



COMPLIANCE ASSISTANCE OFFICE

A Small Business Resource

"Helping small businesses overcome hurdles in environmental regulations"

What is the Compliance Assistance Office?



Founded in 1998, the Compliance Assistance Office (CAO) is a one-stop, non-regulatory office that helps small businesses (less than 100 employees) understand and comply with environmental regulations administered by the Hawaii State Department of Health.

The charge of the CAO, with respect to this goal, is to:

- Provide a point of access to government
- Facilitate information and communication exchange
- Investigate and resolve disputes, as a neutral mediator
- Increase understanding of small business concerns within the Department of Health and other government agencies.



What is special about CAO services?

Our services are:

Confidential

- Names or identifiable information are not shared with regulatory staff when conducting inquiries on behalf of a business client, unless prior consent is given, so CAO clients may remain anonymous.
- All CAO mailing lists, databases, and files are kept in a secure location, or shredded after use.
- Although CAO site visits and consultations are treated with confidentiality, CAO can never make environmental laws disappear. We strongly recommend compliance with all applicable federal, state, and local regulations.



Free of charge

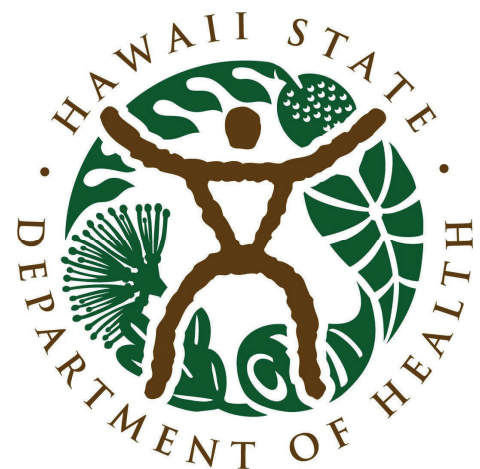
- In CAO, we do not charge for our services. If costs to host a training workshop are unusually high, we may defray a portion of those costs with a registration fee.

Questions CAO can help answer:

- "I'm starting a new business. What kinds of environmental permits do I need and how do I get them?"
- "I'm having trouble figuring out the environmental regulations that affect my company. Can you help me?"
- "I don't need confidentiality. I just want to know which of these government offices to call. Can you give me the phone numbers for the people I should contact?"
- "I can't be sure that I'm following all the environmental laws. Can you come and take a look at my business, keeping my situation confidential?"
- The DOH inspectors who visit my company are hassling me. Who can I report this to?"



What questions do you have for us?





HAWAII STATE
DEPARTMENT
OF HEALTH

COMPLIANCE ASSISTANCE OFFICE

CAO Activities and Services

Activities

CAO is typically involved in activities such as:

- Giving presentations to business and trade organizations;
- Conducting workshops for target industries;
- Responding to requests for information / clarification; and
- Working with businesses to remedy minor violations



Services

CAO services include:

- Working with government and business representatives to develop proposals which remove unwarranted hurdles to small businesses;
- Conducting voluntary site assessments of a business' compliance with applicable environmental regulations;
- Providing regulatory guides and other documents through our website; and
- Assisting businesses which have exhausted readily available dispute resolution mechanisms within the Department of Health or are in need of clear and accurate information.



Contact the Compliance Assistance Office



Genevieve Salmonson
Environmental Ombudsman
Department of Health
Compliance Assistance Office
919 Ala Moana Boulevard, Rm. 219
Honolulu, Hawaii 96814

Phone: **(808) 586-4528**
Fax: **(808) 586-7236**
E-mail: **cao@doh.hawaii.gov**

On the internet:

<http://www.hawaii.gov/health/environmental/compliance/index.html>

Other useful numbers:

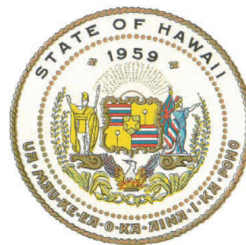
Environmental Management Division **(808) 586-4304**
 Clean Air Branch **(808) 586-4200**
 Clean Water Branch **(808) 586-4309**
 Safe Drinking Water Branch **(808) 586-4258**
 Solid and Hazardous Waste Branch **(808) 586-4226**
 Wastewater Branch **(808) 586-4294**

Environmental Health Services Division **(808) 586-4576**
 Food and Drug Branch **(808) 586-4725**
 Indoor & Radiological Health Branch **(808) 586-4700**
 Sanitation Branch **(808) 586-8000**
 Vector Control Branch **(808) 483-2535**

Environmental Planning Office **(808) 586-4337**

Hazard Evaluation and Emergency Response Office **(808) 586-4249**

State Laboratories Division **(808) 453-6652**



NEIL ABERCROMBIE
Governor of Hawaii

LORETTA J. FUDDY, A.C.S.W., M.P.H.
Director of Health