

LHO Consultation Best Practices

I. Fact-Finding

1. Emphasis is placed on gathering facts; not to place blame, or determine the cause of the problem
2. Inspect the problem site to verify the complaint, if warranted
3. Take notes as you speak with the complainant or the property owner
4. Take photographs of the problem..
5. Interview the complainant and the property owner as soon as possible. Record (take notes) on the condition of the affected area(s). Document the location of injured employee, witnesses, machinery, equipment, energy sources, and hazardous materials.
6. Ask *who, what, when, where, why, and how* during investigations.
7. Remain completely objective during interviews and in documentation – no opinions, just the facts.
8. Keep complete and accurate notes.

II. Interviews

1. Verify the statements made by the complainant.
2. Introduce yourself and whoever accompanies you to the site. Explain the purpose of the investigation and put each witness at ease.
3. Let each the complainant speak freely and take notes without distracting the person.
4. Record the exact words used by the complainant (caller) to describe each observation/problem.
5. Take the same steps (1-4) when speaking with the property owner.
6. Verify contact information for both parties.

III. Investigation Reporting

1. Provide complete, thorough information about the problem (*who, what, where, when, why, and how it will be resolved*).
2. Describe the Problem/issue. Document all conversations. Identify the extent of the problem.
3. Provide short-term and long-term corrective actions that prevent or eliminate the identified hazardous/problematic conditions.
4. Describe the corrective actions recommended, the persons who are accountable for each corrective action, and the approximate time frame for correction.

V. Corrective Actions

1. Recommend immediate corrective actions to eliminate or reduce hazardous conditions.
2. Request the property owner develop an action plan for corrective action
3. Estimate the time to implement the corrective action.
4. Monitor implementation of the action plan to ensure appropriate corrective action is taken.