

Industrial Hearing Testing

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Volume 8

No. 1

Hearing Conservation Products & Services

- Mobile On-Site Hearing Testing
- Noise Surveys
- Customized Employee Training Sessions
- Hearing Protection
- Audiometer Sales
- Equipment Calibration
- Recordkeeping Software
- Posters & Support Literature
- Audiological Referrals

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We're on the web!
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Office Hours

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Personally Speaking . . .

Hear, Here and Now.

I looked up the word accident. I found it in my 5 lb. dictionary that I've had since 1980. It was one of those gifts your parents give you in hope that it will help make you smart, or them proud, whichever comes first I guess. Personally, I figure it at least helps me look like I'm wise with that 5 pounds perching on my bookshelf...

The dictionary told me that an accident can be a noun, a "thing." "A happening that is not expected or foreseen. An unpleasant and unintended happening, sometimes resulting from negligence, that results in an injury, loss or damage." This 'thing' is what so many of us focus our careers on as we try to help **our industrial work force realize that accidents can be avoided.** For example, take two chemicals that can normally be stored or mixed together, but without that third adventitious element, would never explode. I guess that's what those mandated chemical data sheets are all about preventing if we could get our staff to just read them.....

This "thing," this accident, can be so powerful that it results in a crippling of limbs. This "thing." An explosion, a fire, an automobile wreck of one of your fleet, or even wrongfully relegated death, (I shan't go on!). These are not coincidental, but have been caused by something. That 'something' is what we strive to identify, correct, and stamp out! This constant potential for an accident!

I have been struggling to categorize my own recent experience of a serious accident into some more manageable, less ego-damaging event. I especially want to make it less life changing, but I can't, yet. And yet I am. After spending all these years telling you all I was such a good rider, last March I managed to get thrown from my horse in the woods, landing on my head. The result? Technically, a mild traumatic brain injury.

The cause? An accident! How? Didn't I know how to ride? Didn't I know the woods were full of dangerous motorbikes, squirrels, a bird fluttering in panic at the horse's hoofbeats, and other noises that my horse would consider to be gremlins? Didn't I have my helmet on?

Well, yes. Yes. YES! I knew all of that and so much more. In the end, however, none of that knowledge could help me, because of one false assumption. In my case, the person I was with lost control of her mount, gave up and galloped away, leaving me on a 'hot' horse, behind. What she didn't know was something I **assumed** to be common knowledge - never leave another horse 'alone' and behind, no matter what. (It goes against every herd bound mentality that shapes equines' lives.) I simply didn't think to discuss something so basic. I also made the mistake of accepting what she told me she thought her skill level was.



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Personally Speaking (cont.)

I am sharing my story because we spend so much time in our work, in the safety field and our management capacities, training and preparing for the worst-case scenarios. Sometimes, things that cause these out of the ordinary, catastrophic events are caused by us forgetting one important but basic ingredient.

Most often a simple overlooked step, or one lousy surmise such as a self-evaluation from our co-worker, assuming they know enough, can do us in. We also take for granted that there are some things everyone knows, or we assume they have been trained at a certain task, so because they trained once, training does not need to be repeated. Perhaps we even overlook the importance of timing in training. We should be aware that an employee trained during their first week on the job may already be on overload, thus of course need **more training repeated**. We must always take the time at safety work to try and figure out some of these ingredients or elements that help create a culture that doesn't allow assumption or speculation, replacing any of those methods with hard core facts, information, and above all, education and training.

My accident has left me with many lasting experiences, both good and bad. One is an obvious first hand knowledge of just what can happen when one operator assumes too much about their co-worker. Each can be wearing all their required safety gear, but if a fellow in the next station doesn't know or follow the methodology of that job, a maiming mishap can quickly occur.

So I got hiatus from work that I always dreamed about, but never expected.... people wondered what had happened to me, where I was, and what I did all day. It was easiest for the office to report I had hurt my leg, but actually my leg was paralyzed from neurological damage. In a rehab hospital I was assigned to muddle through "cognitive exercises," occupational and physical therapies, all designed to help one develop different strategies for all the neurons that couldn't find each other. I thought all those exercises were stupid which is a classic brain injury denial symptom. When they made me take a cookie baking class I thought this was over the top. But they strived to make sure I wouldn't burn my house down when I got home, so we turned it into a "cognitive cupcake party."

I woke up many mornings in the rehab place, to Scott, my brother, quizzing me on trick questions like "Who was the first president of the United States?" I

couldn't understand why this was his favorite question, which I was sure I had answered enough. (John Kerry was the politician of choice I guess, sorry George Washington.) I began to be suspicious that this was a job interview, as someone might be vying for my job back at Industrial Hearing. Meanwhile I was muttering to myself 'Sure, and I'm the patient who is perseverant'! (Yet another symptom.) Apparently I was also concerned to keep asking my dad for an IQ test to prove how crazy everyone else was.

I developed a new appreciation for the present. The here and now, instantaneous-ness of life, which is all we can really experience at once. Once home, I got to work on my farm. My horses, though responsible for my **near** demise, were as responsible for my recovery. Those darn things need to eat no matter who doesn't feel good, but they enabled me to make a goal to push the wheelbarrow without a cane or a limp for starters!

...yet time passed so quickly. Another head injury symptom, lack of caring about time. So I applied a new strategy, (my therapists were proud), with my cool watch. It was a gift that came with a countdown option. If I pushed the button, the alarm beeped when a 1/2 hour interval had elapsed. I didn't know how to reprogram it to any other amount of time so I started calling these time passages "units." These units flew by.

One day I needed to repair a section of pasture fence that Spike the pony kept crawling out of. I thought I'd conquer his Houdini qualities for once and all as I trudged out to the 6-foot manure pile that he was using to launch himself out. I hugged each tree as I wrapped wire around it, pulling it tight, and so on. I was hurrying. I was getting late to catch a ride. (During my recovery I couldn't drive and I became a package that everyone cheerfully drove around to my 3 or 4 therapy appointments a day, especially my mom.) As I realized the time element, I glanced down for my watch. I was stressed to see that it had fallen off. It's camouflaged coloring seemed to blend it away into the manure. For sure, I would quickly find it when the alarm of another unit passing gave it away...so I sat and waited. The beep came, but no sighting of the watch. I finally had to give up the search that day.

Soon enough, I realized the only other time I'd have a chance to hear it would be at 6:03 a.m., the time of the regular alarm. I ended up going out to that manure pile by 5:30 each morning for at least 14 days straight.

Continued on page 3

Personally Speaking (cont.)

When I brought a friend with me to search, we argued about where the beep was coming from as we dug through the manure, spread it on white tarp, shifted gently with the pitchfork, etc..... many methods were applied. But I will tell you the difficulty of localizing sound correctly with a hearing loss is a true handicap, as I found while working with my hearing impaired partner. On the final day, I found my watch at 6:03, hanging defiantly on a branch/limb. It hadn't even touched the manure! Needless to say, I kept plenty busy.

Now that I have experienced the trauma unit first hand, thus trauma itself, I am even more blown away by the injuries and accidents that the industrial world costs our humanity. Another reason I wanted to share my story is to help us as safety professionals realize the depth of rupture that an accident can cause, a rippling effect in surprising directions. Many family's instant and hopefully temporary erosion from the trauma leaves them trying to cope, and the trickling down effect of those chaotic hours inevitably finds each member with a different perspective or lack thereof. I met so many incredible people in the health care universe during this time. I am so lucky to have benefited from the therapists who are so committed to preserving whatever quality of life might be available to one after injury, even though you don't believe it during that particular phase of the journey. Much of the carry over from those months has provided me with a new outlook of... here. Now.

Witnessing this commitment to quality of life from total strangers brought home to me the heart and soul of the importance of our work here at Industrial

Hearing Testing. In our company's case, started by my dad, the mission is saving or preserving people's hearing, protecting them from noise that is damaging, and educating them about avoiding it. In our case, our mission is to prevent anyone from accidentally losing their hearing, thus, part of their well-being.

There are so many changes in the law that we specialize in, which our clients should know about. The law is evolving to be more stringent on the recordability of hearing loss, (OSHA300) and also the methodology of determining what a "shift" is. We really felt we needed to push out this newsletter to make you aware of these changes, and also assure you that we are on top of giving you the correct advice on how to keep these records. Any of the changes for 2003 are already applied in our new reporting system, and you'll be seeing these changes on your next testing cycle. All of these finer points are addressed in greater detail in an article from Steve. The report changes for our customers are discussed in Jennifer's article. You should also know that so much can be answered on our website for our clients to gain more understanding of these new regulations.

As I put pen to paper to share my thoughts with you all, our customers and professional friends, I would like to thank you for listening. Finally, I want to thank all of you who sent so many cards and gifts of well wishes to my family and myself. I also would like to acknowledge and thank our staff who stepped up to fill in my empty chair for a year, so that I could get back in it. But I am here, now. Be well, and be safe.

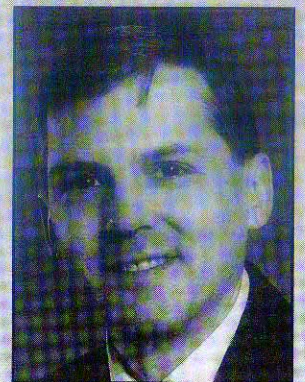
Yours,
ANDI HENGEN, Editor

IHT PRESIDENT ELECTED TO THE BOARD OF NATIONAL ASSOCIATION

The members of the National Hearing Conservation Association (NHCA) have elected **Scott Hengen** to the "Executive Committee." This governing group is made up of 8 members elected from the members at large by category of professional interest.

Scott will represent the Professional Service Organization (PSO) membership. Scott first began working in the field of hearing conservation while still in high school and through his college years. He entered military service following his graduation from Brandeis University and upon completion of active duty, returned to Massachusetts to join IHT full time. Scott completed his MBA at Clark University. He holds the rank of Major in the Air National Guard.

Scott, his wife Robin and their two children, Saige and Hailey, reside in Sturbridge, Massachusetts.



OSHA Finalizes Criteria for Recording Occupational Hearing Loss

By Steve A. Yany, B.S.M.E.

Since 1971, OSHA has required employers to keep records on work-related injuries & illnesses. Employers often use this data to help identify hazardous conditions in the workplace. New policy, engineering controls, or additional training could then be implemented to reduce the incidence of recorded injuries. OSHA also uses this data to redirect their enforcement efforts among their field personnel. It is beneficial, therefore, for companies to maintain low incidence of recordable injuries and illnesses. Companies will often offer incentives to managers and employees for keeping the incidence of work related injuries to a minimum. A successful program will often result in lower workers compensation rates, improved employee morale and an overall safer working environment. *For safety professionals responsible for managing a Hearing Conservation Program, the new criteria for recording occupational hearing loss will undoubtedly result in an increase in the number of recorded hearing loss cases.* OSHA recognizes the concern for this increase in incidence by employers and has stated that as an agency they will take into account the change in the recordkeeping rule when evaluating an employer's injury and illness report. OSHA states that its intention for the new criteria "will help the agency's ability to determine where the injuries occur, and help prioritize hearing loss prevention efforts."

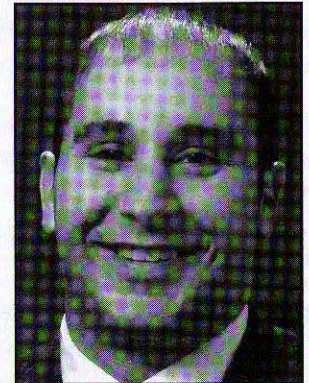
Abbreviated History

The new Occupational Injury and Illness Recording and Reporting Requirements rule (1904) was first published on January 19, 2001 with a January 1, 2002 effective date. It was later announced in October of 2001 that Section 1904.10 of this rule relating to the recording of occupational hearing loss would be delayed until January 1, 2003. At this time OSHA requested comment from industry, as well as medical and research professionals regarding the appropriate recording criterion to adopt. After much prolonged ambiguity regarding the recording of work-related hearing loss, OSHA's final rule was announced On July 1, 2002 (Federal Register #67:44037-44048).

Clarification to the Final Rule was announced on December 17, 2002 (Federal Register #67:77165-77170)

The Final Rule:

Effective January 1, 2003, employers must record work related hearing losses on the OSHA 300 form when **each** of 2 criteria is met.



❑ *Criteria 1: Standard Threshold Shift (STS)*

An STS is defined as an average change in hearing level of 10dB at 2000, 3000 & 4000 Hz. in either ear when compared to baseline. Age correction is allowed for this calculation.

In computing whether an STS has occurred, the employee's current audiogram must be compared to the employee's ORIGINAL BASELINE audiogram, or the most recently REVISED BASELINE audiogram. A REVISED audiogram is defined as either of the following:

1. Persistent Threshold Shift (PTS). A PTS is a Standard Threshold Shift that is verified to be persistent by a subsequent audiogram.
2. An audiogram where the hearing thresholds indicate a significant improvement over the baseline audiogram.

❑ *Criteria 2: Average Hearing Level >25dB*

The Average Hearing Level is calculated by averaging the hearing thresholds over the frequencies of 2000, 3000, 4000 Hz. If the average hearing level is 25dB or greater, criteria 2 has been met. Age correction may not be used for this calculation.

If **both** criteria are met, and the loss is determined to be work-related, the employee must be placed on the OSHA 300 form within 7 days. The employer may avoid placing the hearing loss on the form 300 if a

Continued on page 5

OSHA Finalizes Criteria (cont.)

retest is conducted within 30 days of the annual date. If the retest confirms the shift is persistent (by confirming **both** of the above mentioned criteria), the hearing loss must be recorded on the OSHA log within 7 days of the retest. Audiograms recorded on the OSHA 300 form, may be lined off of the log if subsequent tests, even beyond the 30-day window, show the hearing loss to be temporary.

OSHA 300 Form to Include Hearing Loss Column

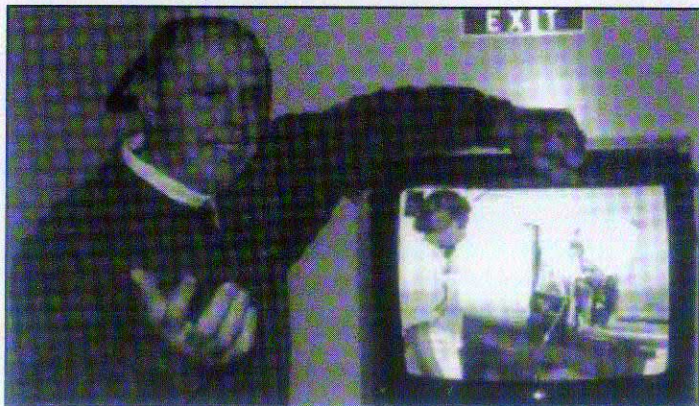
Beginning January 1, 2004, a new column will be added to the OSHA 300 form for the recording of work-related hearing loss. Employers will be required to check this specific column for all employees meeting both of the above criteria. As for calendar year 2003, OSHA is requiring that all work-

related hearing loss be recorded under the column for "injury" or "all other illness," depending on the circumstance of the case. OSHA administrator John Henshaw stated "Data from the new column will improve the nation's statistical information on occupational hearing loss."

IHT's Response

IHT has been working vigorously to keep pace with the continually changing requirements for recording occupational hearing loss. Please reference Jennifer DeSimone's article in this publication to understand how these rule changes will be reflected in your IHT audiometric report. And as always for questions or clarification please contact our office for assistance.

Every visit to a client's facility is followed up with a call from IHT's home office. We feel it is important to get our client's feedback after we provide a service. The stats are in and it looks like the IHT technicians get rave reviews! We thought you'd enjoy seeing your comments in print along with some less formal pictures from our winter maintenance.



"Jack is a true gentleman."

"Jack is phenomenal, courteous, very charming."

"Jack always takes good care of us."

Jack Fitzpatrick inspires comments like no others. He operates IHT's largest and most stylish rig 4 from Albany, NY. Jack may be seen traveling as far north as Plattsburg and even spends a few weeks a year paying visits throughout New Jersey. Jack will soon be retiring his driving gloves but providing support testing in the Albany area. He will also be adding noise level surveys and report deliveries to his repertoire.

Safety comes in cans, I can, you can, we can.



"Jim was very qualified and his communication with me was excellent."

"Jim did an excellent job."

"Jim is very cooperative and we are very satisfied."

Jim Hurley manages rig 7 out of the Biddeford, ME area. He provides testing for the entire state of Maine and can sometimes be found just over the NH border. Jim has a great approach and his welcoming manner really shows through in the feedback we get from our Northern clients.

OSHA 300 Recordability - Do You Have Any?

By Jen DeSimone, B.A.

Sometimes receiving that annual hearing testing report can cause an overwhelming feeling of uncertainty - What am I looking for, who needs to be retested, who was missed, is anyone recordable? To assist with your questions, a letter in the form of a checklist will be bound with the report. The intention is to prepare our clients for what they will find and how to follow-up in regard to the results. This letter also suggests useful information to assure that your company is providing the most effective hearing conservation program for your employees.

Over the past few months high levels of anxiety have been expressed regarding the new OSHA 300 criteria. To allay this anxiety, the staff at IHT developed a plan to fully support these changes. Not only have we modified our software, but we also have improved our report binders which will now feature custom tabs specifying 3 major sections to include: MANAGEMENT SUMMARY, THE "UNTESTED LIST," OSHA 300 REPORT / MSHA 7000-1 LOG. The untested list is printed directly from each client database reflecting "active employees" who have not received a hearing test for the current testing year. This list will help you prepare for a retest visit to include those absentees but also to indicate to us those who are terminated to assure your company's database is up to date.

How about that OSHA 300 report I mentioned? The new and improved OSHA 300 report alphabetically lists each recordable employee. Upon receipt of audiometric results in the year of 2003, if any employees are OSHA recordable, the test in question will be visibly flagged. Scheduling a retest visit is necessary at this time to verify if the STS is temporary or persistent. Any subsequent hearing test, a retest, will indicate your follow-up, whether the employee must remain on the log, or can be lined off. Retesting an employee within 30 days will help make interpretation and follow-up understandable and easy. *An example of this is as follows:*

Name: John Smith

Year	2K	3K	4K	STS Avg	Log Avg
1999	10	15	20	15.0	15.0
2003	20	25	35	26.2	26.6

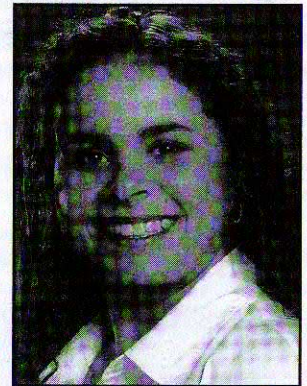
To explain what you see:

The STS average is averaging the employee's results at the 3 frequencies listed above, 2K, 3K and 4K. Calculations for age correction are allowed when calculating STS. The Log average is the hearing level that is not age corrected. A baseline test is never age corrected.

We've put in tremendous time and detail into the updates we've added to our software and to our hearing testing report. We have nothing but compliance with the law and our clients' best interests at hand. However, there will be some familiarity with the new report. Our calibration, STS's, temporary and persistent shifts are still available to you unchanged.

Finally, you will find a complimentary "Hearing Protection Required" sign enclosed with the report. Please post this in any high noise area you may have. Let's protect the employees from harmful exposure levels. Should there be a need for more of these signs, they can be purchased through our main office in Auburn, MA. If you are not sure what your noise levels are, you must have a noise level survey conducted. We offer complete sound surveys. This data will provide your company with an extensive survey report, including time-weighted averages, personal sampling and area monitoring to identify personal exposures and high noise areas.

Don't hesitate to call our office Monday through Friday 8am-5pm with any questions you may have. The staff at IHT works hard to ensure the best quality product and service for our clients and we are here to assist with any customer service needs.



Sometimes small things make lasting impressions - like the kindnesses you show. They leave behind warm feelings and grateful memories that will never be forgotten.

Hear We Grow Again

Pardon the pun, but it is always a happy day to share good news with our business friends. We have been on a steady growth pattern from our very beginning and it continues. There have been important landmarks along the way that were pivotal in our development and now we have reached another. I am proud to introduce the newest member of our company of experts. It is with pleasure to name Dr. Steven Fournier as an associate corporate audiologist. He will add his professional expertise giving us the resources of two industrial audiologists on staff.

Dr. Fournier, a native of Rhode Island, has a wealth of professional experience. He has served as Director of Audiology at The University of Massachusetts Medical Center for twenty-two years and currently serves as Director of Audiology at Faulkner Hospital, Boston. Dr. Fournier received his master's degree in Hearing and Speech Sciences from the University of New York College at Geneseo. He received his doctoral degree in Audiology from Arizona School of Health Sciences. He is well known professionally throughout the Northeast.

Dr. Fournier has had a wide variety of professional experiences. In addition to his work with patient diagnostics and rehabilitation, he has had widespread experience teaching. He has served as an associate faculty member in Surgery and Pediatrics at The University of Massachusetts Medical Center. He also held an adjunct faculty member position at Worcester State College.

Included with his duties seeing patients and teaching at The University of Massachusetts Medical Center, Dr. Fournier also worked in the Department of Occupational Medicine in Hearing Conservation, so he is no stranger to the industrial setting.

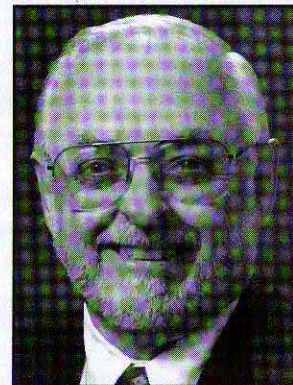
Stars are Honored

A new honorarium award was recently presented to two key employees at the company's annual meeting, Ruth Dumas and Frank DiMinuco. 'The Star of Honor' is a special recognition to be awarded for unusual strength of character and devotion to the principles of our company's mission.

Both employees joined the company on blind faith and promise of little else than an opportunity to share in the dream of building the best company possible. Fifteen years later, the company has grown

By Garth Hengen, Ph.D.

tremendously, in a great part due to the integrity and hard work of these two stars of IHT. Dr. Hengen described their contributions as crucial to the success of the company. Ruth Dumas is known to all, customers and colleagues alike as a friend and help mate. While Ruth helped build the office support



system, Frank was the main man on the road. He serviced clients with the first mobile unit dubbed the 'silver bullet.' Frank's attention to detail, accuracy and caring attitude for each client's employees is well known. His commitment to a "job well done" is unparalleled. If you have been a customer of IHT, you have most likely experienced their positive influence. Mardy Hengen described the two as "always there when needed," IHT's dependable duo.

Other Staff News

Scott Hengen, President and Chief Operating Officer of IHT has also announced new expansion plans for the company. Scott explained that IHT has prospered because of its unique operating manner. The company has one fully staffed office located in Central Massachusetts. Test rigs and audiometric technicians are based across the Northeastern United States, whose efforts are coordinated from the central office. This provides economy of services by limiting travel distances for each test rig to reach each customer. At the same time having one office centralizes contact over marketing, scheduling, preparation of reports and auditing test results, but still maximizing use of staff power.

Long-time employee Jack Fitzpatrick has been promoted to serve as the first remote support technician. He will continue to work from his base in Albany, New York. With Jack's promotion, economy of services will be maintained and strengthened by having a support technician close enough to serve several rig locations based in New York, Vermont and Connecticut. Each rig will continue to be staffed by a primary audiometric technician. Jack will provide

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Hear We Grow Again (cont.)

support to several while also providing noise surveys in the region. This increase in staff depth will add one more layer of quality to IHT'S service.

Jaime Alger, working behind the scenes, has been helping our technicians get their overnight accommodations settled and has now been promoted to a new title of Operations Liaison. She will add scheduling of accounts to her job tasks.

There have been several other additions to our IHT staff as well. Beverly Openshaw is our new receptionist who keeps all the calls organized. Lisa Quidoz has joined IHT as a representative. She works in sales and spends part of her time in office support services. Ron Nobrega is our newest audiometric technician. He is in charge of a recently added test rig based in the Waterbury - Danbury Connecticut area. George Pearson has joined us as a support technician. His work involves many forms of assistance wherever

needed for those who deliver the services to our customers.

Scott Hengen said that he "is proud of the new technology we have recently added to continue as a leader in our field." A new revised customer report system has been instigated, and a Global Positioning System (GPS) has been added to our entire fleet. A new computer software system has been put into place along with advanced redundant computer hardware to protect customer data and process it more efficiently. Scott added that the company has received the delivery of another new truck and trailer. He expects the newest rig to go into service late summer of 2003.

We welcome Dr. Steven Fournier and our other new staff members as we continue to expand services while still maintaining superior professional guidance to our industrial clients.

Do You Know Your Noise Levels? POST IT!

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TOTAL \$ _____

Will Your Hearing Conservation Program Survive an OSHA Inspection?

By Andi Hengen, B.A.

So you've hired Industrial Hearing Testing (IHT) to provide your company with a high quality Hearing Conservation Program. You've studied the competition, you've weighed costs & benefits, and in the end, hired who you hope is the best for your company's needs.

I would like to remind our clients of a few details that still need to be attended to after we've visited on the day of the hearing testing (you know, the other 364 days of the year).

Hearing Conservation is about providing a safe and healthy workplace, but let's not forget you want to survive an OSHA inspection at any moment. I've developed a check list here with OSHA compliance in mind, so that you are sure to address the other items mentioned that are NOT happening on the day of our visit. This check list applies specifically to our clients who have used our particular mobile services, as I cannot speak to other vendor's techniques.

1. Comprehensive noise survey on file **is a requirement.**

You must have documentation on file to ensure that you accurately identified employees exposure measurements in their work areas. This survey needs to be done, not necessarily annually, but whenever there is a major change in process, equipment, or new address of operations. This should also help determine who must be included minimally in your annual test program, as well as help to calculate what hearing protection attenuation is sufficient.

2. A written program in place **is a requirement.**

OSHA is looking for a written program designed to incorporate your company's philosophy and situation. There are templates of a written program available on our website to help you get started. IHT provides a written program in poster format, intended to be placed in accessible areas for your employees' right to know. These are provided from us with the report results.

3. Follow-up to STS employees **is a requirement.**

YOU MUST

A. Notify your employee IN WRITING within 21 days of your knowledge of the STS occurrence, and record on OSHA 300 log if necessary. The letters included with your report from us are to distribute to your employees!

B. Re-train your employees on hearing protection.

C. Require them to wear hearing protection at 85 dB. These issues seem to be getting overlooked with some programs. Re-testing within 30 days is an option as well that should be seriously considered and might help avoid some of the steps listed above.

4. Enforcing the use of hearing protection (with the proper attenuation values for your specific workplace) **is a requirement.**

You can spend all the money you wish on any program, but ultimately if your employees are not carrying through on wearing personal protective equipment, specifically in this argument - hearing protection, this is all for naught! I cannot stress this point enough. I know it is one of the most difficult points for any program, but create a culture in which it is unacceptable and simply not cool to forego personal protection.

5. Signage indicating high noise areas where hearing protection must be worn **is a requirement.**

Don't let an OSHA inspection catch your program missing any ingredients. We here at IHT continuously strive to fulfill your expectations for a long professional relationship. Please utilize our staff as a resource for clarification of any of these issues!

Visit our Web Page!
www.industrialhearing.com

*Please forward to Hearing
Conservation Program Administrator*



"Dave does a good job, excellent."

"Dave was wonderful as usual."

"Dave is wonderful with the employees and they feel very comfortable with him."

If your facility is in Central or Eastern, MA then you are sure to have seen **Dave St. George's** smiling face. He runs rig 1 from our main office in Auburn, MA. His attention to detail combined with his outgoing personality ensures that every new technician he trains leaves our office with the best possible education. There is never a shortage of great feedback when Dave is the visiting technician.



"Lewis is excellent. He really goes above and beyond the call of duty."

"Lewis was fantastic, professional, and well organized."

"Lewis was great & worked well with the employees."

Lewis Merritt operates Rig 6 from the Syracuse area and covers territory as far west as Buffalo and as south as Philly. He really does go the extra mile for the clients he visits, both in miles traveled and with his agreeable character. When he is not traveling the Northeast you'll be sure to find Lewis helping someone somewhere. Whether it is with his local fire department, search and rescue, or as a certified EMT.