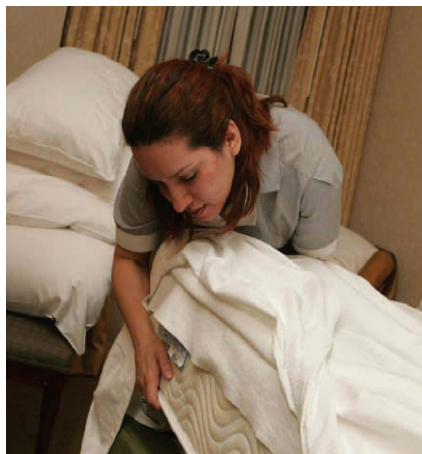




# Work-related musculoskeletal disorders (WMSDs) in hotel/motel housekeepers

## Nationally, 77% to 91% of hotel/motel housekeepers experience severe workplace pain



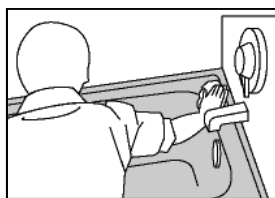
The pain is so severe that over 65% of housekeepers who reported workplace pain took pain medication and over 60% visited a doctor. More than 50% of hotel housekeepers who reported workplace pain DID NOT report their injury to supervisors, indicating significant injury underestimation. However, some housekeepers do file injury worker compensation claims. The serious injuries claims affect the industrial insurance premiums paid by hotel and motel employers. The 2006 base rate for hotels and motels is \$.68 per hour per employee. If your business experiences a significant increase in injuries, your rate could jump as much as 25% in one year to \$.85 per hour per employee.

Stated in another way, if you had 10 employees and an average number of claims, you would pay \$6800 a year in premiums. If your rate increased by 25% because of a higher than average number of claims, you would pay \$1700 more or \$8500 in one year.

### How do housekeepers get injured?

In hotel housekeeping it is estimated that a housekeeper can assume over 8,000 different body postures in a single shift, assuming 25 minutes per room. The causes of injuries to these employees are:

- forceful upper limb motions in awkward positions which are a high risk for neck or shoulder and arm injuries
- Cleaning bathrooms
  - Cleaning tiles
  - Scrubbing toilets, tubs, sinks
- Heavy physical workload and excessive bodily motions which are a high risk for back injuries
  - Bed making
  - Lifting mattresses



### Ways to prevent injuries

- Reduced workloads & lower quotas
- Comprehensive re-design (i.e. beds, carts)
- Ergonomically designed tools
  - Long handles
  - Portable steam cleaners/disinfectors
  - Fitted Sheets
- Increased staffing
- Enforced break time
- Training for supervisors and employees

