

PRESENTER'S GUIDE

"SILICA SAFETY IN INDUSTRIAL AND CONSTRUCTION ENVIRONMENTS"

**Training for the
OSHA SILICA SAFETY STANDARD**

THE REGULATORY COMPLIANCE KIT **SERIES**

This education program is part of a comprehensive series of programs on important regulatory topics. Many of these programs have been created to meet employee training requirements of specific OSHA, EPA and DOT regulations. The series includes programs on the following regulations and topics:

- Aerial Lifts in Industrial and Construction Environments.
- The Asbestos Standard.
- The Bloodborne Pathogens Standard.
- The Confined Space Entry Standard.
- DOT Hazardous Materials Regulations (HMR).
- Emergency Planning.
- Forklift Safety: Industrial Counterbalance Lift Trucks.
- Forklifts/Powered Industrial Trucks Standard.
- Introduction to GHS (The Globally Harmonized System).
- GHS Container Labeling.
- GHS Safety Data Sheets.
- The Hazard Communication Standard.
- HIPAA Rules and Compliance.
- Hearing Conservation and Safety.
- Indoor Air Quality.
- The OSHA Lead Standards.
- Introduction to OSHA.
- Lock-Out/Tag-Out.
- The Personal Protective Equipment Standards.
- The OSHA Recordkeeping Standard.
- The Respiratory Protection Standard.
- Scissor Lifts in Industrial and Construction Environments.
- Silica Safety in Industrial and Construction Environments.
- Supported Scaffolding Safety.
- Suspended Scaffolding Safety.
- Tuberculosis in Healthcare Environments.

A number of these programs are available in multiple versions that have been created for specific types of companies and operations, including General Industry, Construction, Healthcare, Cleaning/Maintenance and more.

Other products in the "Regulatory Compliance Kit" line include compliance manuals, employee booklets and posters which have been designed specifically to be used with the programs. These products can be used to satisfy OSHA, EPA and DOT compliance requirements for creating written compliance programs, as well as employee training.

WARRANTY/DISCLAIMER

"This program has been created to assist companies that are endeavoring to educate their employees regarding good safety and health practices. The information contained in this program is the information available to the producers of the program at the time of its production. All information in this program should be reviewed for accuracy and appropriateness by companies using the program to assure that it conforms to their situation and recommended procedures, as well as to any state, federal or other laws, standards and regulations governing their operations. There is no warranty, expressed or implied, that the information in this program is accurate or appropriate for any particular company's environment."

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* *In both a print version in the back pocket of this binder and as a PDF on the DVD*

INTRODUCTION TO THE PROGRAM

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Structure and Organization

Information in this program is presented in a definite order so that employees will see the relationships between the various groups of information and can retain them more easily. The sections included in the program are:

- Respirable crystalline silica and its hazards.
- OSHA's Silica Safety Standards.
- Silica exposure in the workplace.
- The exposure control plan.
- Control systems, safe work practices and PPE.
- Medical surveillance and recordkeeping.

Each of the sections covers important information in one topic area, providing employees with the basis for understanding the basic concepts of silica safety.

Background

Crystalline silica is mineral that can be found in many materials that are used in manufacturing and construction. When crystalline silica is reduced to a dust, and can be inhaled into the lungs, it's known as respirable crystalline silica.

Respirable crystalline silica can create severe health problems for anyone who breathes it. OSHA estimates that more than one hundred thousand employees in general industry as well as two million construction workers are exposed to respirable crystalline silica on the job each year.

In order to work safely, employees need to understand the hazards of silica dust and the regulations that have been created to help protect them from it. They should also be able to recognize silica hazards that they may encounter in their workplace, and know the equipment and safe practices they should use to reduce their exposure to respirable crystalline silica.

Objectives

This education and training program reminds employees about the hazards of silica dust and what they can do to avoid them. Upon completion of the program, employees should:

- Know where crystalline silica can be encountered in the workplace.
- Understand the health hazards that are associated with respirable crystalline silica.
- Understand how OSHA regulations can help to protect them from exposure to silica dust in the workplace.
- Know the purpose and content of a typical exposure control plan.
- Understand how "Table 1" in OSHA's Silica Standard for Construction guides employers in controlling silica dust on their job sites.
- Be able to recognize respirable crystalline silica hazards in their work areas.
- Know the equipment and safe work practices that they should use to avoid exposure to silica dust.
- Understand how a medical surveillance program can help protect their health.

Reviewing the Program

As with any educational program, the "presenter" should go through the entire program at least once to become familiar with the content and make sure that it is consistent with company policy and directives.

As part of this review process, you should determine how you will conduct your session. The use of materials such as handouts, charts, etc., that may be available to you needs to be well thought out and integrated into the overall program presentation.

PREPARING FOR THE PRESENTATION

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Structuring the Presentation

In conducting this education session, you should proceed with a friendly and helpful attitude. Remember that the "trainees" are looking to your experience and knowledge to help them relate to the situations shown in the program. It is important to let the trainees interact with you and each other during the training session.

Stimulating conversation within the group is one of the best things you, as the presenter of the program, can do to help everyone get as much as possible from the session. Be alert for comments that could help in this area in future sessions and make note of them.

As the presenter, you also should:

- Keep the session related to the topic of silica safety.
- Relate discussions to potential silica hazards that could be encountered in your facility, and what employees can do to avoid them.
- Keep any one person or small group of employees in the session from doing all the talking.
- Get everyone involved. Ask questions of those who don't participate voluntarily.
- Clarify comments by relating them to the key points in the program.

Use the "Outline of Major Program Points" section of this guide, as well as the information included in the quiz, as the basis for answering any questions. If you don't know the answer, say so. Remember, this is a positive program on silica safety. Make sure that your attitude and words reflect this, and that the emphasis is always on providing the information needed by the attendees to work more safely.

Setting Up the Class and Classroom

Remember, there are a number of things that must be done to "set up" the class as well as the classroom. These fall into several groups of activities, and include:

- **Scheduling and Notification**
 - You can use the scheduling and attendance form to schedule employees into the session (copies can be made using the printed "master" in the back of this binder or from the PDF version on the DVD).
 - Make sure that the session is scheduled so that it fits into your attendees' work day.
 - Send out notification of the session well in advance, to give people enough time to incorporate it into their schedule for that day.
 - If possible, post a notification on bulletin boards in the affected employees' areas.

- **The Classroom**
 - Schedule the room well in advance.
 - Make sure the room can accommodate the expected number of attendees.
 - Check it again on the day of the program to make sure there is no conflict.
 - Make sure the room can be darkened, and won't create a glare on the television screen.
 - Locate the light controls and test them.
 - Make sure the power for the DVD player you are using operates separately from the room light.
 - See if you can control the room temperature.
 - Know where the closest restrooms are located.
 - Assure that the room is free from distracting noises.
 - Make sure emergency exits are marked and known to the attendees.

- **Seating**
 - Make sure everyone can see the screen from their seat.
 - Make sure everyone can hear the DVD and you (when you speak).

- Check to see that seating is such that writing can be done easily.
- Make sure the seating arrangement allows eye contact between attendees, and between you and attendees.
- **Equipment and Materials**
 - Make sure the DVD player, monitor, and all appropriate cables and extension cords are available.
 - Make sure a stand or table is available and is of appropriate height for all attendees to easily see the monitor.
 - If you plan on using a chart pad, blackboard, or other writing board, make sure it is available, easy to see, and you have the proper writing implements.
 - Make sure you have 6" x 8" index cards or other materials to be used as "name tents" for attendees.
 - Make sure you have made up a sufficient number of copies of the "quiz", as well as any other handouts you are using.
- **"Final Check"**
 - Make sure equipment is in the room prior to the scheduled session.
 - Make sure you have the right program, (look inside the three-ring binder).
 - Check to see that the room is set up properly.
 - Check equipment prior to the presentation to assure that it works.
 - Make sure extension cords, etc. are "taped down", if need be, to avoid tripping.

CONDUCTING THE SESSION

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The Initial Steps

In conducting the session remember the positive nature of this presentation. Everyone is attending in order to learn more about silica safety. Initially, you need to:

- Introduce yourself as the session leader.
- State the title of the program, "Silica Safety in Industrial and Construction Environments" and the purpose of the session (to learn how to recognize silica dust hazards and avoid them on the job).
- Inform the attendees when there will be breaks (if you plan for them) the location of exits and restrooms and if water, coffee, or other refreshments will be available.
- Make sure all of the attendees have "signed in" on your scheduling and attendance form. Remember, it is very important to document people's attendance at the session.

Once this housekeeping is done, it is time to move to the "meat" of the session. First, the attendees need to be informed about the objectives of the session (this is where you can use a flip chart or board to list the objectives, which should be done prior to the class starting). This listing should be preceded with some introductory remarks. Your own words are always best, but the remarks should follow along the lines of the following:

"Today we are going to talk about silica safety. Crystalline silica is mineral that can be found in many materials that are used in manufacturing and construction. When crystalline silica is reduced to a dust by cutting or grinding, it can be inhaled into the lungs. Then it's known as respirable crystalline silica, and can create severe health problems for anyone who breathes it."

"OSHA estimates that more than one hundred thousand employees in general industry and more than two million construction workers are exposed to respirable crystalline silica while they're on the job each year."

"In order to work safely, you need to understand the hazards of silica dust and the regulations that have been created to help protect you from it. You should also be able to recognize these hazards in our facility, and know the equipment and safe practices that you need to use to reduce your exposure to respirable crystalline silica."

"The program we are going to watch today will give us some good information about silica safety. To make this the most productive session possible we need to look at what we want to accomplish (verbally reference the 'Objectives' list from the first section in this guide, or point to a white-board or chart where you have written them down)."

Once the objectives have been provided, you are ready to show the program. However, you do need to let the attendees know that they will be taking a quiz at the end of the session (if you are using it). It should be emphasized that they are not being "graded", but that the quiz is being used to determine if the session is effectively transmitting information to them in a way they will remember.

Showing the Program

At this point, you need to introduce the title of the program once again, "Silica Safety in Industrial and Construction Environments", darken the lights if necessary, and begin the showing of the program.

You have several options as to how you can move through the program and what employees see. The DVD menu has three "selection bars":

- "Play".
- "Scene Index".
- "Contact Info".

To just play the program from beginning to end, select "Play".

To view (or review) a specific section of the program, select "Scene Index". You will be presented with a group of buttons, each of which corresponds to a section of the program. You can then select the specific section that you want to view.

If you would like information on other programs and products that are available from MARCOM you can select "Contact Info" for information about how to contact us.

All of our DVDs, both English and Spanish, are subtitled (similar to closed captioning). If there are hearing impaired employees participating in your training session, or you want people to be able to read the program narration as well as hear it, push the "subtitle" button on your DVD player's remote control or the player's control panel. A print version of the narration will then appear on the screen as the program plays.

Conducting the Discussion

After the program has been shown, it is time for the group discussion on the information that it contained. Care must be taken to make sure that the discussion is kept to the general topic of silica safety. There are several ways to conduct this discussion. These include:

- Calling for questions from the attendees and using these questions as the basis for the discussion.
- "Leading" the discussion through the points covered in the program using statements such as:
 - "One of the sections that we saw in today's program discussed various types of materials that are used in industry and construction that can contain crystalline silica. What are some of the materials that our company uses that could contain silica? "
 - "We saw an interesting segment on how using safe work practices can help to protect us from exposure to silica dust. Who can describe these practices and explain how they prevent silica exposure?"

You should use the discussion format that you are most comfortable with. The "Outline of Major Program Points" section in this guide, and the questions and answers in the master copy of the quiz should be used as a basis for this discussion, as well as the supplemental information that you have presented in this session*.

Remember, you have allocated a limited amount of time in which this discussion can take place. It is important to blend the attendees' questions and areas of interest with the objective of trying to touch on each major area within the program in the discussion. By touching on each area, the attendees are much more likely to retain the information presented in the session.

*(An alternative to this approach is to give the quiz immediately after showing the program, then using a review of the questions as a basis for your group discussion.)

Concluding the Presentation

Once discussion has concluded (whether naturally or you have had to bring the discussion to a close in order to complete the session within the time allowed) it is time to give the quiz if you are using it. Copies of the quiz can be made using the printed "master" in the back of this binder or from the PDF version on the DVD. Again, remind the attendees that the quiz is only meant to help determine how effective the presentation of the information is, and that they will not be graded. Let them know that they have approximately five minutes to complete the quiz.

At the end of the five minute period, remind the attendees to date and sign their quizzes, and then collect them. The attendees should be thanked for attending the session and reminded of any other sessions in the educational program that they may be attending. They can then be dismissed to return to their normal activities.

"Wrapping Up" the Paperwork

Before much time has passed, and the subject matter is fresh in your mind, several types of "paperwork" must be completed. First, check to make sure that all attendees signed the scheduling and attendance form. Next, make sure that you have a quiz from every attendee, dated and signed.

Depending upon what you have decided to do, a copy of the attendance form and the quiz for each attendee should be either filed in your files, or given to the attendee's department manager (or the personnel office) so that this paperwork can be included in their personnel file.

The attendees' training logs should also be updated, and every attendee should be given a filled out and signed training certificate, which signifies that they have successfully completed the course. Copies of the employee training log and the training certificate can be made using the printed "master" in the back of this binder or from the PDF version on the DVD.

Remember it is always a good idea to document information about an employee's attendance at these sessions, as well as the fact that the employee has come away from the session with an increased knowledge of silica safety.

OUTLINE OF MAJOR PROGRAM POINTS

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The following outline summarizes the major points of information presented in the program. The outline can be used to review the program before conducting a classroom session, as well as in preparing to lead a class discussion about the program.

- **Crystalline silica is mineral.**
 - It's commonly found in the earth's crust, as well as in many materials that are used in manufacturing and construction.

- **When crystalline silica is reduced to a dust, it can be inhaled into the lungs.**
 - In this form, it's known as respirable crystalline silica.
 - Respirable crystalline silica can create severe health problems for anyone who breathes it.
 - OSHA estimates that each year more than one hundred thousand employees in general industry and two million construction workers are exposed to respirable crystalline silica on the job.

- **Crystalline silica is a basic ingredient in soil, sand, stone (such as granite), and other natural materials.**

- **The most common naturally-occurring forms of crystalline silica are quartz, cristobalite and tridymite.**

- **More importantly, crystalline silica is often used in the manufacture of abrasives, adhesives, paints and soaps, and even as an additive in foods and pharmaceuticals.**
 - It is commonly found in concrete, brick, cinderblock, glass, asphalt roofing materials, and many other construction materials.
 - In these unaltered forms, it is generally not a health hazard.

- **But when crystalline silica or materials that contain it are chipped, sawn, drilled or ground, the silica can be released in the form of a dust.**
 - It then becomes "respirable silica" because it can be inhaled.
- **When respirable crystalline silica is breathed into the body it can cause scarring of the tissues in the lungs, which interferes with their ability to absorb oxygen.**
- **This condition is known as "silicosis".**
 - It is possible to develop silicosis without being aware of it.
 - Depending on how much silica dust you are exposed to, and over what period of time, it can take months or years for the disease to develop.
- **Symptoms of silicosis include shortness of breath, fatigue, chest pain and weight loss.**
 - It can be fatal, and there is no cure.
- **Silicosis also makes people more susceptible to lung infections, and may lead to chronic obstructive pulmonary disease.**
 - A known carcinogen, respirable crystalline silica can depress the immune system, lead to kidney disease and cause lung cancer as well.
 - Exposure to silica should be taken very seriously.
- **There are a number of occupations that can involve exposure to respirable crystalline silica.**
 - Workers who are at the greatest risk of exposure to silica dust are those who perform "sand blasting" procedures.
 - The "sand" that they discharge under high pressure is actually abrasive silica dust.

- **Other high-risk jobs include foundry and quarry work, stone cutting, rock drilling, tunneling and hydraulic "fracking".**
 - You can also be exposed to silica dust during the manufacture of ready-mix concrete, brick, cinderblock, asphalt paving material as well as ceramics, or when grinding or cutting these substances.
 - Silica dust can even be encountered in railroad work, dental laboratories and jewelry making.

- **It was to protect workers from these hazards that OSHA issued the Silica Standards for General Industry and Construction. These regulations:**
 - Set limits on how much respirable crystalline silica employees are permitted to be exposed to on the job.
 - Establish policies and procedures that employers should follow to protect workers from the dust.

- **The Standard sets benchmark levels for exposure to silica dust that are significantly lower than the limits that had previously been considered to be safe.**
 - OSHA estimates that its updated regulations will prevent 900 cases of silicosis and save 600 lives each year.

- **Before you begin a new task that could expose you to respirable crystalline silica, the OSHA Silica Standards require your employer to find out just how much exposure to silica dust the job will involve.**

- **If the testing shows that the exposure will be below a threshold called the "action level", your employer does not have to take any action.**
 - But new tests must be conducted if there are any changes in equipment, processes or personnel that might affect the level of silica dust in your work area.

- **If the new measurements show respirable silica exposure is at or above the action level, your employer must then measure the exposure levels for each individual task that is performed in the work area.**
- **You will be informed if any of your work activities could expose you to silica dust, and receive training on how to avoid potential exposure.**
- **The OSHA Standard also sets the maximum daily limit for worker exposure to silica dust at 50 micrograms of respirable silica per cubic meter of air over an eight-hour shift.**
 - This is called its "Permissible Exposure Limit", or "PEL".
- **If testing shows that the respirable crystalline silica level is below the PEL, then employers do not have to institute any systems of controls to reduce the silica levels, and employees are not required to use personal protective equipment.**
 - To be on the safe side some employers may want their workers to wear PPE under these conditions anyway.
- **If the respirable silica in the work area exceeds the PEL, your employer must use whatever "control systems" are necessary to reduce your exposure to safe levels, if possible.**
- **OSHA's Silica Standard for Construction provides an alternative approach for protecting employees from the hazards of respirable crystalline silica.**
 - Instead of measuring exposure levels and creating control systems to reduce them, construction employers can comply with the regulation by implementing the safety precautions that have been described for various tasks in "Table 1" of the Construction Standard.

- **For example, when workers use handheld power saws to cut silica-containing materials indoors, Table 1 requires that:**
 - The saws must be equipped with a water-delivery system to dampen the dust.
 - Workers must wear respirators with an assigned protection factor of at least 10.

- **Similarly, workers using walk-behind floor grinders outdoors must:**
 - Use a grinder with an integrated water delivery system.
 - But wearing a respirator is not required.

- **In cases like these, Table 1 also requires workers to operate the tool in a way that minimizes dust emissions.**

- **There is another significant requirement that employers must meet if workers can be exposed to respirable crystalline silica at or above the PEL.**
 - They must create a written "exposure control plan" for their facility or worksite.
 - The plan lists the silica hazards that exist in the workplace, and describes how potential exposure will be reduced to safe levels.

- **The plan serves as a "blueprint" that guides a company in controlling potential exposure to silica dust hazards.**
 - It should provide detailed information about the engineering and administrative controls as well as personal protective equipment that should be used for each task that is performed in a silica hazard area.

- **"Engineering controls" are physical and mechanical safeguards.**
 - "Administrative controls" include company policies and procedures.
 - "Personal protective equipment" ("PPE") is anything you wear that shields you from hazards in the workplace.

- **OSHA requires employers to:**
 - Review their exposure control plan at least annually.
 - Update it as necessary.
 - Make it available to all employees.

- **There are other important aspects of the OSHA Silica Standards that need to be incorporated into the exposure control plan as well.**
 - The Construction Standard requires employers to designate an employee who will act as the "competent person" in charge of silica safety on a job site.
 - The competent person ensures that all of the materials, equipment and procedures that are being used comply with the requirements of the company's plan.

- **Employee training is an important part of the plan for both industrial and construction companies.**

- **Before you start any job in which you may be exposed to hazardous levels of respirable crystalline silica, you will receive training on:**
 - The health hazards that are associated with silica exposure.
 - The requirements of the OSHA Silica Standards.
 - The contents of your exposure control plan.

- **If you need to wear PPE such as a respirator to protect you from silica dust while you work, your employer will provide:**
 - The equipment itself.
 - Training on how to use and maintain your PPE safely.

- **Because respirable crystalline silica can create such serious health hazards, it is very important for you to understand how engineering controls, safe work practices and personal protective equipment can be combined to protect you from it.**

- **Engineering controls can include:**
 - Blasting cabinets that prevent abrasive silica from escaping into the work area.
 - Ventilation systems that help remove any silica dust that does become airborne.

- **Some tools have built-in controls that prevent the release of hazardous dust when they operate on silica-containing materials.**

- **Equipment such as cutters, grinders and other powered devices can:**
 - Apply a stream of water to catch the dust in a liquid slurry (known as "working wet").
 - Use vacuum attachments to capture the dust in special filters.

- **Safe housekeeping practices can also help to prevent silica dust from becoming airborne. For example:**
 - You should never use "dry sweeping" or compressed air to clean up silica dust (this will stir it into the air where it can be inhaled).
 - Instead, wet down the dust with water before you disturb it, or use a vacuum equipped with a HEPA or other high-efficiency filter.

- **Gearing up to implement the use of these types of equipment and procedures can take time.**
 - But sometimes even they can't keep respirable silica levels below the Permissible Exposure Limit.

- **Work areas where exposure to respirable crystalline silica still exceeds the PEL are called "regulated areas".**
 - Employers are required to limit access to these areas.
 - Employees who enter them must wear PPE that will reduce their silica exposure to safe levels.
 - This usually includes wearing a respirator with a filter rating of "N95" or higher.

- **You may also need to wear overalls, gloves, hats, goggles, face shields... whatever is appropriate and necessary for the type of work you will be doing and the degree of exposure you may encounter.**
- **Another thing that the OSHA Silica Standard requires is for employers to establish a program of "medical surveillance" as part of their exposure control plan.**
 - Under both versions of the Standard, workers who are exposed to silica dust at or above the action level, or who are required to wear a respirator for 30 days or more per year, must be monitored through a medical surveillance program.
 - The program provides employees with ongoing medical examinations at no cost.
- **The monitoring is intended to detect any effect that exposure to respirable crystalline silica may be having on an employee's health, such as impaired breathing or lung damage.**
- **Your heart and lung functions will also be examined to ensure that they are not being overstressed when you are wearing a respirator.**
- **The OSHA Silica Standards also require employers to maintain accurate records of:**
 - The results of all testing for respirable crystalline silica presence in their facilities.
 - The health information of employees who are involved in their medical surveillance program.
- **These records must be made available to employees, employee representatives and OSHA upon request.**

*** * *SUMMARY * * ***

- **When it's inhaled into the lungs, silica dust can cause serious, even fatal, health problems.**
- **The OSHA Standards place limits on employee exposure to silica dust, and require employers to protect them from such exposure.**
- **A company's exposure control plan lists all of the silica hazards in their workplace, and describes how employee exposure will be kept to safe levels.**
- **You should always follow safe work practices when working in silica dust hazard areas, including wearing appropriate PPE.**
- **Now that you understand all of the hazards that are associated with respirable crystalline silica, and the procedures and equipment that can protect you from them, you can make sure you go home safe... every day!**

ACCOMPANYING MATERIALS

ACCOMPANYING MATERIALS

In order to assist you in conducting your session on silica safety, we have provided a number of specific materials that can be used with this program. These materials have been furnished in PDF format on the DVD as well as printed "masters" in the back pocket of this binder. This will enable you to make as many copies of these forms as you need. If you have colored paper available to you, it is often useful to put each form on a different color. This enables you to easily differentiate between the materials. The materials enclosed with this guide include:

Scheduling and Attendance Form

This form is provided so you can easily schedule your attendees into each session of the program. It's important that you have each attendee "sign-in" on the appropriate form, documenting their attendance at the session. Typically, a copy of this attendance/"sign-in" form is filed in the employee's personnel file.

Quiz

The quiz is normally given after viewing the program. However, if you would like an indication of the "increase" in the attendees' knowledge of silica safety, you can give the quiz both before and after the program is shown. You can also use the quiz as the basis for a class discussion. If you have decided to give the quiz both before and after the attendees view the program, it is often interesting to have the attendees compare their "before" and "after" answers as part of the session. Typically, the quiz is filed in the employee's personnel file.

Training Certificate

This form allows you to give each employee their very own "certificate of completion", showing that they have attended the course and taken the quiz. Space is provided to insert the employee's name, the course instructor and the date of completion.

Employee Training Log

This log helps you to keep track of when each employee has taken the course, as well as associated courses/training. Space is provided to list pertinent data about the employee, as well as information such as the date the course was taken and the instructor conducting the course. A copy of this form should be kept in each employee's training or personnel file.

Booklet*

A sample copy of the employee booklet that has been designed for use with this program has also been included. Using both illustrations and text to review important points, the booklet is designed to reinforce the message that employees receive in the training session. The material is presented in the same order as seen in the program and is organized into concise sections, making it easy to understand and remember.

**Additional booklets, as well as copies of the poster that has been created to get employees thinking about silica safety, are available from your reseller.*