Survey of Occupational Injuries and Illnesses, 2009



YOUR RESPONSE IS REQUIRED BY LAW IN 30 DAYS.

Please correct your company address as neede

For your convenience, you can submit your survey response on our website at https://idcf.bls.gov.

We estimate it will take you an average of 24 minutes to complete this survey (ranging from 10 minutes to 5 hours per package), including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing this information. If you have any comments regarding the estimates or any other aspect of this survey, including suggestions for reducing this burden, please send them to the Bureau of Labor Statistics, Occupational Safety and Health Statistics (1220-0045), 2 Massachusetts Avenue, N.E., Washington, DC 20212. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. **DO NOT SEND THE COMPLETED FORM TO THIS ADDRESS.**

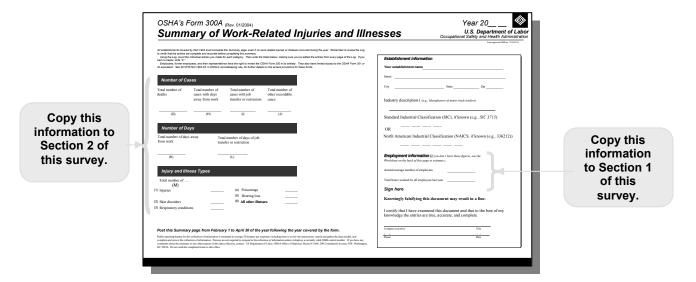
The Bureau of Labor Statistics, its employees, agents, and partner statistical agencies, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical Efficiency Act of 2002 (Title 5 of Public Law 107-347) and other applicable Federal laws, your responses will not be disclosed in identifiable form without your informed consent.

OMB No. 1220-0045 Approval expires 09-30-2010 BLS-9300 N06

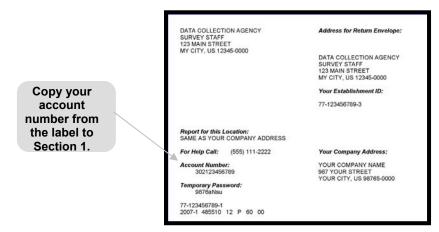
Steps to Complete this Survey

This survey requires employers to provide information about work-related injuries and illnesses based upon the information you have maintained for Calendar Year 2009 on your Occupational Safety and Health Administration (OSHA) Forms for Recording Work-Related Injuries and Illnesses. Copies of these forms were mailed to you in late 2008. Under Public Law 91-596, all establishments that receive this **mandatory** survey must complete and return it within 30 days, even if they had **no** work-related injuries and illnesses during 2009. The instructions below outline the steps to complete the survey regardless of whether your establishment did or did not have injuries or illnesses in 2009.

- **Step 1:** Complete this survey only for the establishment(s) noted on the front cover under "**Report for this Location**." If you are unsure, please call the number listed on the front of this form as "**For Help Call:**."
- **Step 2:** Check "**Your Company Address**" printed on the front cover. Make any necessary corrections directly on the front cover.
- **Step 3**: Refer to your establishment's OSHA *Forms for Recording Work-Related Injuries and Illnesses*. Copies of these forms were mailed to you in late 2008.



• If you had no work-related injuries and illnesses in 2009, answer all questions in Section 1 of the survey.



- If you had at least one work-related injury or illness in 2009, answer all questions in Sections 1 and 2 of the survey.
- For any work-related injuries or illnesses with days away from work which occurred in 2009, also complete Section 3.
- **Step 4:** Write the name of the person who completed this survey in case we have questions in Section 4: Contact Information on the back cover of this survey.
- **Step 5:** Return this survey and any attachments in the enclosed envelope within 30 days of the date your establishment received it. Alternative methods of reporting, such as e-mail or the Internet, are explained in a brochure in the middle of this booklet.

Section 1: Establishment Information

Instructions: Using your completed Calendar Year 2009 *Summary of Work-Related Injuries and Illnesses* (OSHA Form 300A), copy the establishment information into the boxes. If these numbers are not available on your OSHA Form 300A, or if your establishment does not keep records needed to answer (2) and (3) below, you can estimate using the steps that follow on the next page.

1.	Enter your account number from the front cover.					
2.	Enter the annual average number of employees for 2009.					
3.	. Enter the total hours worked by all employees for 2009.					
4.	Check any conditions that might have affected you	ar answers to questions 2 and 3 above during 2009:				
	 □ Strike or lockout □ Shutdown or layoff □ Seasonal work □ Natural disaster or adverse weather conditions 	 □ Shorter work schedules or fewer pay periods than usual □ Longer work schedules or more pay periods than usual □ Other reason: □ Nothing unusual happened to affect our employment or hours figure 				
5.	 Did you have ANY work-related injuries or illnesses during 2009? □ Yes. Go to Section 2: Summary of Work-Related Injuries and Illnesses, 2009, directly below. □ No. Go to Section 4: Contact Information, on the back cover. 					

Section 2: Summary of Work-Related Injuries and Illnesses, 2009

Instructions:

- 1. Refer to the OSHA *Forms for Recording Work-Related Injuries and Illnesses* for the location referenced on the front cover of the survey under "**Report for this Location**." If you prefer, you may enclose a photocopy of your *Summary of Work-Related Injuries and Illnesses* (OSHA Form 300A).
- 2. If more than one establishment is noted on the front cover of this survey, be sure to include the OSHA Form 300A for all of the specified establishments.
- 3. If any total is zero on your OSHA Form 300A, write "0" in that total's space below.
- 4. The **total** Number of Cases recorded in G + H + I + J must equal the **total** Injury and Illness Types recorded in M(1 + 2 + 3 + 4 + 5 + 6).

Number of Cases Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
(G) Number of Days	(H)	(I)	(J)
Total number of days away from work		Total number of days of job transfer or restriction	
(K) Injury and Illness Type	pes	(L)	
Total number of (M) (1) Injuries (2) Skin disorders (3) Respiratory conditions		(4) Poisonings(5) Hearing loss(6) All other illnesses	

If you had any work-related deaths in 2009, please tell us on the line below where you assigned/classified each death within the list of items (M1) through (M6) provided under *Injury and Illness Types* above (e.g., "fatal case was due to injury resulting from fall" or "death resulted from respiratory conditions")

Steps to estimate annual average number of employees for 2009:

Step 1:

To calculate the annual average number of employees your establishment paid during 2009, you must calculate the total number of employees your establishment paid for all periods. Add the number of employees your establishment paid in every pay period during calendar year 2009. Count all employees that you paid at any time during the year and include full-time, part-time, temporary, seasonal, salaried, and hourly workers. Note that pay periods could be monthly, weekly, biweekly, etc.

Example:

Acme Construction paid its employees in 12 pay periods during 2009:

Pay Period	Number of Employees Paid
	Per Pay Period
1	30
2	0
3	35
4 5	37
5	37
6	40
7	43
8	42
9	37
10	35
11	30
12	<u>+26</u>
	392 (total number of employees paid
	over all pay periods)
Example:	

Step 2:

Divide the total number of employees (from step 1) by the number of pay periods your establishment had in 2009. Be sure to count any pay periods when you had no (zero) employees.

Acme Construction had 12 pay periods and paid a total of 392 employees during these pay periods.

392 divided by 12 = 32.67

Step 3:

Round the answer you computed in step 2 to the next highest whole number. Write that number in the box for Section 1, question 2 on the previous page.

Example:

Acme would round 32.67 to 33.

Steps to estimate total hours worked by all employees for 2009:

Step 1:

Determine the number of full-time employees at your establishment.

Example:

Of Acme's 33 employees in 2009, 28 were full-time.

Determine the number of hours generally worked by a full-time employee for a year. Multiply the number of full-time employees you calculated in step 1 by this number. This total number of full-time hours worked should exclude vacation, sick leave, holidays, and any other non-work time.

Example:

Each of Acme's 28 full-time employees worked an average of 2,000 hours per year after excluding vacation, sick leave, holidays, and other non-work time. This works out to 40 hours per week for 50 weeks of the year.

> 28 full-time employees X 2,000 hours per year 56,000 total full-time hours

Step 3:

Determine the number of hours of overtime worked by your full-time employees.

Determine the number of regular hours worked by your non-full-time employees. (Non-full-time employees include part-time, seasonal, and temporary employees.)

Add these numbers to the number you calculated in step 2 above. This is the estimated number of hours worked by all of your employees – full-time and non-full-time – during 2009. Write this number in Section 1, question 3 on the previous page.

Example:

Acme's 28 full-time employees worked a total of 2,800 hours of overtime during 2009 and 56,000 regular hours. Acme's 5 part-time employees worked a total of 2,715 hours during 2009.

> 56,000 full-time hours from step 2 2,800 over time hours +2,715part-time hours 61,515 total hours worked

Section 3: Reporting Cases with Days Away from Work

Instructions:

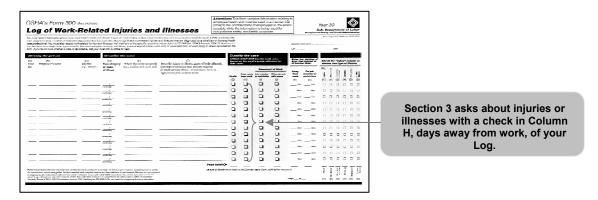
- If you had NO cases with days away from work in Column H, you are finished with the survey.
 Go to Section 4: Contact Information on the back cover of this booklet and provide information for the person who completed this survey.
- 2. If you had cases with days away from work in Column H, please complete this Section 3.
- 3. You should only report cases with days away from work. To identify the individual cases to report, follow these steps:
 - Step 1: Go to your completed OSHA Form 300.

 Note each case that has a check in column (H).

 These are the only cases you should report.

 See the sample in Step 3.

- **Step 2:** Fill out one Case with Days Away from Work form for each case that you identified in Step 1. You can find most of the information on a supplementary document such as the *Injury and Illness Incident Report* (OSHA Form 301), a workers' compensation report, an accident report, or an insurance form.
- **Step 3:** If more than one establishment is noted on the front cover under "**Report for this Location**," be sure to look at all your OSHA Form 300's to find which cases to report.



- **Step 4:** We have designed this survey to ensure that you do not have to report more than approximately 15 cases. If you have significantly more than 15 cases, please go to Section 5: If You Need Help . . . at the back of this booklet and call the phone number listed for your State for assistance. If you need more Case with Days Away from Work forms, you may either photocopy a blank form or go to Section 5: If You Need Help . . . at the back of this booklet and call the phone number listed for your State.
- **Step 5:** When you are finished, proceed to Section 4: Contact Information on the back cover of this booklet and provide information for the person who completed this survey.

Tell us about the Case								
Go to your completed OSHA Form 300. C	Copy the case informati	ion from t	hat form into	the space	es below.			
Employee's name (column B) (column C)			Date of injur or onset of illne (column D)	Ni ss av	umber of day yay from woo olumn K)	rs of jork	nber of days bb transfer estriction lumn L)	
			/ /0 month day ye				_	
Tell us about the Employee		Te	ell us abo	out th	e Incide	nt		_
1. Check the category which <i>best</i> describes the of job or work: (optional)	employee's regular type		swer the ques			a copy of a	supplementary	y
	ealthcare	6. 7	Time employe	e began v	work:	 a	$_{m}\square_{pm}$	
	elivery or driving ood service	7. 7	Time of event:		am	pm OR	Check if time c	cannot
	eaning, maintenance building, grounds	1	Event occurre	d: be	fore 🔲 dur	ing af		
Repair, installation or service of machines, equipment loa	aterial handling (e.g., stocking ding/unloading, moving, etc. rming	8. V	Describe the ac employee was a carrying roofing	tivity as using. Beginneria	well as the too e specific. Ex ls"; "spraying	ols, equipmeramples: "c	ncident occurre ent, or material t limbing a ladder om hand spraye	the r whil
2. Employee's race or ethnic background: (opt	ional-check one or more))	daily compute	r key-ent	ry."			
American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific Islander White Not available		l L	What happene Examples: "W 'Worker was speplacement"; '	hen ladde prayed w	er slipped on with chlorine w	wet floor, w hen gasket	orker fell 20 fee broke during	et";
NOTE: You may either answer questions (3) to (supplementary document that answers them.	(11) or attach a copy of a				·			
3. Employee's age:OR date of birth:		10.					rt of the body th	
4. Employee's date hired: $\frac{1}{month} \frac{1}{day} \frac{1}{year}$		-	"pain," or "so	re." <i>Exai</i>	nples: "strair		chemical burn,	,
OR check length of service at establishment occurred:	when incident		hand"; "carpa	i tunnei s	унаготе.			
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years		11.	What object Examples: "coquestion does	oncrete fl	oor"; "chlorin	ie"; "radial :	arm saw." If thi	IS
5. Employee's gender: Male Female								
N P S	S E		S	S		OCC		

Tell us about the Case				
Go to your completed OSHA Form 300. Copy t	ne case information fr	rom that form into the	spaces below.	
Employee's name (column B) (column		Date of injury or onset of illness (column D)	Number of days away from work (column K)	Number of days of job transfer or restriction (column L)
		/ /09 month day year	_	
Tell us about the Employee		Tell us about	the Incident	
1. Check the category which <i>best</i> describes the emplo of job or work: (optional)	/ee's regular type	Answer the questions document that answe		py of a supplementary
Office, professional, business,		6. Time employee beg	gan work:	$_\Box am \Box pm$
or management staff Sales Delivery Food ser	or driving vice	7. Time of event:	am p	om OR Check if time cannot be determined
	maintenance ng, grounds		before during	
Repair, installation or service Material	nandling (e.g.,stocking, loading, moving, etc.)	Describe the activity employee was using carrying roofing materials.	y as well as the tools, e . Be specific. <i>Examp</i> , terials"; "spraying chlo	re the incident occurred? equipment, or material the les: "climbing a ladder while orine from hand sprayer";
2. Employee's race or ethnic background: (optional-	heck one or more)	"daily computer key	-entry.	
 American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific Islander White Not available 		"Worker was spraye		loor, worker fell 20 feet"; gasket broke during
NOTE: You may either answer questions (3) to (11) or supplementary document that answers them.	attach a copy of a			
3. Employee's age:OR date of birth:	<u> </u>			s the part of the body that
4. Employee's date hired://				more specific than "hurt," back"; "chemical burn,
OR check length of service at establishment when occurred:	incident	hand"; "carpal tunr	nel syndrome."	
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years			bstance directly harn te floor"; "chlorine"; ' apply to the incident, lo	'radial arm saw." If this
5. Employee's gender: Male Female				
N P S	E	SS	OC	c

Tell us about the Case				
Go to your completed OSHA Form 300. Copy t	ne case information from	om that form into the	spaces below.	
Employee's name (column B) (column		Date of injury or onset of illness (column D)	Number of days away from work (column K)	Number of days of job transfer or restriction (column L)
Tell us about the Employee		Tell us about	the Incident	
1. Check the category which <i>best</i> describes the emplo of job or work: (optional)	vee's regular type	Answer the questions document that answe		py of a supplementary
Office, professional, business, Healthca		6. Time employee beg	an work:	\square am \square pm
or management staff	or driving vice	7. Time of event:	amp	om OR Check if time cannot be determined
	maintenance ng, grounds		before during	
Repair, installation or service Material	nandling (e.g. stocking, loading, moving, etc.)	Describe the activity employee was using carrying roofing materials.	as well as the tools, e. Be specific. <i>Examp</i> terials"; "spraying chloring	re the incident occurred? equipment, or material the les: "climbing a ladder while orine from hand sprayer";
2. Employee's race or ethnic background: (optional-	heck one or more)	"daily computer key	-entry.	
 American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific Islander White Not available 		"Worker was spraye		floor, worker fell 20 feet"; gasket broke during
NOTE: You may either answer questions (3) to (11) or supplementary document that answers them.	attach a copy of a			
3. Employee's age:OR date of birth:	ll_ day year			s the part of the body that
4. Employee's date hired:/				more specific than "hurt," back"; "chemical burn,
OR check length of service at establishment when occurred:	incident	hand"; "carpal tunr	nel syndrome."	
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years			bstance directly hard te floor"; "chlorine"; ' pply to the incident, lo	'radial arm saw." If this
5. Employee's gender: Male Female				
N P S	E	SS	OC	c

Tell us about the Case						
Go to your completed OSHA Form 300. C	Copy the case information	from that forn	n into the	spaces below.		
Employee's name (column B) (column C)		Date of onset of (column	or f illness	Number of day away from wo (column K)	ys of jo rk or r	nber of days bb transfer estriction lumn L)
		month d	/09 ay year			
Tell us about the Employee		Tell us	about	t the Incide	ent	
1. Check the category which <i>best</i> describes the of job or work: (optional)	employee's regular type	Answer the document t		s below or attach	a copy of a	supplementary
	ealthcare elivery or driving	6. Time em	ployee be	egan work:		$m \square pm$
☐ Sales ☐ Fo	ood service	7. Time of	event:	am	\square_{pm} OR	Check if time cannot be determined
	eaning, maintenance building, grounds	Event oc	curred: [before du	ring 🔲 af	ter work shift
Repair, installation or service of machines, equipment	aterial handling (e.g. stocking ding/unloading, moving, etc.) rming	Describe employee carrying	the activite was using	ty as well as the to g. Be specific. Exaterials"; "spraying	ols, equipm kamples: "c	ncident occurred? ent, or material the limbing a ladder whi om hand sprayer";
2. Employee's race or ethnic background: (opt	ional-check one or more)	"daily co	mputer ke	y-entry."		
 American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific Islander White Not available 		Examples "Worker	: "When was spray	Tell us how the ir ladder slipped on red with chlorine v orker developed so	wet floor, w when gasket	orker fell 20 feet"; broke during
NOTE: You may either answer questions (3) to (supplementary document that answers them.	(11) or attach a copy of a					
3. Employee's age: OR date of birth:						rt of the body that pecific than "hurt,"
4. Employee's date hired: $\frac{1}{month} \frac{1}{day} \frac{1}{year}$	<u>. </u>	"pain,"	or "sore."	Examples: "strai		
OR check length of service at establishment occurred:	when incident	hand"; "	carpal tur	nnel syndrome."		
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years		Example	s: "concr	ubstance directly ete floor"; "chloring apply to the incident	ne"; "radial	arm saw." If this
5. Employee's gender: Male Female						
N P S	S E		SS		OCC	

Tell us about the Case				
Go to your completed OSHA Form 300.	Copy the case information	n from that form into	the spaces below.	
Employee's name (column B)	Job title (column C)	Date of injure or onset of illne (column D)	Number of de away from w (column K)	
Tell us about the Employee		Tell us ab	out the Incid	ent
. Check the category which <i>best</i> describes the of job or work: (optional)	ne employee's regular type	Answer the question document that a		ch a copy of a supplementary
or management staff Sales Product assembly, product manufacture Repair, installation or service of machines, equipment	Healthcare Delivery or driving Food service Cleaning, maintenance of building, grounds Material handling (e.gstocking, loading/unloading, moving, etc.) Farming optional-check one or more)	7. Time of event Event occurre 8. What was the Describe the accumployee was	d: before ding just tivity as well as the tusing. Be specific. Eg materials"; "spraying amount of the specific	am pm pm OR Check if time cannot be determined puring after work shift t before the incident occurred? tools, equipment, or material the Examples: "climbing a ladder whing chlorine from hand sprayer";
American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific Island White Not available	der	Examples: "W "Worker was s	hen ladder slipped or orayed with chlorine	injury or illness occurred. n wet floor, worker fell 20 feet"; when gasket broke during oreness in wrist over time."
NOTE: You may either answer questions (3) tupplementary document that answers them.	o (11) or attach a copy of a			
3. Employee's age:OR date of birth: 4. Employee's date hired://	ear	was affected "pain," or "so	and how it was affect	Tell us the part of the body that ed; be more specific than "hurt," ained back"; "chemical burn,
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years Employee's gender:		Examples: "c		y harmed the employee? rine"; "radial arm saw." If this dent, leave it blank.
Male Female		1		

Tell us about the Case						
Go to your completed OSHA Form 300. C	Copy the case information	from that forn	n into the	spaces below.		
Employee's name (column B) (column C)		Date of onset of (column	or f illness	Number of day away from wo (column K)	ys of jo rk or r	nber of days bb transfer estriction lumn L)
		month d	/09 ay year			
Tell us about the Employee		Tell us	about	t the Incide	ent	
1. Check the category which <i>best</i> describes the of job or work: (optional)	employee's regular type	Answer the document t		s below or attach	a copy of a	supplementary
	ealthcare elivery or driving	6. Time em	ployee be	egan work:		$m \square pm$
☐ Sales ☐ Fo	ood service	7. Time of	event:	am	\square_{pm} OR	Check if time cannot be determined
	eaning, maintenance building, grounds	Event oc	curred: [before du	ring 🔲 af	ter work shift
Repair, installation or service of machines, equipment	aterial handling (e.g. stocking ding/unloading, moving, etc.) rming	Describe employee carrying	the activite was using	ty as well as the to g. Be specific. Exaterials"; "spraying	ols, equipm kamples: "c	ncident occurred? ent, or material the limbing a ladder whi om hand sprayer";
2. Employee's race or ethnic background: (opt	ional-check one or more)	"daily co	mputer ke	y-entry."		
 American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific Islander White Not available 		Examples "Worker	: "When was spray	Tell us how the ir ladder slipped on red with chlorine v orker developed so	wet floor, w when gasket	orker fell 20 feet"; broke during
NOTE: You may either answer questions (3) to (supplementary document that answers them.	(11) or attach a copy of a					
3. Employee's age: OR date of birth:						rt of the body that pecific than "hurt,"
4. Employee's date hired: $\frac{1}{month} \frac{1}{day} \frac{1}{year}$	<u>. </u>	"pain,"	or "sore."	Examples: "strai		
OR check length of service at establishment occurred:	when incident	hand"; "	carpal tur	nnel syndrome."		
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years		Example	s: "concr	ubstance directly ete floor"; "chloring apply to the incident	ne"; "radial	arm saw." If this
5. Employee's gender: Male Female						
N P S	S E		SS		OCC	

Section 4: Contact Information

Fill in the name, title, and phone number of the person who completed this survey in case we have questions.

	() -		_() -
Printed name	Telephone number	Ext.	Fax number
	/ /		
Title	Today's date		

Use the return envelope to send us the **entire package** -- everything that we sent you -- within 30 days of the date your establishment received it. If the return envelope is missing, send the **entire package** to the return address on the front cover (look for *Address for Return Envelope*).

Section 5: If You Need Help . . .

If you have any questions or if you need help completing this survey, call the phone number that is listed below for your State. The phone number may be for an office outside your State, but they will be able to help you. If you prefer to write, send your letter to the return address on the front of this package.

Alabama	Illinois	Nebraska	Rhode Island
(334) 242-3461, 3462	(217) 524-2098	(402) 471-3547, 1545	(617) 565-2302
(334) 240-3417 fax	(217) 558-4122 fax	(800) 599-5155	(617) 565-3847 fax
Alaska	Indiana	(402) 742-2352 fax	South Carolina
(907) 465-4539	(317) 232-2668	Nevada	(803) 896-7659, 7683
(907) 465-4506 fax	(317) 233-3790 fax	(866) 931-1215	(803) 896-4676 fax
Arizona	Iowa	(775) 684-7083	South Dakota
(602) 542-3739	(515) 281-5151	(775) 687-3826 fax	(312) 353-7253
(602) 542-6360 fax	(515) 242-5076 fax	New Hampshire	(312) 353-7230 fax
Arkansas	Kansas	(617) 565-2302	Tennessee
(501) 682-4872	(785) 296-1640	(617) 565-3847 fax	(615) 741-1748
(501) 682-4754 fax	(785) 296-2151 fax	New Jersey	(800) 778-3966
California	Kentucky	(609) 292-8999	(615) 253-5501 fax
(415) 703-3020	(502) 564-4137, 4259, 4136	(609) 633-0618 fax	Texas
(415) 703-3029 fax	(502) 564-0091 fax	New Mexico	(866) 237-6405
Colorado	Louisiana	(505) 476-8740	(512) 804-4652 fax
(816) 285-7146	(225) 342-3126	(505) 476-8735 fax	Utah
(972) 850-4824	(225) 342-3269 fax	New York	(801) 530-6926, 6823
(972) 850-4810 fax	Maine	(212) 775-3339, 3343	(801) 536-7906 fax
Connecticut	(207) 623-7903, 7904	(518) 457-1351, 2379	Vermont
(860) 263-6941	(207) 623-7937 fax	(212) 775-3399 fax	(802) 828-5076
(860) 263-6950 fax	Maryland	North Carolina	(802) 828-2195 fax
Delaware	(410) 767-2373, 2382, 2384	(919) 733-2758	Virgin Islands
(302) 761-8221	(410) 333-7909 fax	(919) 733-2186 fax	(340) 776-3700 ext. 2135, 2667
(302) 762-3590 fax	Massachusetts	North Dakota	(340) 777-4803 fax
District of Columbia	(617) 626-6945	(312) 353-7253	Virginia
(202) 442-5927, 5926, 5930	(617) 626-6944 fax	(312) 353-7230 fax	(804) 786-1035, 1995, 7616
(202) 442-4833 fax	Michigan	Ohio	(804) 786-8418 fax
Florida	(517) 322-1848	(312) 353-7253	Washington
(850) 413-1611	(517) 322-5117 fax	(312) 353-7230 fax	(360) 902-5640
(850) 922-0024 fax	Minnesota	Oklahoma	(360) 902-4249 fax
Georgia	(888) 589-6322	(405) 521-6857	West Virginia
(404) 679-1746, 1747, 1656	(651) 284-5726 fax	(405) 521-6021 fax	(800) 652-9033
(404) 679-0520 fax	Mississippi	Oregon	(304) 558-2658
Guam	(404) 893-8344	(503) 947-7030	(304) 558-0301 fax
(671) 475-7056	(404) 893-8343 fax	(503) 947-7085 fax	Wisconsin
(671) 475-7063 fax	Missouri	Pennsylvania	(800) 884-1273
Hawaii	(573) 751-2719, 3802, 2663	(215) 861-5638, 5628, 5625	(608)-221-6289
(808) 586-9001	(573) 751-2319 fax	(215) 861-5736 fax	(608) 221-6297 fax
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(415) 625-2275, 2271	(406) 444-2638 fax	3056, 3057, 3058, 3059	(307) 473-3838, 3819
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