pop-ups, you will also get a screen pop-up with a link to the web page. If you have your pop-up blocker on, you will need to turn it off or visit the link that I send to you via chat. Let me know when you are ready.
Steve: okay
Steve: do you have anywhere i could go with more information?

At the bottom of the chat window, there is a text input field with the placeholder text "Type your message here, then click Send or press <Enter>". Below the input field are two buttons: "Send" and "Hang Up".

Other FCIC Websites

Pueblo.gsa.gov

- Order, read, print, or save publications
- Product recalls and scams
- Consumer news from federal agencies

Friday
April 06, 2007

SITE SEARCH:

GO

Books

- ▶ Cars
 - ▶ Computers
 - ▶ Education
 - ▶ Employment
 - ▶ Family
 - ▶ Federal Programs
 - ▶ Food
 - ▶ Health
 - ▶ Housing
 - ▶ Money
 - ▶ Small Business
 - ▶ Travel
 - ▶ And more...
- Resources
- ▶ Consumer Help
 - ▶ Contact Center
 - ▶ Kids.Gov
 - ▶ Recalls
 - ▶ Scams/Frauds
 - ▶ Subscribe Now



Federal Citizen Information Center

Pueblo,
Colorado

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Free Publication Offers

Publication of the Week

Energy Savers: Tips on Saving Energy & Money at Home

Energy Savers provides homeowners with tips for saving energy and money at home and on the road. By following just a few of the simple, you can make your home more comfortable while you save money.



[Sign up for Publication of the Week e-mail updates.](#)

Easy Ways to Order Publications

There are many ways to order our booklets online; are you:

- Requesting a free publication offered in a magazine or newspaper?
- Ordering from our Consumer Information Catalog and know the Item Numbers?
- Browsing our publications by topic?
- Looking for our top sellers?

Consumer Action Website

The Consumer Action Website is based on the 2007 Consumer Action Handbook. It features general advice and information on how to solve consumer problems, as well as addresses, telephone numbers, and websites where you can file consumer complaints.



Consumer Information Catalog

View (free) or order (\$) copies of hundreds of great books on a wide variety of topics.



View (541k pdf) or order the Catalog. (free)

Catalog Subscriptions - Get free copies of the Consumer Information Catalog each quarter.

[Sign up to get e-mail notices of each new Consumer Information Catalog.](#)

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Take a look at great features on our [What's New page](#).

PARADE Sunday Freebie

To order your FREE copy of Teens and Money from the Federal Deposit Insurance Corporation (FDIC) [click here](#)

A Healthier You

To request your FREE package of health-related publications from the FDA Office Of Women's Health [click here](#)

Subscribe Now

Sign-up to receive free electronic updates, newsletters, and RSS feeds from Pueblo!

Consumer Focus

Food Safety

Foodborne illness can be prevented with proper food care – and this starts as soon as you select an item at the store. Then the food must be carefully handled and stored at home. Here are some basic food handling tips and storage information charts to help guide you.



[Sign up for Consumer Focus e-mail updates.](#)

[Visit our Consumer Focus Archive](#)

National Contact Center

Have a question about Federal agencies, programs, benefits, or services? The **National Contact Center** is only a phone call away. Call us toll-free at **1 (800) FED INFO** between 8 a.m. and 8 p.m. eastern time Monday through Friday, except Federal holidays. Recordings of our frequently asked questions are available around the clock, or you can **view them on the web**. Also, you can **e-mail us** - we will answer your question or get you to someone who can.

Mymoney.gov!

The Federal Government has created a website [www.mymoney.gov](#), dedicated to helping you understand more about your money, and where you can **order your free "My Money" Tool Kit**.

Federal Information in Other Languages


For many Americans, English is their second language. Our [Spanish resources page](#) offers news, tips, and Spanish language publications you can order. Also, visit our [multi-language gateway](#) for information in many other languages.

[Important Notices - Site Map](#)

Other FCIC Websites

Multi-language Gateway

Links to federal government information in 28 languages




FCIC Home

SITE SEARCH:
 GO

Books

- Cars
- Computers
- Education
- Employment
- Family
- Federal Programs
- Food



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[Home](#) > General Information in Other Languages

General Information in Other Languages

Here are some helpful links to Federal resources in other languages. When you click on these links, you will be leaving our website, so don't forget to bookmark us.



Arabic	Farsi	Hindi	Polish	Spanish
Armenian	French	Hmong	Portuguese	Tagalog
Cambodian	German	Italian	Punjabi	Thai
Cantonese	Greek	Japanese	Russian	Ukrainian
Chinese	Haitian-Creole	Korean	Samoan	Vietnamese
Dutch	Hebrew	Laotian		

Other FCIC Websites

Kids.gov

The Official Kids Portal for
the U.S. Government





















[Search](#)

Kids.gov
The Official Kids Portal for the U.S. Government

Federal Citizen Information Center Home


Welcome to the U.S. government interagency Kids' Portal. This site was developed and is maintained by the [Federal Citizen Information Center](#). It provides links to Federal kids' sites along with some of the best kids' sites from other organizations all grouped by subject. Explore, learn, have fun and don't forget to add us to your favorites!

Web Treasure Hunt
[\(pdf version\)](#)

 Arts	 Careers	 Computers	 Fighting Crime
 Fun Stuff	 Geography	 Global Village	 Government
 Health	 History	 Homework	 Money
 Music	 Plants and Animals	 Recreation	 Safety
 Science and Math	 Space	 State Sites	 Transportation

[About this site](#) - [Sitemap](#) - [Contact Us](#) - [Kid's Privacy](#) - [ICRA](#) - [Disclaimer](#) - [Linking Policy](#)

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USA.gov
Department of State

Other FCIC Websites

ConsumerAction.gov Everyday guide to being a smart shopper

Consumer Action Website
Federal Citizen Information Center

Home FAQ's Order Handbook View Handbook Our Partners Sample Complaint Letter

En Español

Search

Expand All | Collapse All

- Consumer Topics
- Filing a Complaint
- Resource Directory
- Specific Audiences
- Want More Help?

Have a consumer question or problem? You've come to the right place for help. All of the information available in the Consumer Action Handbook is available right here online. Just use the left hand navigation bar to browse through the site. Here are a few pointers...

- Check out the Consumer Topics to get helpful tips on specific consumer issues, like buying a car or home or preventing identity theft.
- Use the Resource Directory to contact a specific company or your local consumer protection office or BBB.
- If you're a teacher, a member of the military or the media, or a person with disabilities, try our Specific Audiences tab.
- If you still haven't found what you need, try Want More Help for links to other useful websites.

Order Your Free Copy of the 2007 Consumer Action Handbook Today!

Order the 2007 Consumer Action Handbook. This everyday guide to being a smart shopper is chocked full of helpful tips about buying a car or home, preventing identity theft, understanding credit, resolving problems after a purchase, and much more. In the 2007 edition, you'll find new information about filing for bankruptcy, finding a lawyer, and planning a funeral, along with many other useful topics.

Quick Consumer Tip

Work-at-Home ads usually don't payoff. Be especially wary of ads that promise huge annual salaries; they often require expensive upfront fees with no guarantee. You risk losing your money and wasting a lot of time and energy.

More Quick Consumer Tips >>

Consumer News

- Full-Power TV Stations to Cease Analog Broadcasts after Feb. 17, 2009
- Internet Crime -- The Latest Numbers
- Scam uses the "BBB" Name to Attract Victims
- New Loan Scam Directed at Homeowners
- 10 Million Taxpayers Miss Out on Telephone Tax Refunds; IRS Urges People to Check before Filing
- Salmonellosis - Outbreak Investigation, February 2007
- Largest Pell Grant Increase in Three Decades Announced
- FTC Issues Annual List of Top Consumer Complaints
- The Truth about Cell Phones and the Do Not Call Registry
- FDA Approves Orlistat for Over-the-Counter Use

More Items >>

Feature Links

- National Clearinghouse for Long-Term Care Information
- A Cautionary Tale: Don't Gamble on Foreign Lotteries
- National Highway Traffic Safety Administration
- New OnGuard Online Section Offers Tips for Internet Auction Buyers and Sellers
- Life Stages Insurance Tool
- Healthfinder.gov
- U.S. Food and Drug Administration
- Short-Term Energy Outlook
- Federal Reserve Board - Consumer Information
- FTC Offers Tips for Fewer Trips to the Pump

More Items >>

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This service is provided by the Federal Citizen Information Center of the U.S. General Services Administration. If you have a comment or question, e-mail us.



Other FCIC Websites

Consumidor.gov Spanish version of ConsumerAction.gov



Sitio Web de la Guía del Consumidor
Centro Federal de Información para el Público

Inicio Preguntas frecuentes Solicitar la Guía Ver la Guía Nuestros asociados Carta de queja

In English

Buscar

Desplegar | Reducir todo

Temas para el consumidor

Presentar una queja

Directorio de recursos

Públicos específicos

Ayuda

¿Tiene alguna pregunta o algún problema como consumidor? Usted ha venido al lugar correcto para obtener ayuda. Toda la información disponible en la Guía del Consumidor está disponible aquí en línea. Solo utilice la barra de navegación del lado izquierdo para explorar el sitio. A continuación, hay algunas sugerencias...

- Revise los temas para el consumidor para obtener consejos útiles sobre asuntos específicos del consumidor, como comprar un auto o vivienda o prevenir el robo de identidad.
- Utilice el directorio de recursos para comunicarse con una compañía específica, o con la oficina local de servicio al consumidor u Oficina de Mejores Prácticas Comerciales.
- Si usted es docente, miembro del ejército o de los medios de comunicación, o una persona con discapacidades, pruebe nuestra sección para públicos específicos.
- Si todavía no ha encontrado lo que necesita, pruebe en **Ayuda Adicional** para enlaces a otros sitios útiles en el Web.

¡Ordene hoy su copia gratuita de la Guía del Consumidor de 2007!

Solicite la Guía del Consumidor 2007. Esta guía diaria para ser un comprador inteligente está llena de consejos útiles sobre cómo comprar un auto o una vivienda, prevenir el robo de identidad, entender qué es el crédito, resolver problemas después de una compra y mucho más. En la edición de 2007, usted encontrará nueva información sobre cómo declarar bancarota, cómo encontrar un abogado y cómo organizar un funeral y otros muchos otros temas de utilidad.

Consejo práctico para el consumidor

Los anuncios de trabajo en casa normalmente no son rentables. Está especialmente alerta con los anuncios que prometen salarios anuales inmensos; a menudo requieren matriculas iniciales caras sin garantías. Usted se arriesga a perder dinero, mucho tiempo y energía.

Otros consejos prácticos para el consumidor>>

Noticias para el consumidor (en inglés)

- U.S. Government Sues Jackson Hewitt Tax Preparation Franchises in Four States, Alleging Pervasive Fraud
- IRS Warns of Phony e-Mails Claiming to Come from the IRS
- Delitos por Internet -- Los más recientes números
- Estaciones de potencia máxima cesarán transmisiones análogas después del 17 de febrero de 2009
- Estafa usa el nombre "BBB" (Better Business Bureau) para atraer víctimas
- Nuevo fraude con préstamos dirigido a propietarios
- 10 millones de contribuyentes no aprovechan reembolsos por teléfono. IRS pide a la gente que verifiquen antes de hacer su declaración
- Salmonellosis - Investigación sobre brote, febrero 2007
- Anunciado el mayor incremento de la beca Pell en tres décadas
- La Comisión Federal de Comercio publica relación de las principales quejas del consumidor

Más artículos >>

Enlaces de interés (en inglés)

- Centro Nacional de Datos para Información sobre el Cuidado a Largo Plazo
- Un Cuento con Moraleja: No Apueste en Loterías Extranjeras
- Administración Nacional de Seguridad del Tráfico en las Carreteras
- Nueva sección OnGuard en línea ofrece consejos para compradores y vendedores de subastas en Internet
- Herramienta "Life Stages" para seguros
- Administración de Drogas y Alimentos de EE. UU.
- Junta de la Reserva Federal - Información para el consumidor

Other FCIC Websites

MyMoney.gov

U.S. government's website dedicated to teaching the public the basics of financial education

The screenshot shows the MyMoney.gov website. At the top left, it reads "U.S. Financial Literacy and Education Commission" and "Providing financial education resources for all Americans". To the right is the "mymoney.gov" logo, which features a telephone handset and the text "1 888 mymoney.gov". Below the logo is a navigation bar with links for "Home", "About Us", "Pueblo.gsa.gov", "Consumer.gov", "en Español", and "E-mail Us".

The main content area is divided into three columns. The left column, titled "Click on the topics below for more information.", lists various topics such as "Budgeting & Taxes", "Credit", "Financial Planning", "Home Ownership", "Kids", "Paying for Education", "Privacy, Fraud & Scams", "Responding To Life Events", "Retirement Planning", "Saving & Investing", "Starting a Small Business", "Financial Education Grants", "en Español", and "Member Agencies". Below this list is a "Tell a Friend:" section with an input field for an e-mail address, a "Send this URL" button, and a "Search" button.

The middle column, titled "Do you want to learn how to save, invest, and manage your money better?", contains the text "MyMoney.gov can help you." followed by a paragraph explaining the website's purpose. Below this is a "News" section with two items: a "Message" from President George W. Bush and a notice about the next public meeting of the Financial Literacy and Education Commission. At the bottom of this column is a link for the "Free 'My Money' Tool kit Order Form".

The right column features three items: "Take the Money 20 Interactive Quiz!" with an image of coins, "National Strategy for Financial Literacy (1,919k pdf)" with a green book cover titled "Taking Ownership of the Future", and "Quick Reference Guide (306k pdf)" and "Adueniándonos del futuro (2,236k pdf)".

At the bottom of the page, there is a footer with links for "Privacy | Linking Statement", "Site Map | Whitehouse.gov", and "USA.gov | ExpectMore.gov".

Other FCIC Websites


USAServices.gov

Help federal government agencies offer quality services to its citizens

USA Services

Home

We Help Your Agency Respond to Citizens



Programs:

- [Advocates](#)
- [CSLIC](#)
- [FirstContact](#)
- [Misdirects](#)

Tools:

- [Cost Calculator](#)
- [FirstContact Tool Kit](#)

Partners:

- [Agency Partners](#)
- [Solutions Partners](#)

Related Links:

- [About Us](#)
- [Awards](#)
- [Events](#)
- [FAQ](#)
- [Library](#)
- [Media Room](#)
- [Research](#)

Related Links:

- [PlainLanguage.gov](#)
- [WebContent.gov](#)

E-GOV

USA.gov
Government of Made Easy

Through partnership agreements with other [E-Gov Initiatives](#) and agencies, we provide a variety of services to help agencies improve customer service. Read our [Six-Step Strategy](#) for improving contact center service to citizens.

Government Wide Assessment of Citizen Service Activities Survey
We are conducting a survey to learn how and where people interact with the Federal Government and how to support agencies who may want assistance in improving their customer service functions.
[Learn about the Government-Wide Assessment.](#)

FirstContact: Contact Center Solutions
General Services Administration's innovative contract vehicle for quickly establishing or enhancing your contact center capabilities.
[Learn more about how FirstContact can help your agency](#)

[USAContact PreSolicitation Conference Attendee List](#)

Misdirected Inquiries
Using 1-800 FED INFO or an agency-specific e-mail box, we can handle your misdirected inquiries allowing your resources to focus on your agency's core mission.
[Learn more about Misdirects](#)

Citizen Service Level Interagency Committee (CSLIC)
Participating with CSLIC, your agency will help establish and implement government-wide guidelines for customer service.
[Learn more about CSLIC](#)

Advocates Program
Be a part of a network of agency representatives working together to improve citizen service government-wide.
[Learn more about our Advocates Program](#)

Helping You Serve Citizens
Our program allows citizens to get information from agencies in both English and Spanish via Internet, publications, telephone, and email. This involves using [USA.gov](#), [GobiernoUSA.gov](#), the [National Contact Center's 1 \(800\) FED INFO](#) and the [Federal Citizen Information Center](#) at Pueblo, CO.
[Learn more about Services to Citizens](#)

Site Map | [Contact Us](#) | [FOIA](#) | [Privacy](#) Updated March 21, 2007 A service of 

Other FCIC Websites

WebContent.gov

Web managers helping one another by sharing:

- experiences,
- common challenges,
- lessons learned,
- successes, and
- new ideas

The screenshot shows the WebContent.gov website. At the top, the logo reads "Webcontent.gov" with the tagline "Your Guide to Managing U.S. Government Websites". A search bar is located in the top right corner. Below the logo is a navigation menu with links for Home, About Us, FAQ's, Topics A-Z, Contact Us, and Jobs. A "Spotlight" section features a registration announcement for "Web Manager University". The main content area is organized into several columns of links under various headings: "REQUIREMENTS & BEST PRACTICES", "USABILITY & DESIGN", "IMPROVING YOUR WEBSITE", "USING TECHNOLOGY", "MANAGING CONTENT", "MANAGEMENT & GOVERNANCE", "RESOURCES & TOOLS", and "GETTING STARTED". On the right side, there are sections for "News & Events" (listing several dates and topics), "Our Community" (with links to networks, forums, and directories), and "Top Requests" (listing job descriptions, posting content schedules, metadata, and emergency planning). At the bottom, there is a footer with "Privacy & Other Site Policies", "About Us", "FAQ's", "Topics A-Z", "Contact Us", and "Jobs". Small text at the bottom center states: "This website is managed by the Web Content Managers Advisory Council and sponsored by GSA's Office of Citizen Services and Communications and USA.gov. This is an official website of the U.S. Government. Page Last Updated: April 5, 2007." The USA.gov logo is in the bottom right corner.

National Contact Center (1-800-FED INFO)

- English and Spanish agents
- Available 8am to 8pm (M-F)
- IVR 24 x 7
- Online Knowledgebase



National Contact Center

- Outsourced to ICT Group, Lakeland, FL
- Almost 2 million calls and emails in FY2006



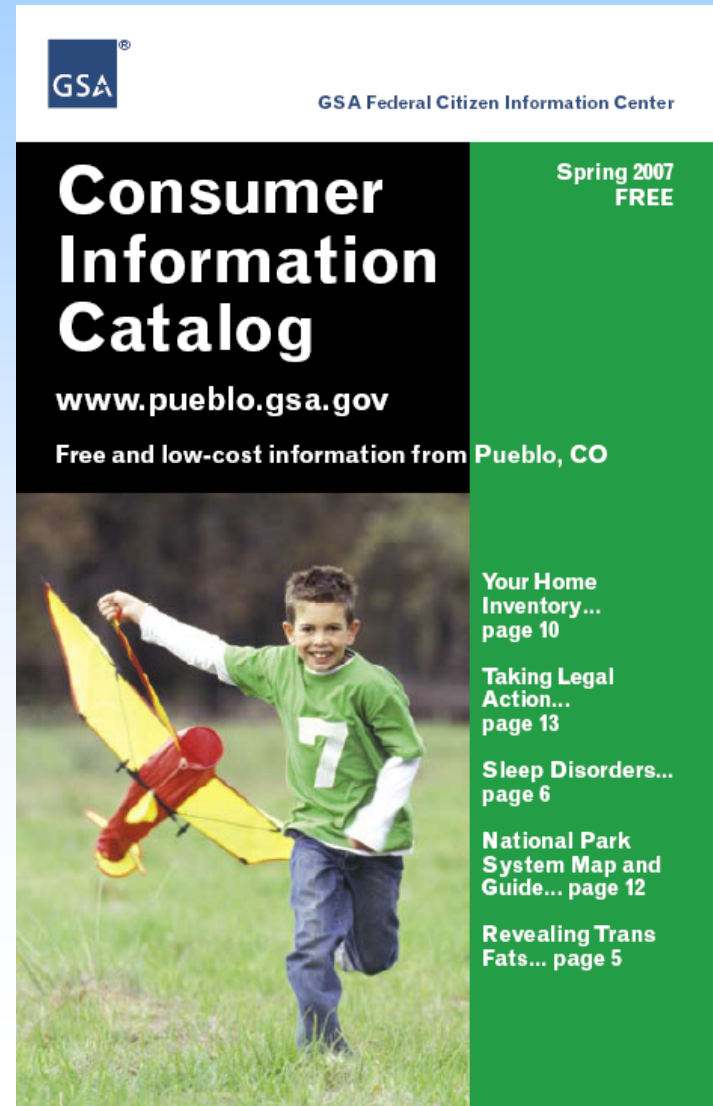
- Tier 1 phone support for other agencies including Bureau of Consular Affairs, Dept of State:
 - Travel abroad, international adoptions & abductions
 - Emergencies: Tsunami, Lebanon evacuation
 - Help with passport calls

FirstContact Contract

- Provides ongoing or emergency contact center services to other Federal agencies
- 5 pre-vetted vendors
- 12 task orders to date including:
 - Hurricane Katrina, 1.5 million calls and emails
 - VA missing computer containing personal information for 26 million veterans
 - VA Education Benefits
 - Human Trafficking Hotline

Publication Distribution Center

- *Consumer Information Catalog*
- Pueblo, Colorado 81009
- More than 200 free & low-cost federal publications
- Full text available online at pueblo.gsa.gov
- Topics include health, federal benefits, money, housing, childcare, employment, small business, education, nutrition, cars travel, and more
- 16 million publications distributed in FY2006



Types of Publications in the Catalog

- **Free publications**

Sponsoring agency prints, provides copies to Pueblo, and pays for distribution costs. Booklets are free to the public

- **Low-price publications (LPP)**

Sponsoring agency prints and provides copies to Pueblo and the public pays \$1.00 to cover postage and handling costs

- **Sales publications**

Available for sale through the GPO Sales Program



Pueblo Publication Distribution

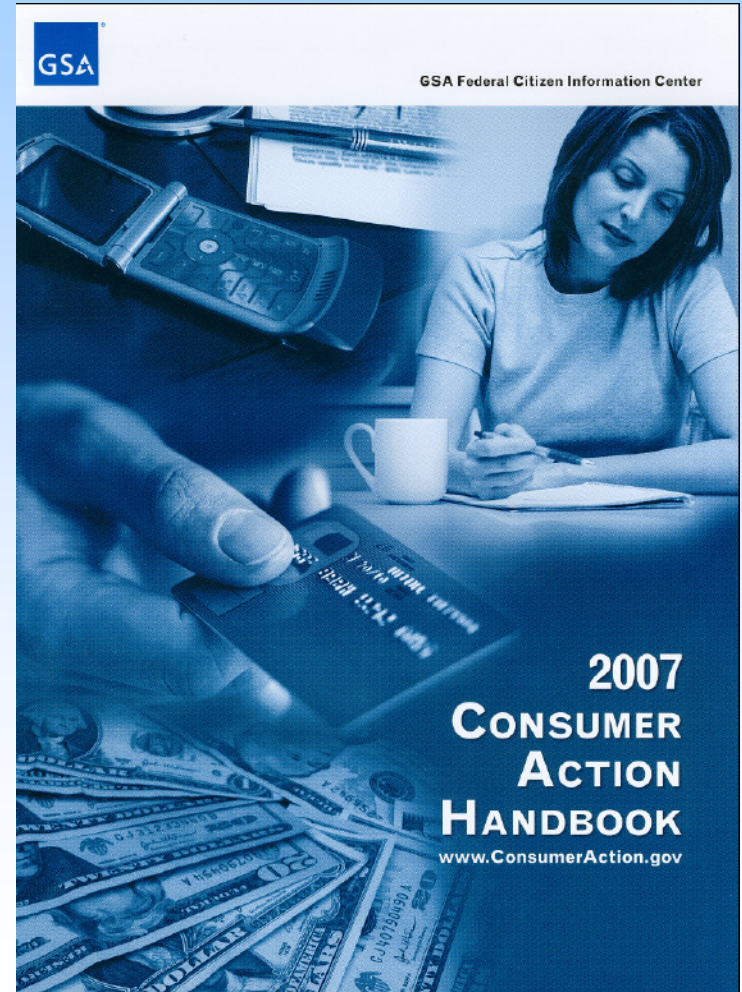


- GPO facility, worked together since 1973
- 95% of work at the facility is for FCIC
- 365 million publications from more than 40 agencies
- FCIC bills agencies and reimburses GPO for all services

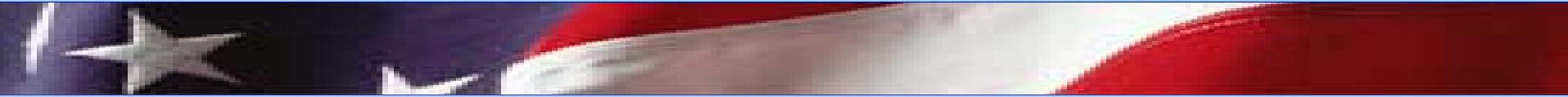


Consumer Action Handbook

- Helps with consumer problems and questions
- Lists contact information for thousands of Better Business Bureaus, corporate consumer contacts, and state and local government consumer protection agencies
- Available at www.ConsumerAction.gov

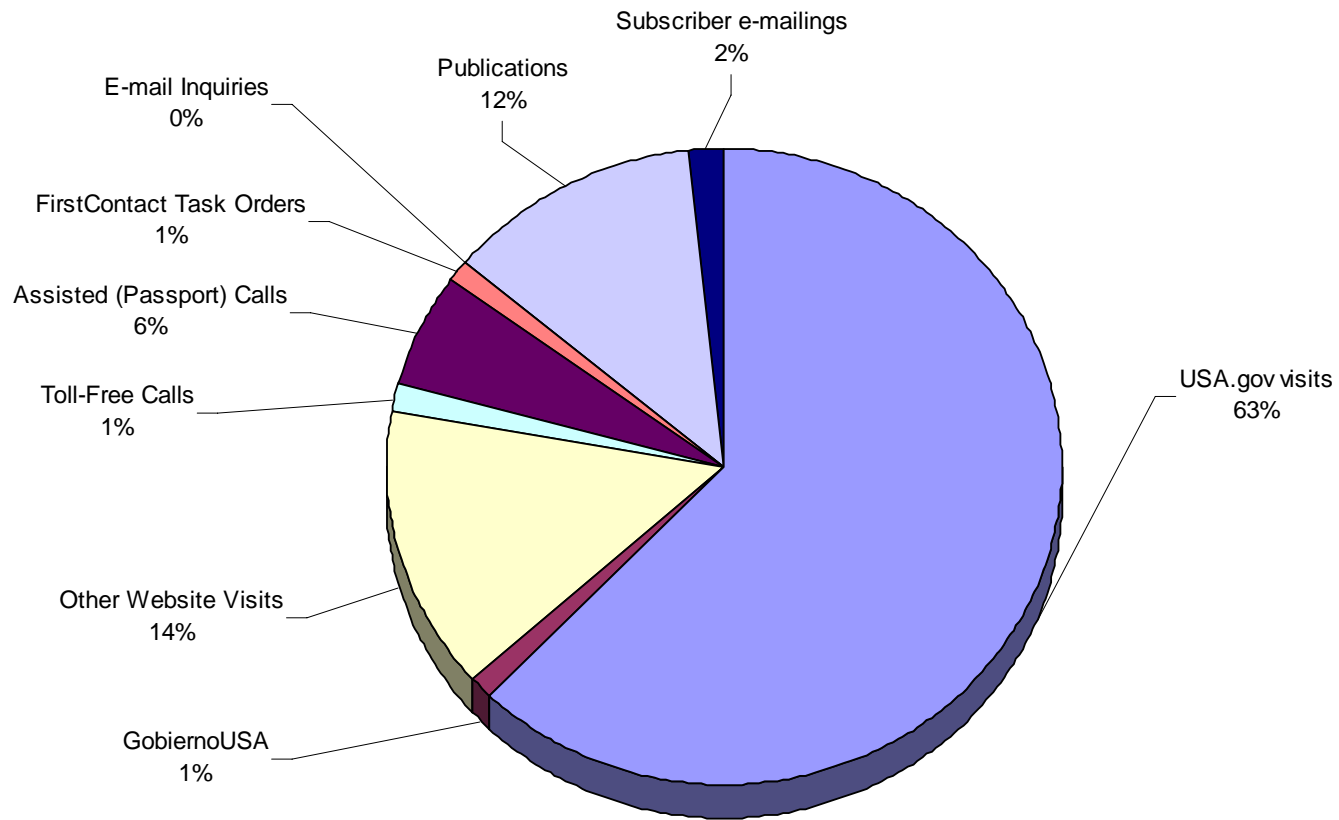


Our Public Contacts



Channel	2006
USA.gov visits	84,318,017
Other Web visits	19,067,859
Print publications	16,134,477
Toll-free telephone calls	1,831,513
Assisted Telephone Calls	7,854,820
Email	109,922
Subscriber emailings	2,378,104
Total Contacts	132,989,233

Volume Per Channel

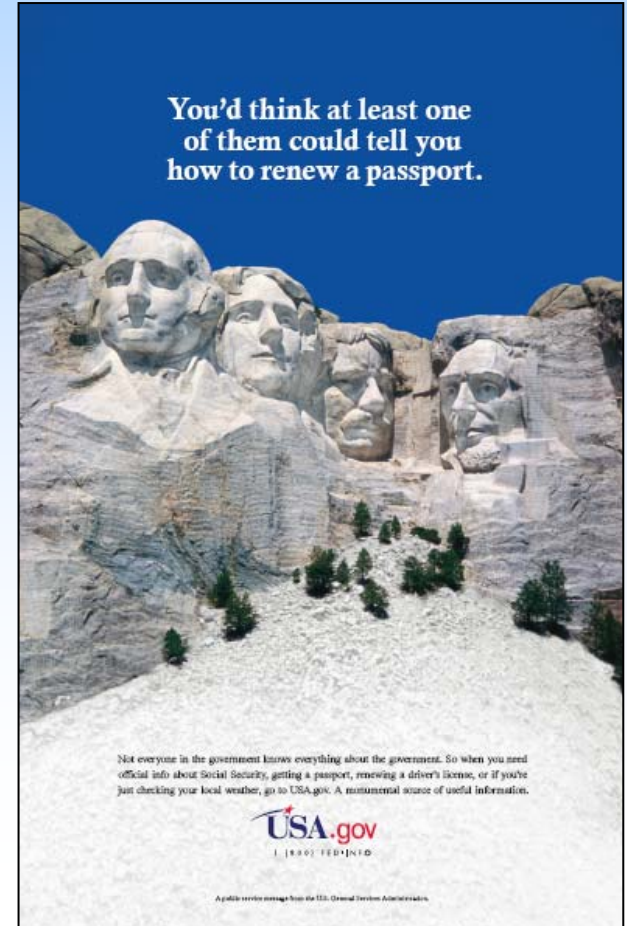
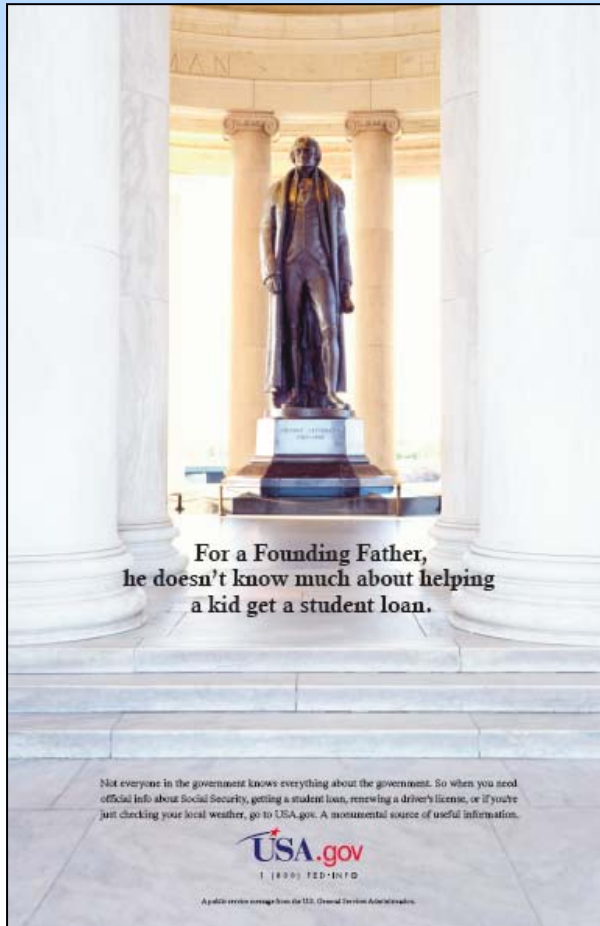


Tools For You!

- **Email Alerts:** sign up to get an email when we add new information to our sites
 - <http://www.usa.gov/Contact/E-mail-subscriptions.shtml>
 - <http://www.pueblo.gsa.gov/subscribe/>
- **RSS Feeds:** add our feeds to your RSS reader and receive the latest news from us
 - <http://www.usa.gov/rss/index.shtml>
- **E-newsletters:** receive our email newsletters
 - <http://apps.gsa.gov/FirstGovCommonSubscriptionService.php>
 - <http://www.pueblo.gsa.gov/subscribe/>

Posters

If you'd like copies of the posters for your library, order online at pueblo.gsa.gov/rc/posters.htm



Citizen Expectation Research

- **Goal:** Gain a better understanding of how and why the public contacts the government and what are their expectations
- **Overview**
 - Conducted in 2005 and 2006
 - 35 focus groups
 - 9 cities
 - 346 people

Key Conclusions

- Citizens will continue to use *all* current channels (websites, email, phone, print) to contact the government
- Preference for using the Internet has increased while in-person contact is declining
- Citizens expect to get the information they need via a combination of channels and that the information will be consistent
- The government is not effectively communicating the availability of its information services

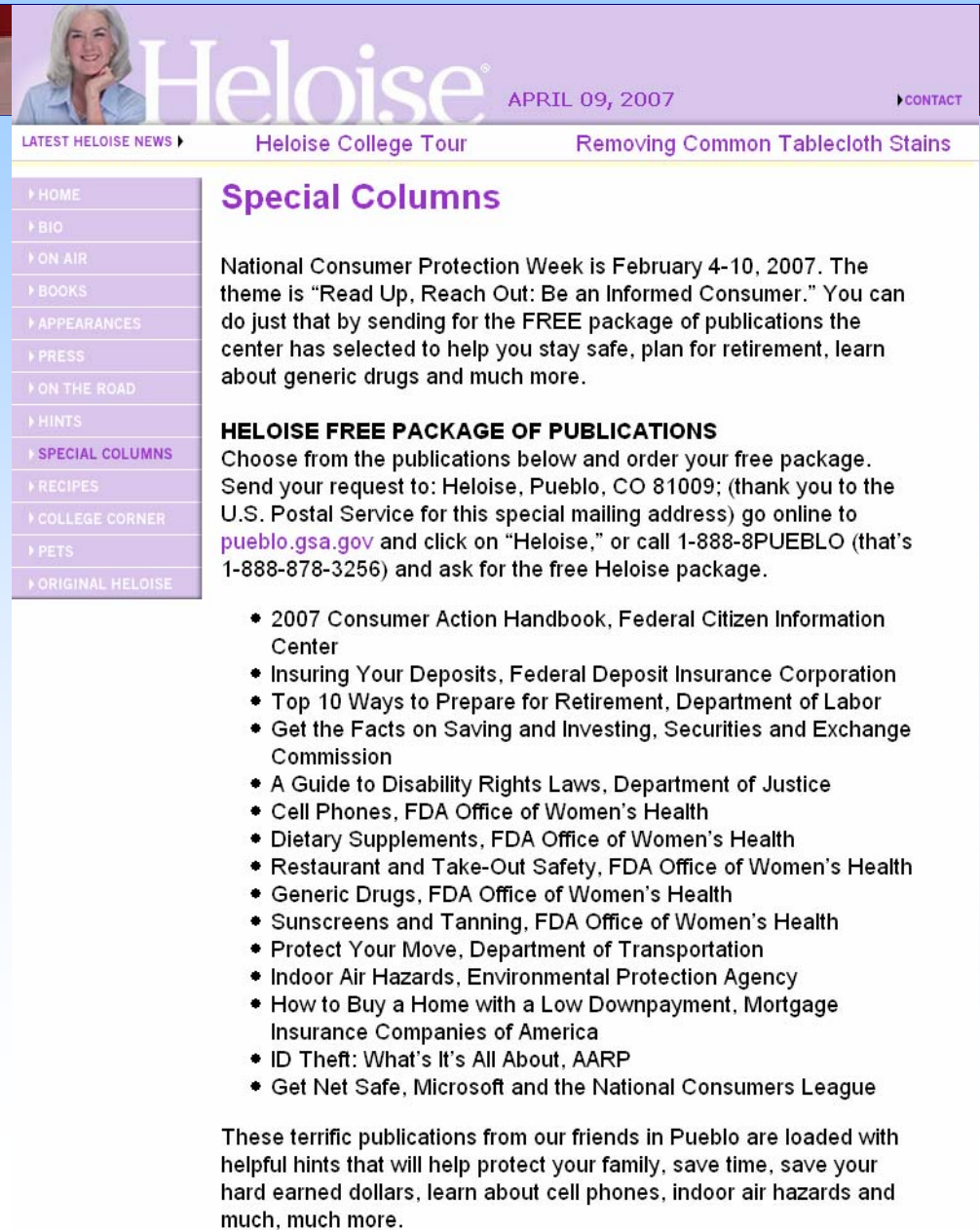
Key Conclusions

- Citizens expect the government to ‘push’ information and services to them
- Citizens had expectations that Privacy and Security would not be a problem in the future
- Citizens’ expectations do not vary significantly by location or region



“Hints from Heloise” column

- National Consumer Protection Week promotion
- February 6, 2007
- 500,000 publications requested



Special Columns

National Consumer Protection Week is February 4-10, 2007. The theme is “Read Up, Reach Out: Be an Informed Consumer.” You can do just that by sending for the FREE package of publications the center has selected to help you stay safe, plan for retirement, learn about generic drugs and much more.

HELOISE FREE PACKAGE OF PUBLICATIONS

Choose from the publications below and order your free package. Send your request to: Heloise, Pueblo, CO 81009; (thank you to the U.S. Postal Service for this special mailing address) go online to pueblo.gsa.gov and click on “Heloise,” or call 1-888-8PUEBLO (that’s 1-888-878-3256) and ask for the free Heloise package.

- 2007 Consumer Action Handbook, Federal Citizen Information Center
- Insuring Your Deposits, Federal Deposit Insurance Corporation
- Top 10 Ways to Prepare for Retirement, Department of Labor
- Get the Facts on Saving and Investing, Securities and Exchange Commission
- A Guide to Disability Rights Laws, Department of Justice
- Cell Phones, FDA Office of Women’s Health
- Dietary Supplements, FDA Office of Women’s Health
- Restaurant and Take-Out Safety, FDA Office of Women’s Health
- Generic Drugs, FDA Office of Women’s Health
- Sunscreens and Tanning, FDA Office of Women’s Health
- Protect Your Move, Department of Transportation
- Indoor Air Hazards, Environmental Protection Agency
- How to Buy a Home with a Low Downpayment, Mortgage Insurance Companies of America
- ID Theft: What’s It’s All About, AARP
- Get Net Safe, Microsoft and the National Consumers League

These terrific publications from our friends in Pueblo are loaded with helpful hints that will help protect your family, save time, save your hard earned dollars, learn about cell phones, indoor air hazards and much, much more.

PARADE Magazine

- Intelligence Report Column
 - Women's Health Package
- Sunday, May 14, 2006
- 1.2 million publications distributed



Intelligence Report[®]
By Lyric Wallwork Winik
more information

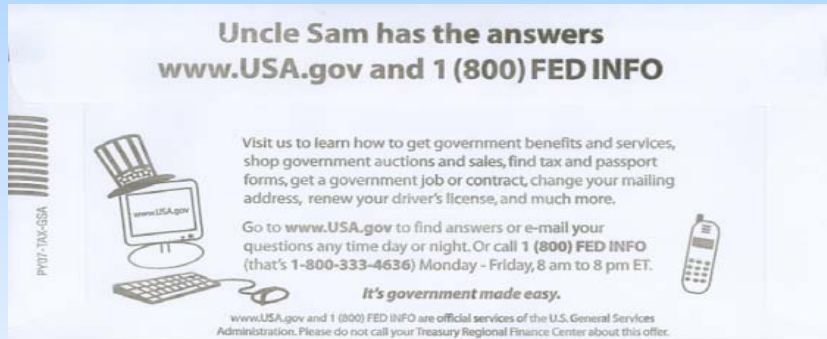
**Sunday Freebie:
Women's Health**

Women of all ages can find helpful tips in a packet of 23 fact sheets from the FDA and the Federal Citizen Information Center. They include data on allergies, strokes and heart disease, how to use cosmetics safely, and other health topics. For a free set, visit pueblo.gsa.gov or call 1-888-878-3256 weekdays. Ask for Dept. D41.

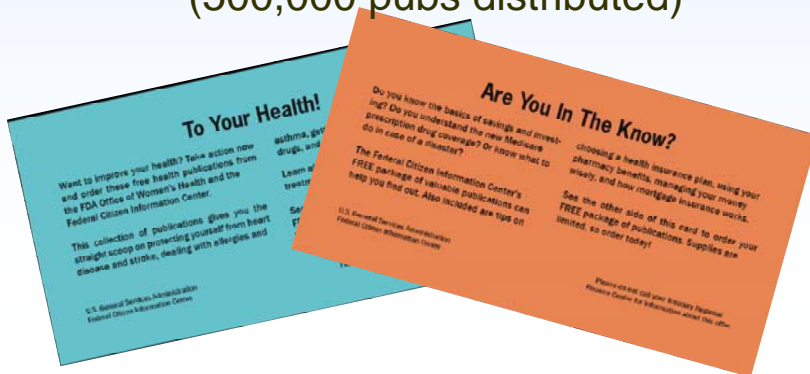
PAGE 20 • MAY 14, 2006 • PARADE

Marketing Outreach

“Back of the Envelope”
(16.5 million envelopes)



Tax Refund Check Inserts
(500,000 pubs distributed)



Spanish Targeted Mailing
(1.1 million pubs distributed)

FREE Booklets In Spanish!

Here's your opportunity to receive free Federal publications in Spanish on health, finances, seniors, children, and more. These valuable publications are available in large quantities for you to share with individuals who would prefer to receive information in Spanish. And, they are absolutely free.

Simply check the quantity desired, detach and mail the postage-paid card. Or place your order online at www.pueblo.gsa.gov/spanishoffer.

Supplies are limited and are available on a first-come, first-served basis. You will receive free copies of a wide variety of publications. Order today!

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Aquí está su oportunidad para recibir publicaciones federales GRATIS en español sobre temas tales como salud, finanzas, niños, personas de la tercera edad y mucho más. Estas publicaciones están disponibles en grandes cantidades para que usted pueda compartirlas con sus clientes que prefieren leer información en español.


Simplemente indique el número de publicaciones que desea, separe y envíe la tarjeta con franqueo pre-pagado. O haga su orden por Internet en www.pueblo.gsa.gov/spanishoffer.

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Federal Citizen Information Center
U.S. General Services Administration

Summer 2006

Please drop this postage-paid card in the mail. Allow 4 weeks for delivery.



Yes! Please send me **FREE** publications in Spanish in the following total amounts:

200
 400
 600

Summer 2006

“Monuments” 2006 PSA Campaign

