HEALTH AND SAFETY IN THE RESTAURANT INDUSTRY

Restaurant Workers Training Guide

Interfaith Worker Justice
Cincinnati Interfaith Workers’ Center
Kalamazoo Community Workers’ Center
The Workers’ Rights Center, Madison, WI

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CHAPTER 1
WORKPLACE HAZARDS
HAZARD MAPPING

Students will work in their small groups to create maps of different types of workplaces. They can use butcher paper and markers. To begin, students should draw a floor plan of a workplace in the industry where they work. The plan should show rooms, work areas, equipment, windows and doors. The maps can be very basic.

When they are finished, each group will decide where the hazards are located in their workplaces. Using the fact sheets on the following pages as a reference, students should mark those places on the floor plan with their markers. Use the following codes:

- **Red** for safety and physical hazards
- **Blue** for chemical and biological hazards.
- **Green** for additional hazards.

You may use other color codes or symbols depending on the needs on your class. You may also, for example, use different colors each for safety hazards, physical hazards, chemical hazards, and biological hazards. **Keep in mind that the most important goal of this exercise is for students to identify the hazards in their workplace and not get hung up on which category it fits into or the fine points of whether it’s a dust, mist, or vapor.**

If a student is not sure whether something is a hazard, they should mark it as a hazard and discuss it with the group.

Students should take 15 minutes to prepare the maps, and then present them to the group.

The final map can look like the map on the following page.
HAZARD MAP (Example)

Students will draw maps in color:

- **Red** = Safety Hazards
- **Blue** = Chemical and Biological Hazards
- **Green** = Other Health Hazards

**SAFETY (RED):**
- Hot grill
- Hot grease
- Sharp knives
- Slippery floors

**CHEMICAL-BIOLOGICAL (BLUE):**
- Chemicals (cleaning supplies, etc.)
- Pests
- Viruses
- Bacteria

**OTHER HEALTH (GREEN):**
- Customers/stress
- Robbery
- Standing
- Lifting

Source: MassCosh.org
Safety Hazards are those which cause injury to the worker.

<table>
<thead>
<tr>
<th>TYPES OF HAZARDS</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall Hazards</strong></td>
<td>Any situation where a person can slip or trip and fall from four feet or more. (Six feet for construction workers.)</td>
</tr>
<tr>
<td><strong>Falls to Same Level</strong></td>
<td>Conditions that cause a person to slip, trip, fall, or hurt themselves.</td>
</tr>
<tr>
<td><strong>Falling Objects</strong></td>
<td>Workers are at risk of falling objects when work is being done above them or when materials are not stacked properly.</td>
</tr>
<tr>
<td><strong>Electricity</strong></td>
<td>Electrocution can occur when a person comes into contact with an electric current.</td>
</tr>
<tr>
<td><strong>Sharp Objects</strong></td>
<td>Sharp objects can cause cuts or even amputations.</td>
</tr>
<tr>
<td><strong>Machine Hazards</strong></td>
<td>Machine parts, both fast moving and slow parts, can cause accidents such as crushing or amputating parts of the body.</td>
</tr>
<tr>
<td><strong>Moving Objects</strong></td>
<td>A person can be struck, run over or crushed by heavy machinery.</td>
</tr>
<tr>
<td><strong>Fire Hazards</strong></td>
<td>Fire hazards are conditions that increase the risk of a fire occurring in the workplace.</td>
</tr>
<tr>
<td><strong>Ladders, scaffolds without guardrails, open stairways.</strong></td>
<td>Cluttered workspaces, slippery surfaces, wet or greasy floors.</td>
</tr>
<tr>
<td><strong>Working underneath cranes or scaffolds, object placed on a shelf that is too high.</strong></td>
<td>Electric equipment, electrical wires, lightning, batteries.</td>
</tr>
<tr>
<td><strong>Knife, saw, meat cutter, box cutter.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Motor parts, drills.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tractors, trucks.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Bad wiring, improper use of stoves, failure to have fire safety equipment.</strong></td>
<td></td>
</tr>
</tbody>
</table>
FACT SHEET #2
HEALTH HAZARDS – PHYSICAL HAZARDS

Physical hazards can cause illnesses when they transfer energy from the object to the person.

| Noise- Loud noises can cause hearing damage, either immediately or gradually over time. | Machinery, motors, explosions, loud music. |
| Heat- A hot surface or overexposure to the sun or heat can cause burning or dehydration. | Working outside during summer, ovens, fryers, grills. |
| Cold- Exposure to cold or being trapped in a cold place can cause frostbite, hypothermia, and even death. | Working outside during winter, refrigerators, freezers. |
| Miscellaneous- Any other physical object that can cause injury or illness. | Radiation, ill-fitting protective equipment. |

### FACT SHEET #3
### HEALTH HAZARDS – CHEMICAL HAZARDS

Chemicals can enter the body in the following ways:
- Inhalation (breathing)
- Ingestion (swallowing)
- Absorption (through the skin)
- Through cuts or openings in the skin

<table>
<thead>
<tr>
<th>TYPES OF HAZARDS</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solids</strong> - Chemicals in solid form.</td>
<td>Dry paint. (For example, dry paint can contain lead.)</td>
</tr>
<tr>
<td><strong>Dusts</strong> - Dusts are small particles of solids. You can be exposed to materials that are already in dust form, or through work processes that create these dusts.</td>
<td>Cement bags, fiberglass, asbestos.</td>
</tr>
<tr>
<td><strong>Liquids</strong> - These are chemicals that are found in liquid form at room temperature.</td>
<td>Pesticides, paints, cleaning products.</td>
</tr>
<tr>
<td><strong>Vapors</strong> - Vapors are gases that have evaporated. Certain vapors can cause eye and skin irritation. Some can even cause brain damage over time.</td>
<td>Pesticides, paints, cleaning products.</td>
</tr>
<tr>
<td><strong>Gases</strong> - Some chemicals exist as gases at room temperature. Other solid or liquid chemicals convert to gases when they are heated.</td>
<td>Aerosols, carbon monoxide, vehicle fumes, hydrogen sulfide.</td>
</tr>
</tbody>
</table>

## FACT SHEET #4
### HEALTH HAZARDS – BIOLOGICAL HAZARDS

Biological hazards are living things that can cause injury or illness to human beings.

<table>
<thead>
<tr>
<th>TYPES OF HAZARDS</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Animals</strong>- Many injuries and illnesses can be caused by contact with animals or their waste.</td>
<td>Allergies, manure.</td>
</tr>
<tr>
<td><strong>Insects and rodents</strong>- Certain animals may appear in filthy workplaces. They can bite and spread disease.</td>
<td>Roaches, rats, mice.</td>
</tr>
<tr>
<td><strong>Sick People</strong>- Illnesses can be transmitted from one person to another, though contact with a sick person or that person’s fluids.</td>
<td>Examples of fluids include saliva, blood, waste. Example of illnesses include the cold and the flu.</td>
</tr>
<tr>
<td><strong>Needles and syringes</strong>- A variety of illnesses can be transmitted through shared or contaminated needles.</td>
<td>AIDS, Hepatitis.</td>
</tr>
<tr>
<td><strong>Plants</strong>- Many illnesses can be caused by contact with plants.</td>
<td>Pollen, mold, poison ivy.</td>
</tr>
</tbody>
</table>

FACT SHEET #5
ADDITIONAL HAZARDS

Additional hazards are those which cannot be classified into the other categories but can cause health or safety problems for workers.

<table>
<thead>
<tr>
<th>TYPES OF HAZARDS</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violence</td>
<td>Using weapons against coworkers, fights at work, employee abuse, robbery at work.</td>
</tr>
<tr>
<td>Stress</td>
<td>Angry clients, not enough time to complete a task.</td>
</tr>
<tr>
<td>Repetitive Motions</td>
<td>Assembly lines, poultry and meat cutting, computer keyboards.</td>
</tr>
<tr>
<td>Heavy Lifting</td>
<td>Boxes, people.</td>
</tr>
<tr>
<td>Confined Spaces</td>
<td>Underground pipes, granaries.</td>
</tr>
</tbody>
</table>
CHAPTER 2

INTRODUCTION TO HEALTH AND SAFETY
Health and Safety in the Workplace

Why is workplace health and safety important?

- An average of 15 workers die each day in the United States from workplace injuries or illnesses.

- Over 5,600 people die each year in the United States from workplace injuries or illnesses.

- Over 4 million non-fatal injuries were reported in 2009.

- These figures only include those injuries and illnesses which were reported by employers. They do not include incidents that were not reported.

- OSHA, which we will discuss later, requires employers to provide employees with a safe and healthy workplace.

Workplace Health and Safety

Why is this topic important for Hispanic or Latino workers?

Chart explanation: In the United States, the proportion of Hispanic or Latino workers that die in the workplace is higher than that of other workers. Although the rate of work-related deaths has decreased generally over the years, it has not decreased among Hispanic or Latino workers.

Source: http://www.cdc.gov/mmwr/preview/mmwrhtml/mm5722a1.htm
COSTS OF WORKPLACE INJURIES AND ILLNESSES

Not all injuries and illnesses result in death.

*What types of consequences can non-fatal injuries and illnesses have for workers?*

For workers some of the **direct costs** of an injury or illness are:

- the pain and suffering of the injury or illness;
- the loss of income;
- the possible loss of a job;
- inability to provide for one’s family;
- health care costs.

Indirect costs include effects on workers’ families and community.

Source: ILO Introduction to Occupational Health and Safety
http://actrav.itcilo.org/actrav-english/telearn/osh/intro/inmain.htm
WHAT CAN WE DO ABOUT IT?

☑️ Know the risks.

☑️ Know our rights.

☑️ Know how to defend our rights.

☑️ Work with better practices.

☑️ Organize so that our employer will create better conditions.
CHAPTER 3

HAZARDS IN THE RESTAURANT INDUSTRY
FIRE HAZARDS

Burns are the leading cause of injury among restaurant workers.

- Burns may occur as a result of workers’ inexperience, frequent job changes, pressure to work quickly, and lack of training.

How can you and your employer reduce or control these hazards in your workplace?

- Employers should make safety training a routine part of all job training.

- Your employer should maintain reasonable work speeds. This could include having more workers.

- Immediate and proper first-aid treatment at the job site can decrease the severity of a work-related burn. Restaurant supervisors and employees should be trained in basic first aid for burns, and first-aid materials should be easily accessible.

- Proven measures exist for preventing injuries in restaurants. Slip-resistant mats, coarse quarry tiles for flooring and frequent cleaning with a grease cutting agent can help prevent burns that result when an employee slips and comes into contact with a hot grill, stove, or fryer. Grill screens, bricks, and scrapers, when equipped with handles and used with gloves, can help prevent burns in employees who are cleaning or otherwise working with grills.

Source: http://www.cdc.gov/niosh/topics/youth/pdfs/burninjury.pdf
Use of knives and other sharp tools can result in severe and painful injuries, including cuts, lacerations, stab wounds, and amputations.

**What are some of the causes of injuries related to sharp objects?**

- Fast pace of work.
- PPE that doesn’t fit properly or is in bad shape, such as gloves that are too large or have holes in them.
- Crowded work area with sharp tools.
- Slippery and poorly designed handles.
- Dull edges on tools that require greater force.

**How can you and your employer reduce or control these hazards in your workplace?**

- Your employer should redesign work areas so that workers are spaced at safe distances.
- Your employer should maintain reasonable work speeds. This could include having more workers.
• Sharpen knives and other tools. As mentioned above, using dull tools requires more force.

• Hold knives flexibly and firmly by the handle so that the blade follows your hand's movements and pressures (safer, more precise work). Do not put your index finger along the back of the blade.

- Don't work with wet or greasy hands or handles. Wipe the knife from the back (cutting edge outwards).

- Wear chain mail gloves and aprons when doing heavy duty deboning work.

- Try different knives to see which are most comfortable to use. Certain tasks may require different kinds of knives.

CHEMICAL EXPOSURE

In the restaurant industry, you may find yourself working with chemicals that may be hazardous or have long-term health effects.

**Personal Protective Equipment.** When exposed to hazardous chemicals, dusts, or gases, it is important to have the correct equipment to protect yourself from the chemicals that you are using. Personal protective equipment can include gloves, safety goggles, and masks. OSHA requires your employer to provide you with this equipment.

- Many cleaning products that you use at work contain bleach, ammonia or other chemicals that can have harmful health effects. These cleaning products may release gases or fumes that can cause workers to feel ill. It is important to follow instructions when handling these chemicals and, as mentioned above, to use the proper protective equipment.
• When using chemicals such as ammonia, make sure to follow all listed instructions. Ammonia is a strong, colorless gas. If the gas is dissolved in water, it is called liquid ammonia. Poisoning may occur if you swallow or touch products that contain large amounts of ammonia. Breathing ammonia may also cause workers to feel ill.

• After using or being exposed to any cleaning product, make sure to wash your hands and take off any equipment that you were using while cleaning. Always protect yourself and make sure others do too.

The following page contains a list of cleaning chemicals that you may encounter in your workplace.
<table>
<thead>
<tr>
<th>PRODUCTS</th>
<th>CHEMICALS</th>
<th>SHORT TERM HEALTH EFFECT</th>
<th>LONG TERM HEALTH EFFECT</th>
</tr>
</thead>
</table>
| Laundry detergents  
General purpose cleaners | Alkylphenol ethoxylates | • Respiratory tract irritation  
• Swelling and irritation of the skin  
• Eye irritation | • May cause hormone disruption |
| Glass cleaners  
General purpose cleaners  
Carpet spot remover | Butoxyethanol | • Nose, throat, and eye irritation  
• Headache and dizziness  
• Vomiting and stomach pain | • May cause liver cancer  
• May cause damage to kidneys  
• May cause damage to a developing fetus |
| Toilet Cleaners | Hydrochloric and Phosphoric Acids | • Skin and eye irritation and burning  
• Throat irritation and coughing  
• Nausea, vomiting, and diarrhea | • Bronchitis  
• Dermatitis  
• Damage to respiratory tract |
| Glass cleaners | Isopropyl alcohol | • Skin and eye irritation and burning  
• Mouth, nose, and throat irritation | • May cause damage to the liver and kidneys  
• Itching, drying and redness of the skin |
| Carpet shampoo | Nitrilotriacetic Acid | • Skin and eye irritation and burning  
• Mouth, nose, and throat irritation  
• Kidney damage | • May cause kidney cancer  
• May cause cancer of the urinary tract |
| Oven cleaners  
Heavy duty degreasers | Sodium Hydroxide | • Skin and eye irritation and burning  
• Mouth, nose, and throat irritation  
• Lung irritation | • Lung damage  
• Bronchitis and continuous coughing  
• Shortness of breath |
| Degreaser  
General purpose cleaners  
Laundry detergent | Trisodium phosphate | • Skin and eye irritation and burning  
• Mouth, nose, and throat irritation | • None |
SPOT THE HAZARDS!

Can you find five things that are wrong with this picture?

What could have been done differently here?
¿Qué se pudiera haber hecho diferente aquí?

What is wrong with this picture?
CHAPTER 4

ERGONOMICS FOR RESTAURANT WORKERS
BODY MAP
Body Mapping

- Hand out a sheet with a diagram of a human body, from the front and from the back (such as the diagram on the previous page) to each student. Have a large version of the same diagram on the chalkboard or flipchart at the front of the classroom.

- Ask the students to mark with an “X” the parts of the body that they believe are being affected by their work. After they are done, have them come up to the front to mark the diagram at the front of the classroom. The final diagram can look something like the picture below.

- Explain to the students that they can speak with you individually if they do not want to share their injury or illness with the group.

- Ask students to explain why they put their marks on the body.

- Point out the injuries and illnesses that are common among workers in certain industries.

- Have the class participate in a discussion about this, with questions such as why they think these injuries occur, what can they do to reduce the chance of injury, etc.

Example of Body Map.
WHAT IS ERGONOMICS?

Ergonomics is the science of designing the job to fit the needs of the worker, instead of having the worker fit the needs of the job.

For many workers, ergonomics may not be high on their list of priorities, but injuries caused by badly designed work conditions can lead to serious injuries over time. These injuries can occur in the hands, wrists, joints, the back, or other parts of the body. These injuries are called musculoskeletal disorders.

For employers, setting up a well-designed workplace can be expensive in the beginning because they may need to spend money on equipment or training. However, injuries from poor working conditions can end up costing the employer more money in the end. Employers lose money when workers miss days of work due to pain or injury, and it is expensive for employers to have to hire and train new workers when other workers leave due to injury or illness.

Some examples of work conditions that can lead to injury are:

- tools and tasks that require you to twist your hand or joints, such as the work many mechanics perform
- applying too much pressure on parts of the hand, back, wrists or joints
- working with the arms outstretched or over the head
- working with a bent back
- lifting or pushing heavy loads.

Source: [http://actrav.itcilo.org/actrav-english/telearn/osh/ergo/ergoa.htm](http://actrav.itcilo.org/actrav-english/telearn/osh/ergo/ergoa.htm)
BEST AND PREFERRED WORK ZONES

Work is safest when lifting and reaching is performed in these zones. Working outside these work zones may increase the risk of injury. It is particularly important to perform heavy lifting tasks within the best work zone.
Recommended Working Postures

Recommended Working Postures describe body positions that are neutral and comfortable to use. Using postures other than those recommended will generally waste energy and motion as well as potentially raise the risk of injury. It’s also important to change position frequently and stretch between tasks. This improves circulation and lessens fatigue.

**Head and Neck**
- Avoid situations that require twisting the neck or bending it forward, backward or to the side.

**Shoulders and Arms**
- Keep the shoulders relaxed – not "shrugged-up" or "slumped-down".
- Keep your elbows close to your body.
- Keep work at about elbow height.

**Back**
- Stand straight – avoid situations that require bending (forward or backward), leaning to the side or twisting.
- A sit/stand stool will allow for changes in posture.
- For work performed while sitting, a back rest will help maintain proper posture.

**Hands and Wrists**
- Keep the hands straight and in line with the forearms – avoid twisting hands.
- Avoid working with wrists pressed against sharp or hard edges.

**Feet and Legs**
- Placing a foot on a footrest or other support will promote comfort.
- Provide toe space to allow workers to stand closer to counters. This can reduce reaching.
- Good quality anti-fatigue mats reduce back and leg fatigue.
**SHELVES**

**Storage.** Keep heavy and frequently-used items in the “Best” or “Preferred” Zone between your waist and shoulders. Arrange storage areas in this manner to minimize excessive lifting, carrying, or awkward postures. This reduces the stress on the body caused by bending or reaching overhead.

**High Shelves.** Use a step stool to reach items on high shelves.
Low Shelves and Drawers.

- Use knee pads to reduce knee injuries when stocking items in low drawers or shelves for long periods of time. This reduces the stress on the knees and legs when kneeling.

- Use a kneeler or stool when working at low shelves for long periods of time. This reduces stress on the knees and legs when squatting and kneeling.
LIFTING AND CARRYING

- Use a cart to move heavy items from one place to another.

- Keep cart wheels well maintained. Wheels that are in poor repair can be difficult to push. Racks or carts with bad wheels should be removed from service until they can be repaired.

- Where possible, use boxes with handles.

- The Grocery Manufacturers of America and Food Marketing Institute encourage all companies to use containers and packages that weigh 40 pounds or less.
Maneras de Levantar Peso Correctamente

Safe Lifting Techniques

- Buscar ayuda de otras personas si la necesita.
- Usar carretas cuando es posible.

- Get help from others if you need it.
- Use dollies or carts whenever possible.

1. Acérquese al objeto.
2. Doble la cadera y las rodillas. Agarre bien el objeto. Los guantes pueden mejorar su sujeción.
3. Levante suavemente y lentamente, manteniendo el objeto cerca del cuerpo. Mantenga el cargo entre las rodillas y los hombros.
4. Gírese con sus pies en vez de doblar la espalda.

Source: [http://www2.worksafebc.com/PDFs/SafetyBulletins/StartSafe/kitchen/rc_tip5.pdf](http://www2.worksafebc.com/PDFs/SafetyBulletins/StartSafe/kitchen/rc_tip5.pdf)
CHAPTER 5
OSHA BASICS
WHAT IS OSHA?

- OSHA is a federal agency of the United States government, part of the Department of Labor.

- This agency is responsible for workplace health and safety in the United States. OSHA’s mission is to prevent accidents and protect the health of workers.

OSHA’s functions include—

- Developing rules on workplace health and safety and enforcing these rules through workplace inspections.

- Tracking workplace accidents.

- Giving trainings on workplace health and safety.

ALL WORKERS HAVE THE SAME RIGHTS UNDER OSHA REGARDLESS OF IMMIGRATION STATUS!!

Source:
YOUR RIGHTS UNDER OSHA CAN BE CATEGORIZED AS

5 BASIC RIGHTS

1. Right to a healthy and safe workplace.

2. Right to receive information.

3. Right to receive training.

4. Right to request that a dangerous situation be changed, to file complaints, and to participate in the process.

5. Right to be protected against retaliation.

REMEMBER THAT THESE RIGHTS EXIST REGARDLESS OF YOUR IMMIGRATION STATUS!

Have you seen the OSHA poster on the following page at your worksite?
Job Safety and Health
It's the law!

EMPLOYEES:
- You have the right to notify your employer or OSHA about workplace hazards. You may ask OSHA to keep your name confidential.
- You have the right to request an OSHA inspection if you believe that there are unsafe and unhealthful conditions in your workplace. You or your representative may participate in that inspection.
- You can file a complaint with OSHA within 30 days of retaliation or discrimination by your employer for making safety and health complaints or for exercising your rights under the OSH Act.
- You have the right to see OSHA citations issued to your employer. Your employer must post the citations at or near the place of the alleged violations.
- Your employer must correct workplace hazards by the date indicated on the citation and must certify that these hazards have been reduced or eliminated.
- You have the right to copies of your medical records and records of your exposures to toxic and harmful substances or conditions.
- Your employer must post this notice in your workplace.
- You must comply with all occupational safety and health standards issued under the OSH Act that apply to your own actions and conduct on the job.

EMPLOYERS:
- You must furnish your employees a place of employment free from recognized hazards.
- You must comply with the occupational safety and health standards issued under the OSH Act.

Free assistance in identifying and correcting hazards or complying with standards is available to employers, without citation or penalty, through OSHA-supported consultation programs in each state.

1-800-321-OSHA
www.osha.gov

This free poster available from OSHA – The Best Resource for Safety and Health
WHAT ARE YOUR EMPLOYER’S RESPONSIBILITIES UNDER OSHA?

1. Provide a workplace that is free of known hazards and comply with OSHA regulations.

2. Provide training as required by OSHA.
   Many OSHA standards require your employer to train workers on certain health and safety topics issues in their workplaces. Other OSHA standards require that employers limit certain tasks to workers who are qualified or certified, meaning that they have already received training.

3. Keep records of injuries and illnesses.
   Employers with 11 or more employees are required to keep records of workplace injuries and illnesses.

4. Provide medical exams when required by OSHA regulations and provide workers Access to medical and exposure records.

5. Not discriminate against workers who assert their rights under the OSH act.

6. Post OSHA citations and inform workers what they have done to fix the problem.

7. Provide and pay for personal protective equipment (PPE.)
Filing an OSHA Complaint

Ways to File

- You can download the form from OSHA’s website (www.osha.gov), fill it out, sign it, and mail or fax it in. These types of complaint are the ones that are most likely to result in an OSHA inspection of your workplace.

- You can file a complaint online. However, most online complaints are resolved informally over the phone.

- You can call or visit your local OSHA office. They can give you a complaint form if you wish to fill it out then or file it at a later time.

- You can call or visit your local worker centers. The worker center can be authorized to act as your representative in the complaint process.

When you file your complaint, you can request OSHA not to reveal your name. OSHA will conduct an inspection without telling the employer who filed the complaint.