

APPENDIX C: TECHNICAL ASSISTANCE

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WHERE CAN I GET HELP?

This appendix provides points of contact for the resources that are available to facilities in complying with 40 CFR part 68 from EPA, OSHA, and several other entities involved in process safety and risk management issues.

U.S. Environmental Protection Agency

◆ **Office of Emergency Prevention, Preparedness, and Response**

1200 Pennsylvania Ave., NW (Mailcode 5104A)
Washington, DC 20460
(202) 564-8600
www.epa.gov/swercepp

OEPPR (formerly CEPPPO) administers the RMP program at the national level. The OEPPR homepage on the Internet provides access to downloadable versions of numerous risk management program documents, many of which are also available upon request from the National Service Center for Environmental Publications – see below.

◆ **EPCRA/Superfund/RCRA/CAA Call Center**

Toll-Free: (800) 424-9346
Local: (703) 412-9810
TDD: (800) 553-7672
TDD Local: (703) 412-3323
Monday - Friday, 9:00 am - 5:00 pm EST
www.epa.gov/epaoswer/hotline/index.htm
Questions or comments: epacallcenter@bah.com

EPA's RCRA, Superfund, and EPCRA Call Center is a publicly accessible service that provides up-to-date information on EPA programs. The Call Center responds to factual questions on a variety of federal EPA regulations, including those developed under Clean Air Act section 112(r). The Call Center also responds to requests for individual copies of documents.

◆ **National Service Center for Environmental Publications**

P.O. Box 42419
Cincinnati, OH 45242
Phone: (800) 490-9198
Fax: (513) 489-8695
www.epa.gov/ncepihom/

Order size may be restricted due to limited supply. As supplies are depleted you will be referred to the National Environmental Publications Internet Site (NEPIS) National Technical Information Service (NTIS), the Government

Printing Office (GPO), or the Educational Resource Information Center (ERIC) to obtain your documents at cost.

◆ **National Technical Information Service**

Technology Administration
U.S. Department of Commerce
5285 Port Royal Road
Springfield, VA 22161
Phone: (800) 553-6847 (toll-free)
Phone: (703) 605-6000 (local)
Monday - Friday, 8:00 am - 6:00 pm EST
Fax: (703) 605-6900
www.ntis.gov/
E-Mail: orders@ntis.gov

The National Technical Information Service is the official resource for government-sponsored U.S. and worldwide scientific, technical, engineering, and business-related information. Documents not available through the EPA Hotline are often available from NTIS. You can place your order by telephone, mail, fax, or e-mail. NTIS also offers online ordering using NTIS OrderNow.

◆ **EPA Small Business Assistance Program**

www.epa.gov/ttn/sbap/

The Clean Air Act Amendments of 1990 requires that all States develop a program to assist small businesses in meeting the requirements of the Act. EPA has established its own Small Business Assistance Program (SBAP) to provide technical assistance to these State small business programs. This site has been developed to allow State and EPA programs to share information about their small business assistance materials and activities.

◆ **EPA Small Business Hotline**

Small Business Ombudsman Office
(800) 368-5888

◆ **Office of Air Quality Planning and Standards**

www.epa.gov/oar/oaqps/

The Office of Air Quality Planning and Standards administers EPA's operating permit program. Permits incorporate terms and conditions to assure that the source complies with all applicable requirements. The RMP regulations are considered to be applicable requirements.

Occupational Safety and Health Administration (OSHA)

OSHA administers the Process Safety Management Standard (29 CFR 1910.119), which mandates actions similar to that of EPA's prevention program. In about half of the states (see Appendix D), OSHA programs are run by state agencies.

◆ **Occupational Safety and Health Administration**

U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210
(800) 321-OSHA
www.osha.gov

◆ **OSHA Process Safety Management Homepage**

www.osha.gov/SLTC/processsafetymanagement/index.html

The PSM homepage on the Internet provides access to downloadable versions of numerous process safety management documents.

◆ **OSHA Consultation Services**

<http://www.osha.gov/dcsp/smallbusiness/consult.html>

Using a free consultation service largely funded by OSHA, employers can find out about potential hazards at their work sites, improve their occupational safety and health management systems, and even qualify for a one-year exemption from routine OSHA inspections. Primarily targeted for smaller businesses, this safety and health consultation program is completely separate from the OSHA inspection effort.

◆ **OSHA Office of Training & Education**

OSHA Training Institute
2020 South Arlington Heights Road
Arlington Heights, Illinois 60005-4102
(847) 297-4913
www.osha.gov/fso/ote/training/training_resources.html

The OSHA Office of Training and Education offers short-term training through the OSHA Training Institute. The Office also administers the OSHA Training Institute Education Centers program, in which designated nonprofit organizations in each federal region offer the most frequently requested courses for the private sector and other Federal agency staff.

◆ **OSHA Voluntary Protection Program (VPP)**

Office of Partnerships and Recognition
(202) 693-2213
www.osha.gov/dcsp/vpp/index.html

OSHA Voluntary Protection Programs are designed to recognize and promote effective safety and health management. In the VPP, management, labor, and OSHA establish a cooperative relationship at a workplace that has implemented a strong program.

◆ **OSHA Publications**

U.S. Department of Labor/OSHA
OSHA Publications
P.O. Box 37535, Washington, D.C. 20013-7535
Telephone: (202) 693-1888
or by Fax: (202) 693-2498
Or download on line at: www.osha.gov/pls/publications/pubindex.list

The Publications Office provides copies of various OSHA documents.

Other Organizations

◆ **American Institute of Chemical Engineers**

3 Park Avenue
New York, NY 10016-5991
(212) 591-7338
www.aiche.org/

AIChE provides educational and training programs and an annual Publications Catalog from which documents can be purchased.

Center for Chemical Process Safety

Park Avenue
New York, NY 10016-5991
(212) 591-7319
www.aiche.org/ccps

◆ **Small Business Administration (SBA)**

409 Third Street, SW
Washington, DC 20416
(800) 827-5722
www.sba.gov/

SBA was created to help America's entrepreneurs form successful small enterprises. SBA's program offices in every state offer financing, training and advocacy for small firms. In addition, the SBA works with thousands of lending, educational, and training institutions nationwide.

- ◆ **U.S. Government Printing Office**
732 N. Capitol Street, NW
Mail Stop: SDE
Washington, DC 20401
(888) 293-6498
www.gpoaccess.gov/index.html