



*Society for Chemical Hazard Communication*  
**Professional Development Training**

**Human Factors in Hazard Communication for Consumer and Occupational Settings**

**Wednesday, September 25, 2013**  
**Marriott Crystal Gateway Hotel Arlington, Virginia**

**Course Description and Objectives**

This course is designed to provide participants with an understanding of human factors as an integral part of chemical hazard communication in consumer and occupational settings. After taking this course, participants will better understand how people process information and why regulatory frameworks are important, and will be better able to explain and justify decisions about hazard communication content.

By providing a detailed look at communication models and human information processing, this course will help participants consider how receivers use hazard communications and how hazard communication goals can be achieved while limiting information overload. Emphasis will be placed on the differences and similarities in the chemical hazard communication process in consumer and occupational settings. Topics covered will include sources of information used by receivers, factors affecting receiver compliance, and human factors aspects of regulatory frameworks such as FHSA and HazCom 2012.

This is an advanced course. While there are no formal prerequisites for this course, it is recommended that participants have either taken the SCHC course, HazCom 101 – Introduction to Chemical Hazard Communication, or that they are generally familiar with the content of SDSs and labels.

**Course Director/Instructor**



**Julia Diebol, Ph.D., C.P.S.M.**, is a Managing Consultant at Applied Safety and Ergonomics, Inc. In this capacity Dr. Diebol has evaluated the adequacy of hundreds of labels and SDSs, including materials dating from the early 1900s. She has experience evaluating conformance with OSHA's Hazard Communication Standard as well as CPSC, EPA, and FDA labeling regulations, and industry consensus standards. Dr. Diebol holds a Ph.D. in Environmental Health Sciences from the University of Michigan School of Public Health. Her research has focused on receiver satisfaction with chemical hazard and exposure information in the context of environmental contamination.

**Course Instructor**



**Raina Shah, M.S.E., C.P.S.M., CPE**, is a Senior Consultant at Applied Safety and Ergonomics, Inc. Ms. Shah has consulted with manufacturers in the development and evaluation of labels and SDSs for consumer and occupational products for over ten years, and has extensive experience with the chemical hazard communication requirements of OSHA, EPA, CPSC, and industry standards. Ms. Shah's publications cover topics such as user responses to warnings and instructions and the use of safety information in occupational settings. A Certified Professional Ergonomist and a Certified Product Safety Manager, Ms. Shah regularly guest lectures on chemical hazard communication topics at the University of Michigan.

**Intended Audience**

Hazard communication professionals looking to improve their ability to make decisions about communication content based on the science of how people use and process information.



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### Course Fee

\$250.00 for members  
\$340.00 for non-members

### Course Topics and Schedule (Subject to Change)

#### Wednesday, September 25, 2013

7:30–8:00	Registration – continental breakfast provided
8:00–9:10	Introduction Models of Communication Overview of Human Capabilities and Behavior in Information Processing
9:10–9:25	Break
9:25–10:35	Human Factors Aspects of Regulatory Frameworks Human Factors in Occupational and Consumer Settings
10:35–10:50	Break
10:50–12:00	Human Factors and HazCom 2012 Discussion

### Registration

Admission to the course will be on a first come basis. Reserve space and obtain a registration number from the SCHC office by contacting Lori Chaplin at [schc.lori@verizon.net](mailto:schc.lori@verizon.net) or 703-658-9246. To avoid disappointment, do not send payment until a confirmation number has been obtained. Course fee is \$250.00 for SCHC Members and \$340.00 for nonmembers, and includes notebooks. Payment must be received by August 14, 2013, to secure your space. Space is limited.

Fill out the registration form located on SCHC's website: <http://www.schc.org>  
SCHC accepts checks, Visa, MasterCard and American Express.

### Cancellation Policy

No refunds will be given after August 14, 2013. No one will be admitted to the course unless all fees have been paid in advance. Substitutions are permitted. Every effort has been made to ensure the information in this brochure is accurate. SCHC reserves the right to modify this course without prior notice or to cancel the course 30 days prior to the course date. In the event this course is canceled, SCHC's obligation is limited to a full refund of the course fee.

### Hotel Accommodations

Arrangements have been made for a block of rooms at the [Marriott Crystal Gateway Hotel](#) – 1700 Jefferson Davis Highway, Arlington, Virginia 22202 (703.920.3230). The rate is \$184/night single or double occupancy through September 4, 2013. You must identify yourself with SCHC by using Group code chchca when making reservations.