

Interventions for Injury Prevention In Hotel Housekeeping

OHIP (Occupational Health Internship Program)
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Background

Demographics

Predominantly immigrant women of color (1)

35.3% Hispanic, 29.5% Black,
26.7% Asian

Disparities

Unequal distribution of work related health outcomes (1)



Workers Standing Up

Background



Worker in pain cleaning on hands and knees.

Pain

77%-91% ⁽³⁾⁽⁴⁾ of hotel housekeepers experience regular pain

Injuries

~ 8 injuries per 100 worker-years-
the highest injury rate of any other
service sector profession ⁽¹⁾

Underreporting

50%- 67%⁽³⁾⁽⁴⁾ of hotel housekeepers
do not report their injuries



Objectives

1. Conduct key informant interviews regarding hotel housekeeper interventions and the subsequent outcomes of using them versus not using them.
 2. Collect evidence on how the interventions are implemented and the outcomes associated with them.
 3. Develop a give-back product informing the public, workers, vendors and management about the importance of worker injury/illness preventative efforts as related to interventions
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Our Collaborators





Methods

Qualitative Information Collecting

1. Secondary Research

- Literature Review

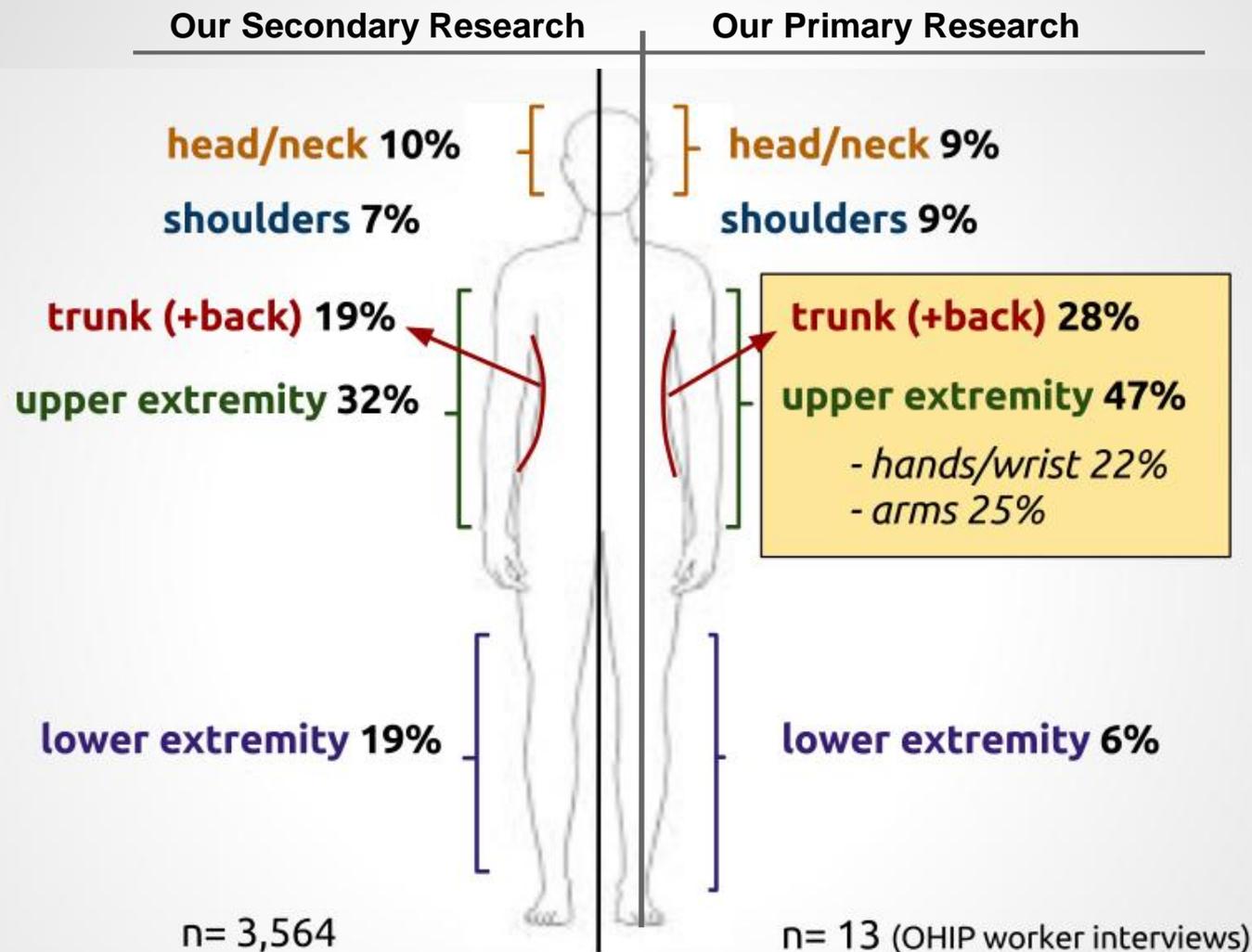
2. Primary Research

- Key Informant Interviews

Interview Inventory
2 vendor interviews
14 worker interviews (12 in Spanish)
13 management interviews
○ 11 housekeeping supervisor interviews
○ 2 upper level management interviews

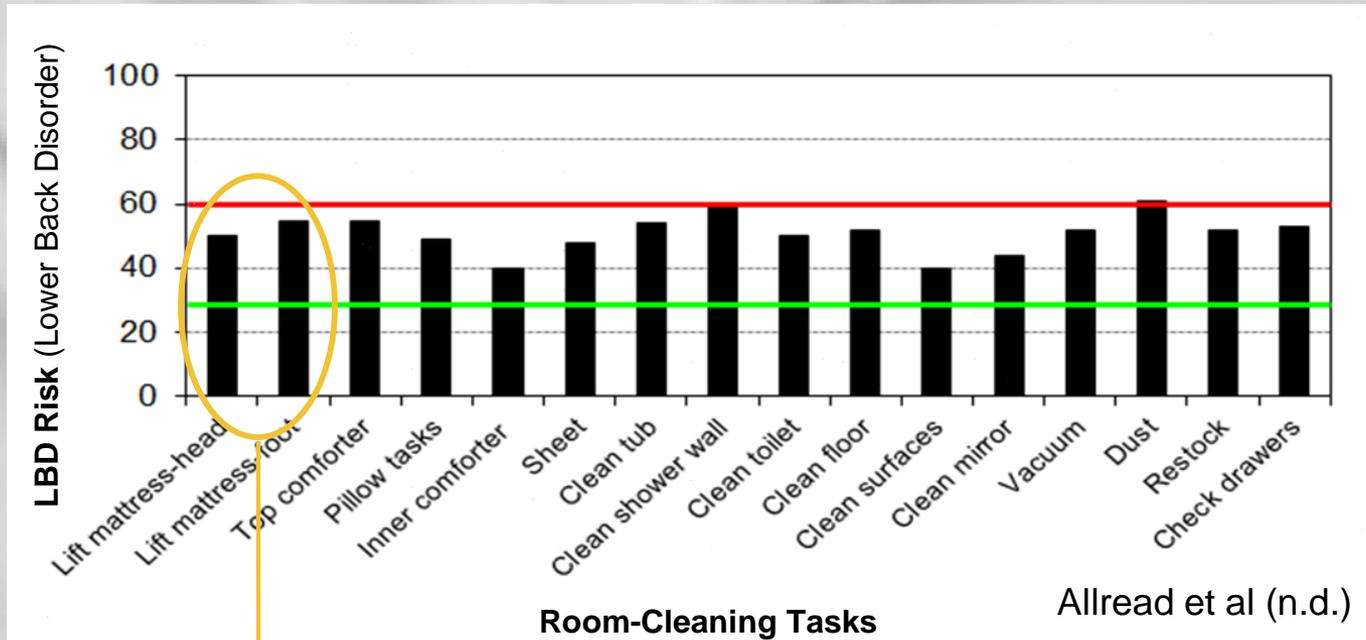
Findings

on pain and injury



Findings

Fitted Sheets



Lifting is a task in the **Upper to Moderate Risk** category for lower back disorders.



Findings

on the intervention: fitted sheets

Benefits

(As compared to flat sheets)

Benefit	Source	Who it Impacts
Less strain	Workers, Management	Workers
Less lifting	Workers, Management	Workers
Less forward bending	Workers	Workers
Less twisting	Workers	Workers
Protects mattress	Management	Management
Stays on mattress better	Management	Customers



Findings

on the intervention: fitted sheets

Challenges

Challenges	Source	Who it Impacts
Harder and more expensive to iron/dry	Workers, vendors, management	Management
Harder to fold	Workers, Vendors	Workers
Can be too tight for the mattress requiring more force to stretch over corner	Workers	Workers
Lack of high quality fitted sheets	Vendors	Management



Findings

on the intervention: fitted sheets

Solutions

Challenges	Solutions	Sources
Harder to iron and dry Fitted Sheets	Avoid ironing through products and methods	Management, Vendors
Size of Fitted Sheets	Standardize the depth of fitted sheets	OHIP Researchers
Quality and Style of Fitted Sheets	Manufacture high quality fitted sheets	OHIP Researchers



Findings

on the intervention: fitted sheets

Contradictions

Conflicting Data	Source(s)
Pain	Management, Workers
Sorting	Management

Findings

Housekeeper Testimonies

- Effects of workplace pain on daily activities
- Being treated as inferior
- Workplace Discrimination
- Fear of Retaliation
- Seeking legal help
- Workers Compensation
- Onsite Therapists
- Light Duty



Recommendations

- Reduction of Room Quotas and Time Pressure
- Unionization
- Increase use of interventions
- Engagement of Vendors, Management and Workers
- More research on ergonomic interventions
- Pass more effective ergonomic standard addressing:



- Specific housekeeping tasks
- Training
 1. OSHA rights
 2. Ergonomic

Give Back Product

Poster

Outline the most common hazards for hotel housekeepers



Housekeeper tucking in the corners of a mattress

3 goals



Distinguish causes and subsequent health outcomes

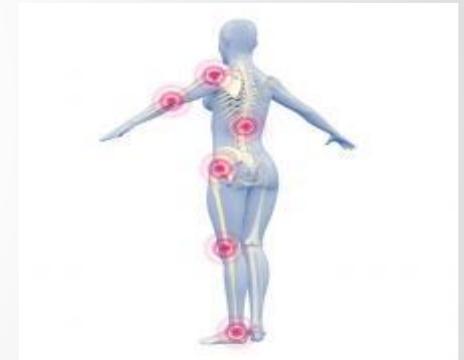


Exhibit proposed interventions

- Fitted sheets
- Long handled tools
- Motorized carts



Hotel housekeeper maneuvering a motorized cart

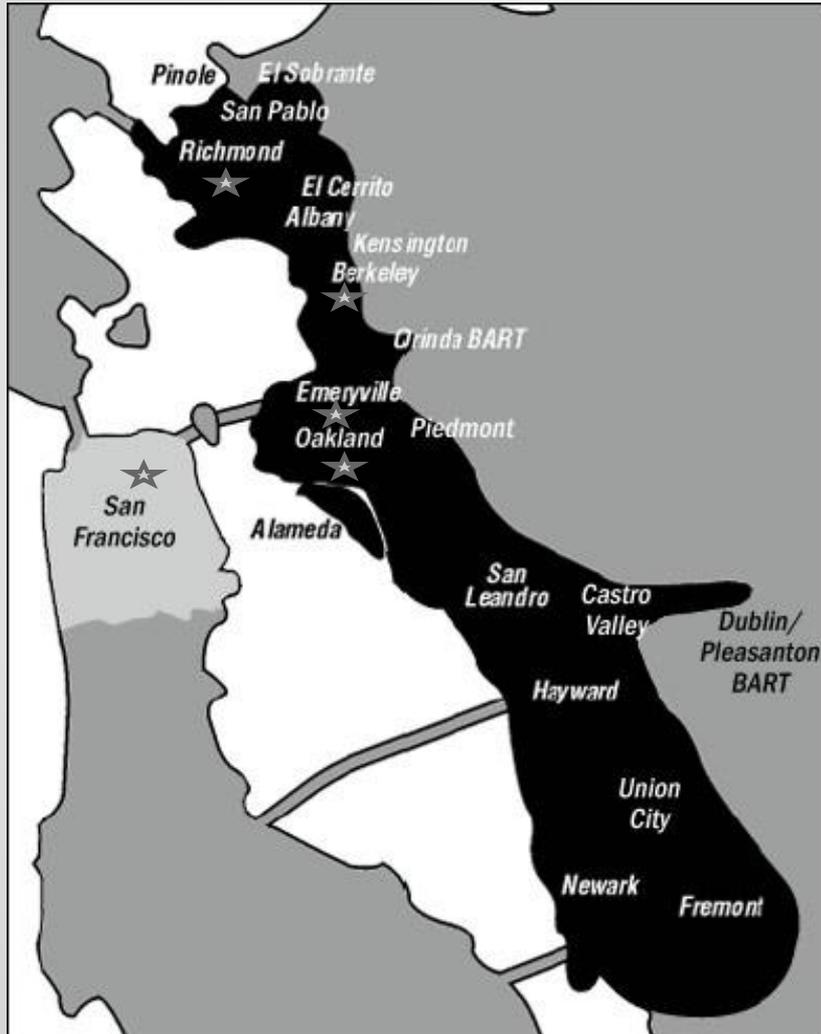


Successes

- TEAMWORK!
- Collaboration with two UNITE HERE locals
- Shadowing a hotel housekeeper
- House visits
- Interviews with a variety of key informants
- Participation in active campaign



Challenges



Bay Area Map

- Limited time
- Working with two advisors from LOHP at UC Berkeley
- Collaborating across the Bay Area
- Collaborating with LA OHIP team and LOSH across California
- Collaborating across the country through UNITE HERE

Reflections

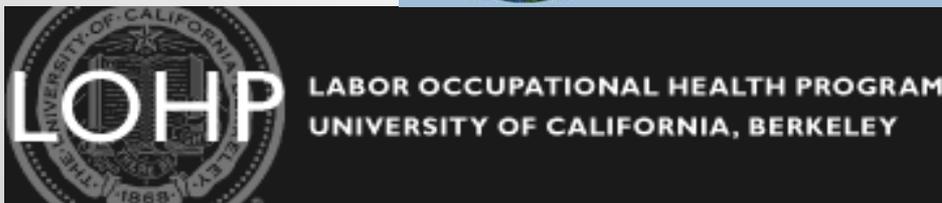


- OHIP has been a *transformative and unique* experience
- We have been a part of *cutting edge research* in the field of occupational health
- We have witnessed and heard the lived *everyday experiences of workers*
- We have *gained knowledge* about how unions function and the benefits that they provide workers
- We have become prepared for being *worker advocates*

Acknowledgements

Collaborators

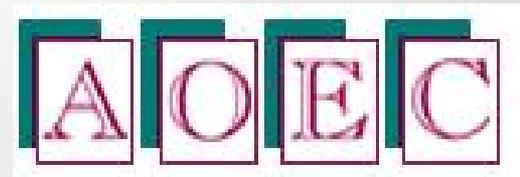
- LOHP (Labor and Occupational Health Program), UC Berkeley
- UNITE HERE staff
 - Locals 2850 (Oakland) & 2 (San Francisco)
 - Pamela Vossenias, Workplace Safety & Health, UNITE HERE IU
- Hotel Housekeepers
- OHIP staff



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- National Institute for Occupational Safety and Health
- Association of Occupational and Environmental Clinics



References

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2. Frumin, E. , Moriarty, J., Vossen P., Halpin, J., Orris, P., Krause, N., Punnett, L. (2006). Workload-Related Musculoskeletal Disorders among Hotel Housekeepers. : n. pag. *Hotel Workers Rising*. Web. 28 June 2013.
3. Krause N, Scherzer T, Rugulies R. Physical workload, work intensification and prevalence of pain in low wage workers: Results from a participatory research project with hotel room cleaners in Las Vegas. *American Journal of Industrial Medicine*. 2005; 48: 326-37.
4. Lee PT, Krause N. The impact of a worker health study on working conditions. *Journal of Public Health Policy*. 2002; 23 (3): 268-85.

Pictures

Workers Stand Up: http://faireconomy.org/enews/hyatt_hurts-take_action

Fitted sheets: <http://www.openmarket.org/2011/08/15/regulation-of-the-day-195-fitted-sheets/>

Worker on knees: <http://www.momsrising.org/blog/do-you-want-a-sick-housekeeper-coughing-all-over-your-bed/>