



## HEAT SAFETY:

# *How to report a problem to Cal/OSHA*

### **Do you work outdoors in hot weather? *What if...***



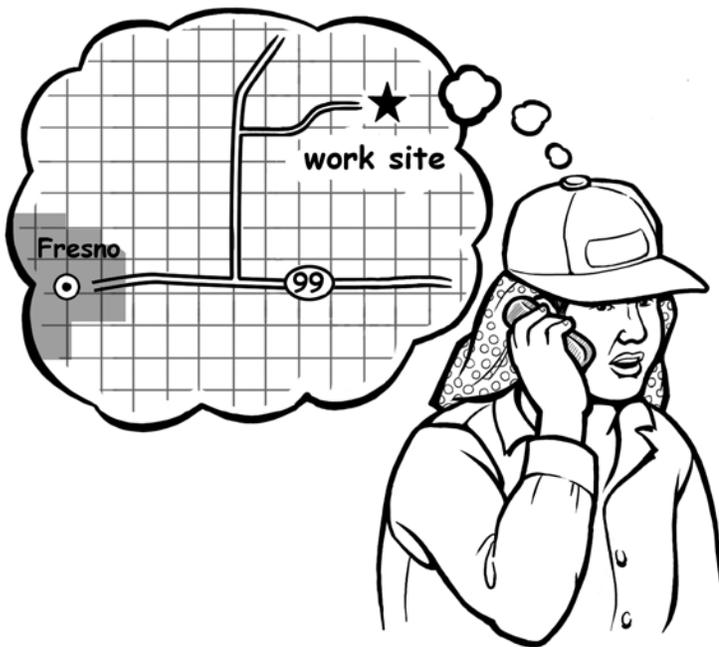
- There's not enough water to drink during your shift?
- The weather report says temperatures will reach 80°F (26.7° Celsius) but there is no shade anywhere?
- There is so much pressure to work that it is impossible to rest and cool off, even when it is hot and you feel dizzy, weak or sick to your stomach? **These could be symptoms of heat illness.**
- You have seen other workers become ill after working in the heat all day, but you have no idea what to do if the same emergency happens again?

### **If your employer does not provide water, rest, shade or training as **REQUIRED** by **LAW**:**

You have a right to make a complaint to Cal/OSHA, the agency in charge of making sure that workplaces are safe for all workers. Cal/OSHA will investigate if you and other workers are in danger of heat illness or death and will not ask you about your immigration status.

## How can you report a problem to Cal/OSHA?

- Call the Cal/OSHA Heat Helpline: **1-877-99-CALOR** or 1-877-992-2567
- Call, fax a complaint and/or go in person to your local Cal/OSHA office. To find your local office:
  - call 1-866-924-9757 (enter your zip code to find the closest office)
  - go to **www.99CALOR.org**
- To file a complaint go to:  
**www.dir.ca.gov/dosh/Complaint.htm**



You can contact Cal/OSHA directly, or a community organization can assist you. Community organizations include unions, worker centers, churches and other local groups.

If you call Cal/OSHA to make a complaint on the weekend, state that the problem is serious and cannot wait until Monday.

Write down the name and telephone number of the person you speak with so you can **call back** the next day to find out what Cal/OSHA will do about your complaint.

**It is illegal for your employer to fire or punish you for reporting or making a complaint about heat or other unsafe working conditions.**

## **Cal/OSHA will respond more rapidly if you provide the following information:**

1. **The name of your employer or company** and the kind of work you are doing.
2. **Where the job is located** – this is important so Cal/OSHA can find your worksite.
3. **The problem** – no water, rest, shade or training? Give as many details as you can about the problem and how the heat affects you and other workers.
4. **The number of workers** at the site and what languages they speak.
5. **The hours of work and how long the work will continue at that location** (another day, week or month?)
6. **Your name** – Cal/OSHA will not tell your employer who called. You are not required to give your name if you do not want to.

## **What will Cal/OSHA do?**

Cal/OSHA inspectors will come to a worksite if they believe the employer is violating worker health and safety standards or workers are in danger of heat illness or death. They will ask the employer and workers questions to find out more about the hazards. You have a right to talk with the inspector in private. Get the inspector's phone number if you prefer to talk when you are not at work.

- Tell the inspector about any problems and any changes that are needed to protect your health – you are the expert about conditions at your job. If the inspector doesn't speak your language, he or she will request an interpretation service.
- If it is determined that the employer has violated the heat standard or another safety standard, Cal/OSHA will give a citation and fine to the employer. The employer must fix the problem by a specific date.
- Call Cal/OSHA after the inspection so you know what your employer must do to fix the problems. If you do not see any changes, call again and ask to speak with the District Manager.

**Don't wait until it is too late. Act NOW if you are in danger of heat illness.**

## If you are helping workers with a Cal/OSHA complaint, you can...

- Help them **document the problem** and prepare to explain to Cal/OSHA where the worksite is located, when the work occurs, what the problems are and who is affected. Photos, temperature and other details are helpful.
- Help them **call or go to a Cal/OSHA office** to make a complaint. Follow up after a phone call with a written complaint – by fax, mail or in person.
- **Educate and involve as many workers as possible** in the process so they are prepared to talk with Cal/OSHA inspectors. If workers are more comfortable talking with an inspector away from their workplace, help arrange a time and place so they can meet confidentially.
- **Develop a relationship with Cal/OSHA.** Follow up after the complaint is filed and after any inspection. Gather additional documentation as needed. If the employer appeals a citation or fine, request to participate in the appeals process.

Workers have the right to contact Cal/OSHA without fear of reprisal. If they experience retaliation, help them contact the nearest office of the Labor Commissioner **within six months.**



**WATER. REST. SHADE.**

*The work can't get done without them.*

*For more information, call the Heat Helpline:*

**1-877-99-CALOR (1-877-992-2567)**

*Your call is confidential!*



[www.99calor.org](http://www.99calor.org)