Survey of Occupational Injuries and Illnesses, 2010



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.**

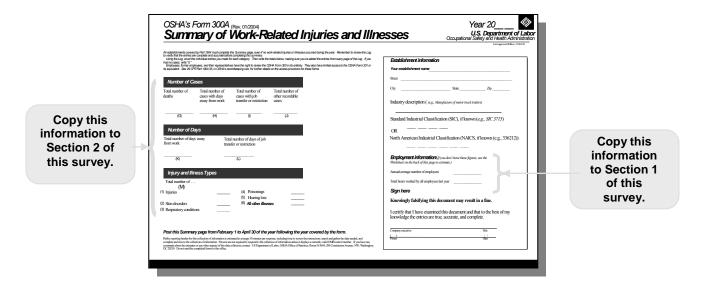
The Bureau of Labor Statistics, its employees, agents, and partner statistical agencies, will use the information you provide for statistical purposes only and will hold the information in confidence to the full extent permitted by law. In accordance with the Confidential Information Protection and Statistical 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 BLS-9300 N06

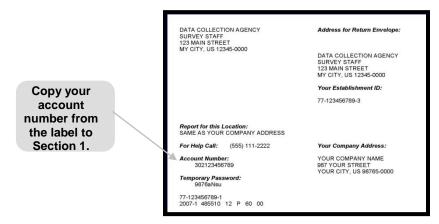
Steps to Complete this Survey

This survey requires employers to provide information about work-related injuries and illnesses based upon the information you have maintained for Calendar Year 2010 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 2009. 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 2010. The instructions below outline the steps to complete the survey regardless of whether your establishment did or did not have injuries or illnesses in 2010.

- **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(s) 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 2009.



• If you had no work-related injuries and illnesses in 2010, answer all questions in Section 1 of the survey.



- If you had at least one work-related injury or illness in 2010, 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 2010, 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 2010 *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	2010.
3.	Enter the total hours worked by all employees for	2010.
4.	Check any conditions that might have affected you	ur answers to questions 2 and 3 above during 2010:
	 □ 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 illne ☐ Yes. Go to Section 2: Summary of Work-R ☐ No. Go to Section 4: Contact Information,	elated Injuries and Illnesses, 2010, directly below.

Section 2: Summary of Work-Related Injuries and Illnesses, 2010

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	Total number of cases	Total number of other
	with days away from	with job transfer or	recordable cases
	work	restriction	
(G)	(H)	(I)	(J)
Number of Days	(11)	(1)	
Total number of days		Total number of days	
away from work		of job transfer or	
		restriction	
(K)		(L)	
Injury and Illness Typ	es		
Total number of			
(M)			
(1) Injuries		(4) Poisonings	
(2) Skin disorders		(5) Hearing loss	
(3) Respiratory conditions		(6) All other illnesses	

If you had any work-related deaths in 2010, 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 2010:

Step 1:

To calculate the annual average number of employees your establishment paid during 2010, 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 2010. 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 2010:

Pay Period	Number of Employees Paid	
	Per Pay Period	
1	30	
2	0	
3	35	
4	37	
5	37	
6	40	
7	43	
8	42	
9	37	
10	35	
11	30	
12	+26	
	392 (total number of employees paid	
	over all pay periods)	
Example:		
-	etion had 12 pay periods and paid a total of	
	during these pay periods.	
392 divided by	2 = 32.67	

Step 2:

Divide the total number of employees (from step 1) by the number of pay periods your establishment had in 2010. Be sure to count any pay periods when you had no (zero) employees.

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 2010:

Step 1:

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

Example:

Of Acme's 33 employees in 2010, 28 were full-time.

Step 2:

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 2010. 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 2010 and 56,000 regular hours. Acme's 5 part-time employees worked a total of 2,715 hours during 2010.

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

Section 3: Reporting Cases with Days Away from Work

Instructions:

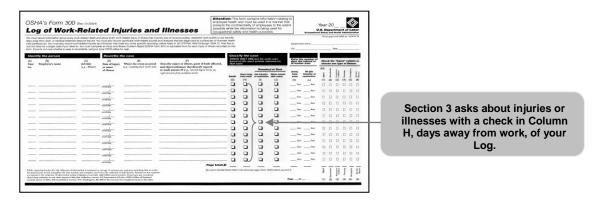
- If you had NO cases with days away from work in Column H, you are finished with the survey.
 Go to Section 4: Contact Information on the back cover of this booklet and provide information for the person who completed this survey.
- 2. If you had cases with days away from work in Column H, please complete 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(s) 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(s) 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 a 2010 work-related injury or illness **only** if it resulted in days away from work. To find out which case(s) you should report, read the instructions at the beginning of *Section 3: Reporting Cases with Days Away from Work*.

Tell us about the Case				
Go to your completed OSHA Form 300. Copy the	case information from	m that form into the s	spaces below.	
Employee's name (column B) Job title (column C	C)	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)
		month day year		
Tell us about the Employee		Tell us about	the Incident	
. Check the category which <i>best</i> describes the employed of job or work: (optional)		Answer the questions document that answer		py of a supplementary
Office, professional, business, or management staff Healthcare Delivery or	driving	6. Was employee trea		•
☐ Sales ☐ Food service ☐ Product assembly, ☐ Cleaning, n	aintenance	7. Was employee hosp8. Time employee beg		an in-patient? \square_{yes} \square
	dling (e.gstocking,			om OR Check if time cannot
of machines, equipment loading/unloading Other:	ding, moving, etc.)		before during	De determined
2. Employee's race or ethnic background: (optional-che American Indian or Alaska Native Asian Black or African American Hispanic or Latino		Describe the activit employee was using	y as well as the tools, g. Be specific. <i>Exam</i> ing materials"; "spray	ore the incident occurred equipment, or material the ples: "climbing a ladder ring chlorine from hand
Native Hawaiian or Other Pacific Islander White Not available		"Worker was spray	ladder slipped on wet ed with chlorine wher	floor, worker fell 20 feet":
NOTE: You may either answer questions (3) to (13) or att upplementary document that answers them.	ach a copy of a			
B. Employee's age:OR date of birth:/	ay year	was affected and he "pain," or "sore."	ow it was affected; be Examples: "strained b	s the part of the body that more specific than "hurt," eack"; "chemical burn,
Employee's date hired: ${month} {day} {year}$		hand"; "carpal tunn	iei syndrome.	
OR check length of service at establishment when in occurred: Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years				'radial arm saw." If this
5. Employee's gender: Male Female				
N P S	E	SS	OC	C

Tell us about a 2010 work-related injury or illness **only** if it resulted in days away from work. To find out which case(s) you should report, read the instructions at the beginning of *Section 3: Reporting Cases with Days Away from Work*.

Tell us about the Case				
Go to your completed OSHA Form 3	300. Copy the case information	from that form into the	spaces below.	
Employee's name (column B)	Job title (column C)	Date of injury or onset of illness (column D) / /10 month day year	Number of days away from work (column K)	Number of days of job transfer or restriction (column L)
Tell us about the Employ	ee	Tell us about	the Incident	
1. Check the category which <i>best</i> describ of job or work: (optional)	es the employee's regular type	Answer the questions document that answer		py of a supplementary
Office, professional, business,	Healthcare	6. Was employee trea	ated in an emergency	room? $\square_{yes} \square_{no}$
or management staff Sales	Delivery or driving Food service	7. Was employee hos	pitalized overnight as	s an in-patient? \square_{yes} \square
Product assembly, product manufacture	Cleaning, maintenance of building, grounds	8. Time employee beg	gan work:	$_$ \square am \square pm
Repair, installation or service	Material handling (e.g., stocking,	9. Time of event:	_ am	om OR Check if time cannot be determined
of machines, equipment Construction	loading/unloading, moving, etc.) Farming		before during	ve aeterminea
Other:		10. What was the om	nlavaa daina inat haf	ore the incident occurred
2. Employee's race or ethnic backgroun American Indian or Alaska Native Asian Black or African American Hispanic or Latino		Describe the activi employee was usir while carrying roo	ty as well as the tools, ng. Be specific. Exam	equipment, or material the ples: "climbing a ladder ring chlorine from hand
Native Hawaiian or Other Pacific I White Not available		"Worker was spray	ladder slipped on wet yed with chlorine when	floor, worker fell 20 feet";
NOTE: You may either answer questions supplementary document that answers then				
3. Employee's age:OR date of b	irth: / / / / month day year	was affected and h	ow it was affected; be Examples: "strained by	s the part of the body that more specific than "hurt," back"; "chemical burn,
4. Employee's date hired: ${month} / {day}$		nana , carpartum	ner syndrome.	
OR check length of service at establish				
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years				'radial arm saw." If this
5. Employee's gender: Male				
Female P	S E	SS	loc	ac.

Tell us about a 2010 work-related injury or illness **only** if it resulted in days away from work. To find out which case(s) you should report, read the instructions at the beginning of *Section 3: Reporting Cases with Days Away from Work*.

Tell us about the Case				
Go to your completed OSHA Form 30	O. Copy the case information	from that form into the	spaces below.	
Employee's name (column B)	Job title (column C)	Date of injury or onset of illness (column D) / /10 month day year	Number of days away from work (column K)	Number of days of job transfer or restriction (column L)
Tell us about the Employe	9	Tell us about	the Incident	
Check the category which best describes of job or work: (optional)	the employee's regular type	Answer the questions document that answer		py of a supplementary
Office, professional, business,	Healthcare	6. Was employee trea	ted in an emergency	room? $\square_{yes} \square_{no}$
or management staff Sales	Delivery or driving Food service	7. Was employee hos	pitalized overnight as	s an in-patient? \square_{yes} \square
Product assembly, product manufacture	Cleaning, maintenance of building, grounds	8. Time employee beg	gan work:	$_$ \square am \square pm
Repair, installation or service	Material handling (e.g., stocking,	9. Time of event:		om OR Check if time cannot be determined
of machines, equipment Construction	loading/unloading, moving, etc.) Farming		before during	ve aeterminea
Other:		10. What was the om	nlovoo doing just hof	ore the incident occurred
 2. Employee's race or ethnic background: American Indian or Alaska Native Asian Black or African American Hispanic or Latino 		Describe the activi employee was usir while carrying roo	ty as well as the tools, ag. Be specific. Exam	equipment, or material the ples: "climbing a ladder ring chlorine from hand
■ Native Hawaiian or Other Pacific Isla■ White■ Not available	nder	"Worker was spray	ladder slipped on wet yed with chlorine when	floor, worker fell 20 feet";
NOTE: You may either answer questions (3 supplementary document that answers them.) to (13) or attach a copy of a			
3. Employee's age:OR date of birt	h:	was affected and h	ow it was affected; be Examples: "strained by	s the part of the body that more specific than "hurt," back"; "chemical burn,
4. Employee's date hired: ${month} / {day}$	<u>vear</u>	nand, carpartum	nei syndrome.	
OR check length of service at establish				
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years				'radial arm saw." If this
5. Employee's gender: Male Famela				
Female P	S E	SS	loc	rc

 $Tell \ us \ about \ a \ 2010 \ work-related \ injury \ or \ illness \ \textbf{only} \ if \ it \ resulted \ in \ days \ away \ from \ work. \ To \ find \ out \ which \ case(s) \ you \ should$ report, read the instructions at the beginning of Section 3: Reporting Cases with Days Away from Work.

Tell us about the Case				
Go to your completed OSHA Form	300. Copy the case information	from that form into the	spaces below.	
Employee's name (column B)	Job title (column C)	Date of injury or onset of illness (column D) / /10 month day year	Number of days away from work (column K)	Number of days of job transfer or restriction (column L)
Tell us about the Employ	/ee	Tell us about	the Incident	
Check the category which best descri of job or work: (optional)	bes the employee's regular type	Answer the questions document that answer		py of a supplementary
Office, professional, business,	Healthcare	6. Was employee trea	ated in an emergency	room? $\square_{yes} \square_{no}$
or management staff Sales	Delivery or driving Food service	7. Was employee hos	pitalized overnight as	s an in-patient? \square_{yes} \square
Product assembly, product manufacture	Cleaning, maintenance of building, grounds	8. Time employee beg	gan work:	$_$ \square am \square pm
Repair, installation or service	Material handling (e.g., stocking,	9. Time of event:	\square am \square p	om OR Check if time cannot be determined
of machines, equipment Construction	loading/unloading, moving, etc.) Farming		before during	
Other:	Turning .			
2. Employee's race or ethnic backgrou American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific	,	Describe the activi employee was usir while carrying roo	ity as well as the tools, ng. Be specific. Exam	equipment, or material the ples: "climbing a ladder ring chlorine from hand
White Not available NOTE: You may either answer question		"Worker was spray		floor, worker fell 20 feet"; a gasket broke during
supplementary document that answers the				
3. Employee's age:OR date of		was affected and l	how it was affected; be Examples: "strained	s the part of the body that e more specific than "hurt," back"; "chemical burn,
4. Employee's date hired:/		nand, carpartur	mei syndronie.	
OR check length of service at establ				
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years				'radial arm saw." If this
5. Employee's gender: Male Female				
N P	S E	SS	loc	·c

 $Tell \ us \ about \ a \ 2010 \ work-related \ injury \ or \ illness \ \textbf{only} \ if \ it \ resulted \ in \ days \ away \ from \ work. \ To \ find \ out \ which \ case(s) \ you \ should$ report, read the instructions at the beginning of Section 3: Reporting Cases with Days Away from Work.

Tell us about the Case				
Go to your completed OSHA Form	300. Copy the case information	from that form into the	spaces below.	
Employee's name (column B)	Job title (column C)	Date of injury or onset of illness (column D) / /10 month day year	Number of days away from work (column K)	Number of days of job transfer or restriction (column L)
Tell us about the Employ	ee	Tell us about	the Incident	
1. Check the category which best described of job or work: (optional)	es the employee's regular type	Answer the questions document that answer		py of a supplementary
Office, professional, business,	Healthcare	6. Was employee trea	ated in an emergency	room? $\square_{yes} \square_{no}$
or management staff Sales	Delivery or driving Food service	7. Was employee hos	pitalized overnight as	s an in-patient? \square_{ves} \square_{v}
Product assembly, product manufacture	Cleaning, maintenance of building, grounds	8. Time employee beg	gan work:	$_$ \square am \square pm
Repair, installation or service	Material handling (e.g., stocking,	9. Time of event:	\square am \square p	om OR Check if time cannot be determined
of machines, equipment Construction	loading/unloading, moving, etc.) Farming		before during	
Other:	T unning			
2. Employee's race or ethnic backgroun American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific I		Describe the activi employee was usir while carrying roo	ity as well as the tools, ng. Be specific. Exam	equipment, or material the ples: "climbing a ladder ring chlorine from hand
White Not available NOTE: You may either answer questions		"Worker was spray		floor, worker fell 20 feet"; a gasket broke during
supplementary document that answers then				
3. Employee's age:OR date of b		was affected and l	how it was affected; be Examples: "strained	s the part of the body that e more specific than "hurt," back"; "chemical burn,
4. Employee's date hired:/		nand, carpartur	mei syndronie.	
OR check length of service at establish				
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years				"radial arm saw." If this
5. Employee's gender: Male Female				
N P	S E	SS	OC	c

 $Tell \ us \ about \ a \ 2010 \ work-related \ injury \ or \ illness \ \textbf{only} \ if \ it \ resulted \ in \ days \ away \ from \ work. \ To \ find \ out \ which \ case(s) \ you \ should$ report, read the instructions at the beginning of Section 3: Reporting Cases with Days Away from Work.

Tell us about the Case				
Go to your completed OSHA Form	300. Copy the case information	from that form into the	spaces below.	
Employee's name (column B)	Job title (column C)	Date of injury or onset of illness (column D) / /10 month day year	Number of days away from work (column K)	Number of days of job transfer or restriction (column L)
Tell us about the Employ	/ee	Tell us about	the Incident	
Check the category which best described of job or work: (optional)	bes the employee's regular type	Answer the questions document that answer		py of a supplementary
Office, professional, business,	Healthcare	6. Was employee trea	nted in an emergency	room? $\square_{yes} \square_{no}$
or management staff Sales	Delivery or driving Food service	7. Was employee hos	pitalized overnight as	s an in-patient? \square_{yes} \square_{z}
Product assembly, product manufacture	Cleaning, maintenance of building, grounds	8. Time employee beg	gan work:	\square am \square pm
Repair, installation or service	Material handling (e.g., stocking,	9. Time of event:	\square am \square p	om OR Check if time cannot be determined
of machines, equipment Construction	loading/unloading, moving, etc.) Farming		before during	
Other:	- Turning	10. 33/1-4	.1 1	ore the incident occurred?
2. Employee's race or ethnic backgroun American Indian or Alaska Native Asian Black or African American Hispanic or Latino Native Hawaiian or Other Pacific		Describe the activi employee was usir while carrying roo sprayer"; "daily co	ity as well as the tools, ng. Be specific. <i>Exam</i> , fing materials", "spray omputer key-entry."	equipment, or material the ples: "climbing a ladder ring chlorine from hand
White Not available NOTE: You may either answer questions		"Worker was spray		floor, worker fell 20 feet"; a gasket broke during
supplementary document that answers the				
3. Employee's age:OR date of b		was affected and l	now it was affected; be Examples: "strained l	s the part of the body that e more specific than "hurt," back"; "chemical burn,
4. Employee's date hired: ${month} / {day}$	/	nana , carpartur	moi syndionie.	
OR check length of service at establi				
Less than 3 months From 3 to 11 months From 1 to 5 years More than 5 years				"radial arm saw." If this
5. Employee's gender: Male Female				
N P	S E	SS	ОС	· C

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(s) that is listed below for your State. The phone number(s) 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, 3463	(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) 684-7081	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) 682-4509	(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) 850-4810 fax	(225) 342-3269 fax	New York	(801) 530-6926, 6823
Connecticut	Maine	(888) 425-1323	(801) 536-7906 fax
(860) 263-6941	(207) 623-7903, 7904	(888) 807-0410 fax	Vermont
(860) 263-6950 fax	(207) 623-7937 fax	North Carolina	(802) 828-5076
Delaware	Maryland	(919) 733-2758	(802) 828-2195 fax
(302) 761-8221	(410) 527-4460, 4461, 4462	(919) 733-2186 fax	Virgin Islands
(302) 762-3590 fax	(410) 527-4497 fax	North Dakota	(340) 776-3700 ext. 2135, 2667
District of Columbia	Massachusetts	(312) 353-7253	(340) 777-4803 fax
(202) 442-9010, 5926, 5930	(617) 626-6945	(312) 353-7230 fax	Virginia
(202) 442-4833 fax	(617) 626-6944 fax	Ohio	(804) 786-1035, 1995, 7616
Florida	Michigan	(312) 353-7253	(804) 786-8418 fax
(850) 413-1611	(517) 322-1848	(312) 353-7230 fax	Washington
(850) 922-0024 fax	(517) 322-5117 fax	Oklahoma	(360) 902-5640
Georgia	Minnesota	(405) 521-6857	(360) 902-4249 fax
(404) 679-1746, 1747, 1656	(888) 589-6322	(405) 521-6021 fax	West Virginia
(404) 679-0520 fax	(651) 284-5726 fax	Oregon	(800) 652-9033
Guam	Mississippi	(503) 947-7030	(304) 558-2658
(671) 475-7056	(404) 893-8344, 1934	(503) 947-7085 fax	(304) 558-0301 fax
(671) 475-7063 fax	(404) 893-8343 fax	Pennsylvania	Wisconsin
Hawaii	Missouri	(215) 861-5625, 5638	(800) 884-1273
(808) 586-9001	(573) 751-3802, 2663, 2454	(215) 861-5736 fax	(608)-221-6289
(808) 586-9022 fax	(573) 751-2319 fax	Puerto Rico	(608) 221-6297 fax
Ìdaho	Montana	(787) 754-5300, ext. 3055,	Wyoming
(415) 625-2275, 2271	(800) 541-3904	3056, 3057, 3058, 3059	(866) 518-6680
(415) 625-2356 fax	(406) 444-2638 fax	(787) 756-1116 fax	(307) 473-3838, 3819
	•	. ,	(307) 473-3863 fax
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