



Background

- Traveler accommodation industry employs 24% of housekeeping cleaners and maids (441,490)¹.
- 2009 Study²:
 - Highest overall injury rate (7.9 per 100)
 - Highest rate of musculoskeletal disorders (3.2 per 100)
- Housekeeping workload and working conditions
- OC hotel context
 - Hyatt Regency OC: Non-Union
 - Anaheim Hilton: Union

1. BLS 2015.
2. Schutte et al 2010.

Objectives

Survey Goals:

- Identify common injuries and causes
- Investigate impact of workload and working conditions on worker health

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Inform workers about pre-designating their personal doctor in the event of an injury or illness.

Methods

Comparative study between room attendants at a non-unionized hotel versus a unionized hotel.

We achieved this through:

- Informal conversations with unionized workers
- Research
- Shadowing
- House visits
- Work-site visits

Results

Which job tasks can cause you the most harm?

"The hands, wrists, and shoulders hurt the most due to the repetitive motion [of making the bed]. That's why it always hurts. On one occasion, my shoulders were so tense after work that I could not move them."

Anaheim Hilton Room Attendant

n = 16

Results

Have you ever been injured as a result of your job?

Hyatt (non-unionized): 5 Yes, 100% No.

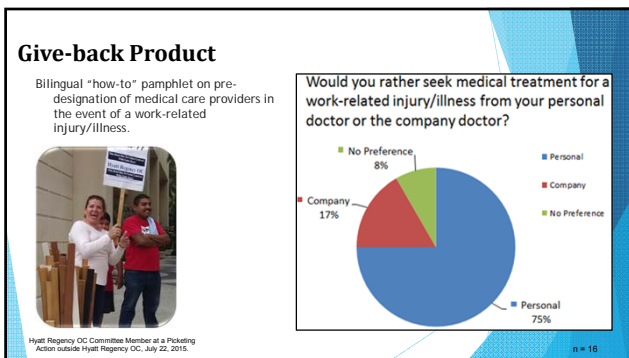
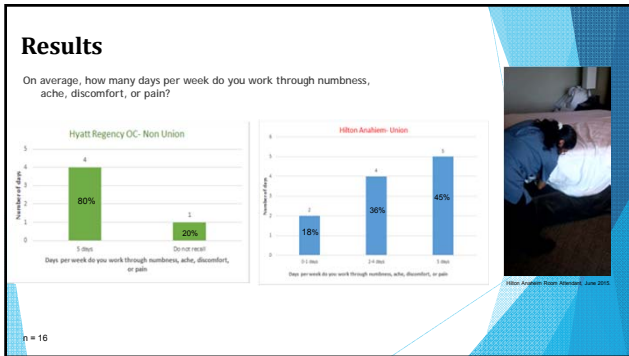
Anaheim Hilton (union): 11 Yes, 45%; 5 No, 55%.

"They [Hyatt] use the phrase 'This is Hyatt's standard' as a valid reason to excuse our heavy workload. They say things like, 'We give you this many rooms to clean because it is the standard of Hyatt.'"

Hyatt Room Attendant

Hilton Anaheim Room Attendant, June 2015.

n = 16



- ### Challenges
- Translating survey from English to Spanish.
 - Limited access to Hyatt Regency OC workers and work-site.
 - Certain survey questions were difficult for workers to understand.
- ### Successes
- Gained insight into some workplace issues we had not thought about in both hotels.
 - Participated in Hyatt Regency OC campaign events with workers.
- ### Recommendations
- Inclusionary Criteria
 - Classification of injuries
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- Picketing Action outside Hyatt Regency OC, July 2, 2015.

Personal Reflections

Julissa:
Importance of research for social advocacy.

Julio:
Opportunity to talk to the workers to learn their personal story.

Acknowledgements

Thank you!

UNITE HERE Local! 11
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