

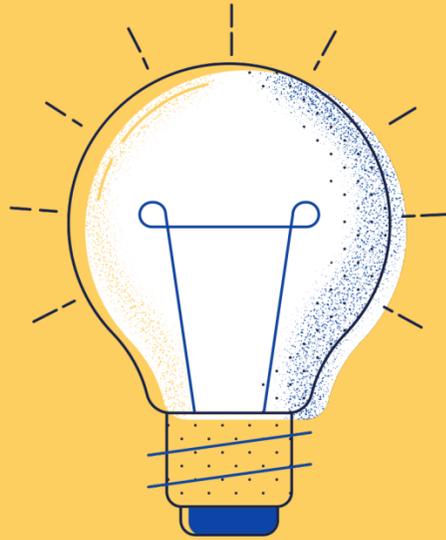
Protecting Hotel Workers in a Pandemic

Unite Here Locals 49, 2850



GENESIS MIRANDA, MPH CANDIDATE
UT HEALTH SCIENCE CENTER AT HOUSTON, SCHOOL OF PUBLIC HEALTH
ENVIRONMENTAL AND OCCUPATIONAL HEALTH PROGRAM

JESSICA YESCAS, MPH CANDIDATE
UNIVERSITY OF MINNESOTA, TWIN CITIES, SCHOOL OF PUBLIC HEALTH,
ENVIRONMENTAL HEALTH PROGRAM



OBJECTIVES

Learn the role unions and other workplace regulatory agencies play in workers' rights.

Meet with union members to understand their workplace experiences during a pandemic.

Create a survey tool that will compile data on the pandemic's impact on workload, mental health, and ergonomics.

Background



Housekeeping in a Pandemic

Housekeepers face a 40% higher chance of being injured in their workplace in the U.S.

The housekeeping field is made up of predominantly women of color - many of which have been laid off due to the pandemic.

Only 30 minutes are allotted for cleaning per room despite the increase in disinfecting precautions and room dirtiness.

METHODS

— 21 Qualitative Interviews

Conducted in-person during the preliminary stages of the study.

Provided first-hand accounts of the hardships of pandemic work as a housekeeper.

Three preliminary questions asked prior to in-depth development of final survey.



— 25 Quantitative Surveys

In-person and over the phone.

20 questions survey focusing on:

- workload
- physical pains
- ergonomics
- time for each cleaning task
- mental health

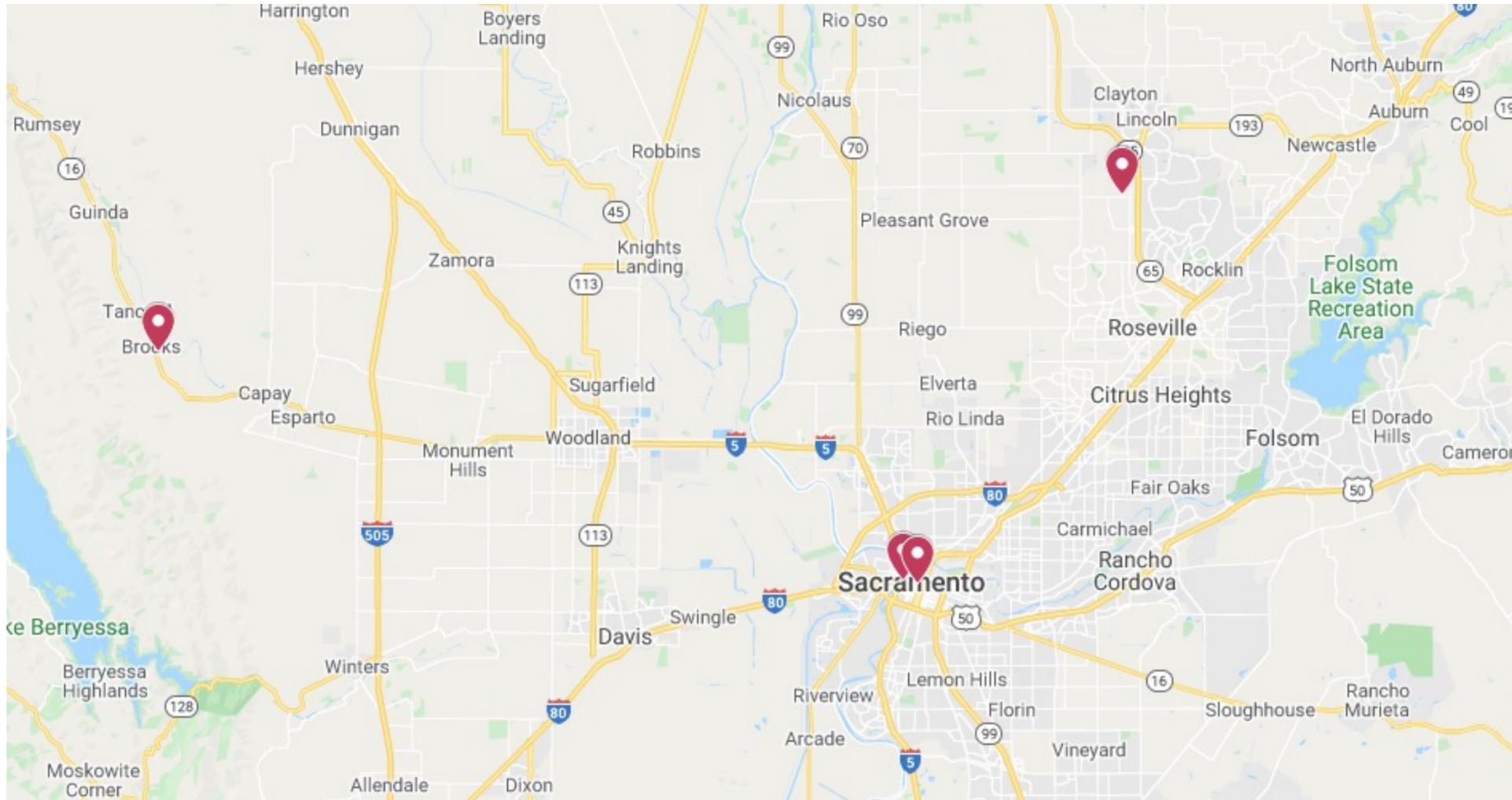
Union locals will use the data for negotiation purposes.



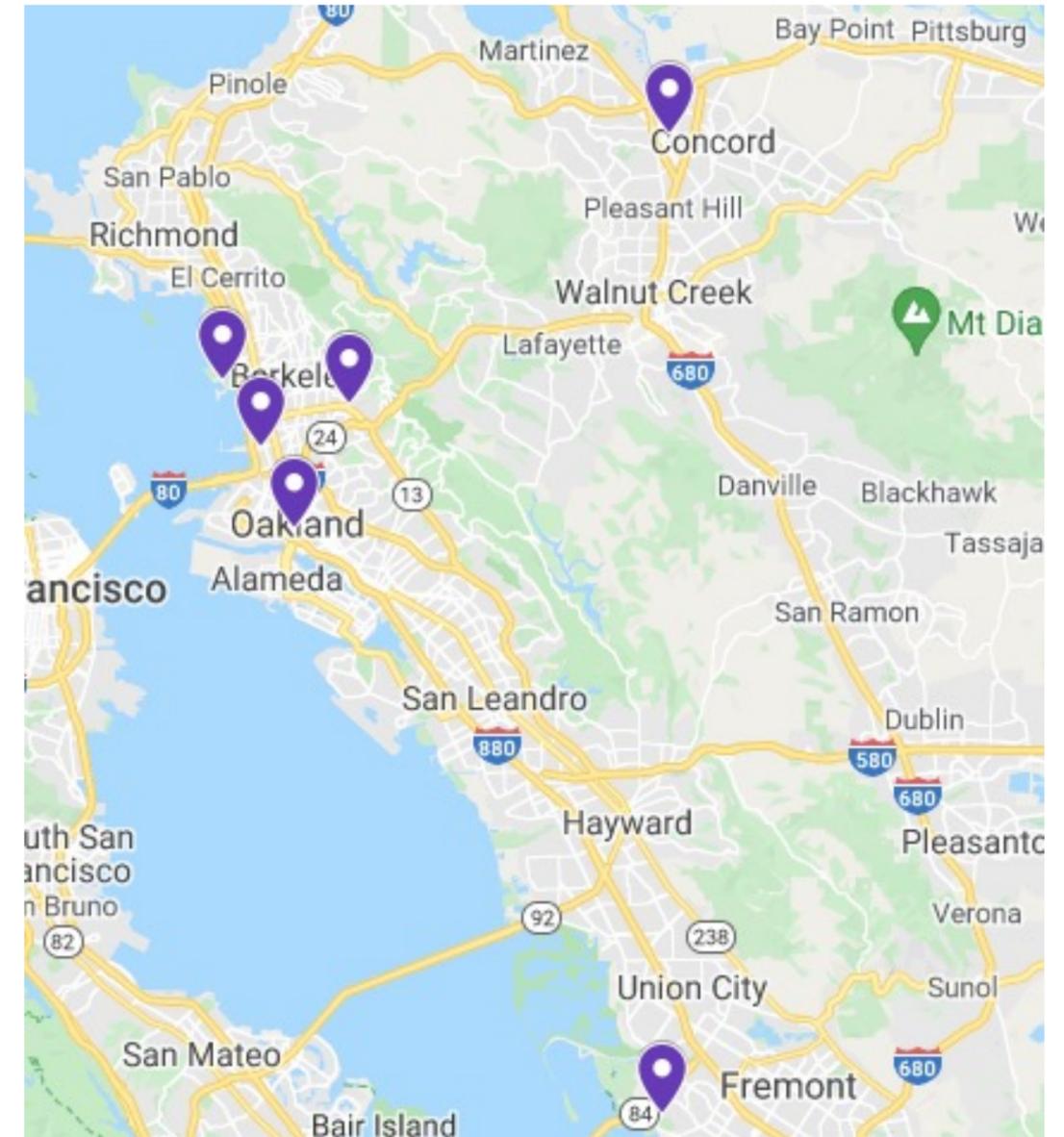
NUMBER SERVED

Interviewed and surveyed

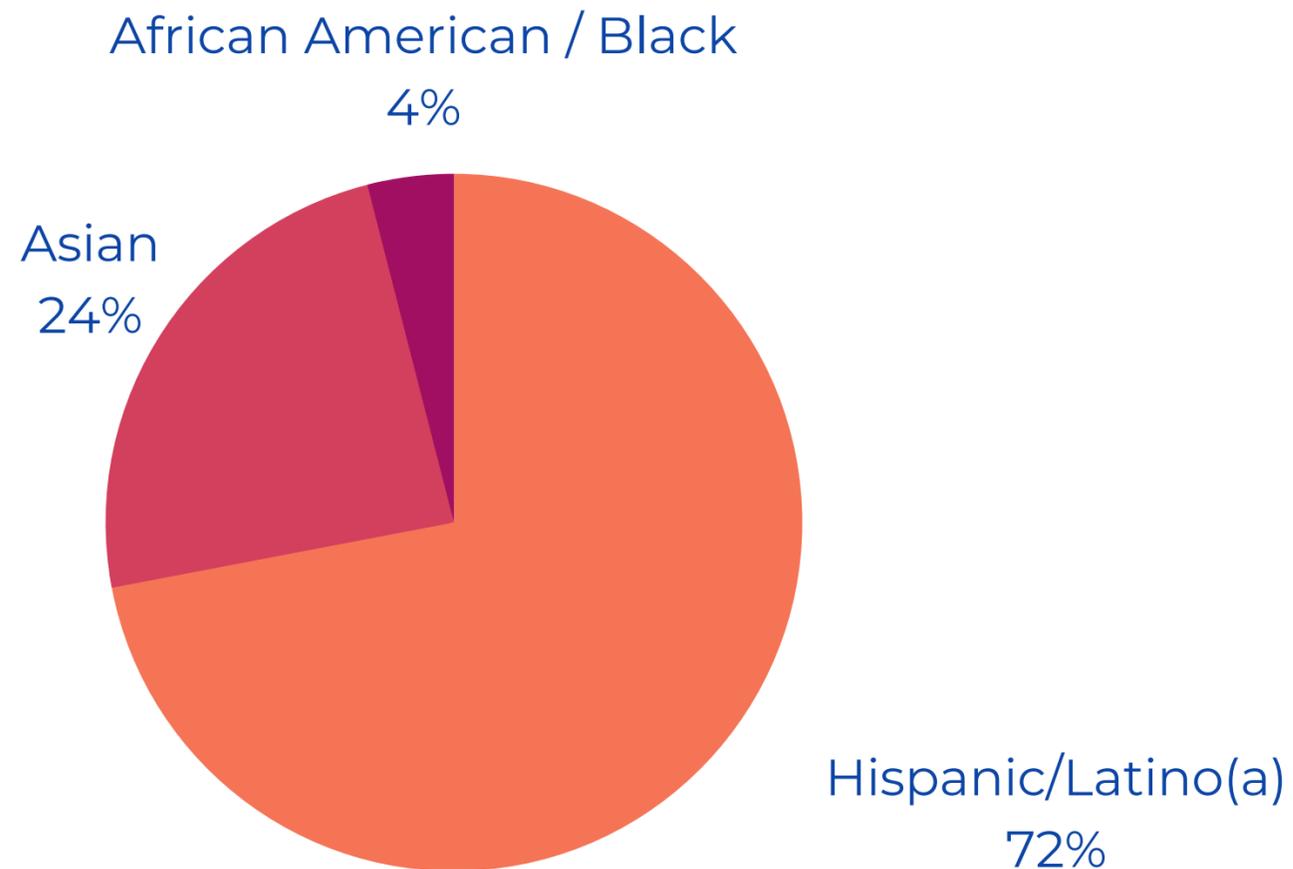
Local 49: 22 workers, 4 worksites



Local 2850:
23 workers, 6 worksites



SURVEY RESULTS



100% female respondents



100% of respondents reported **not enough time** to clean all their rooms.

64% said they needed **at least 15 minutes more per room** to get the cleaning done

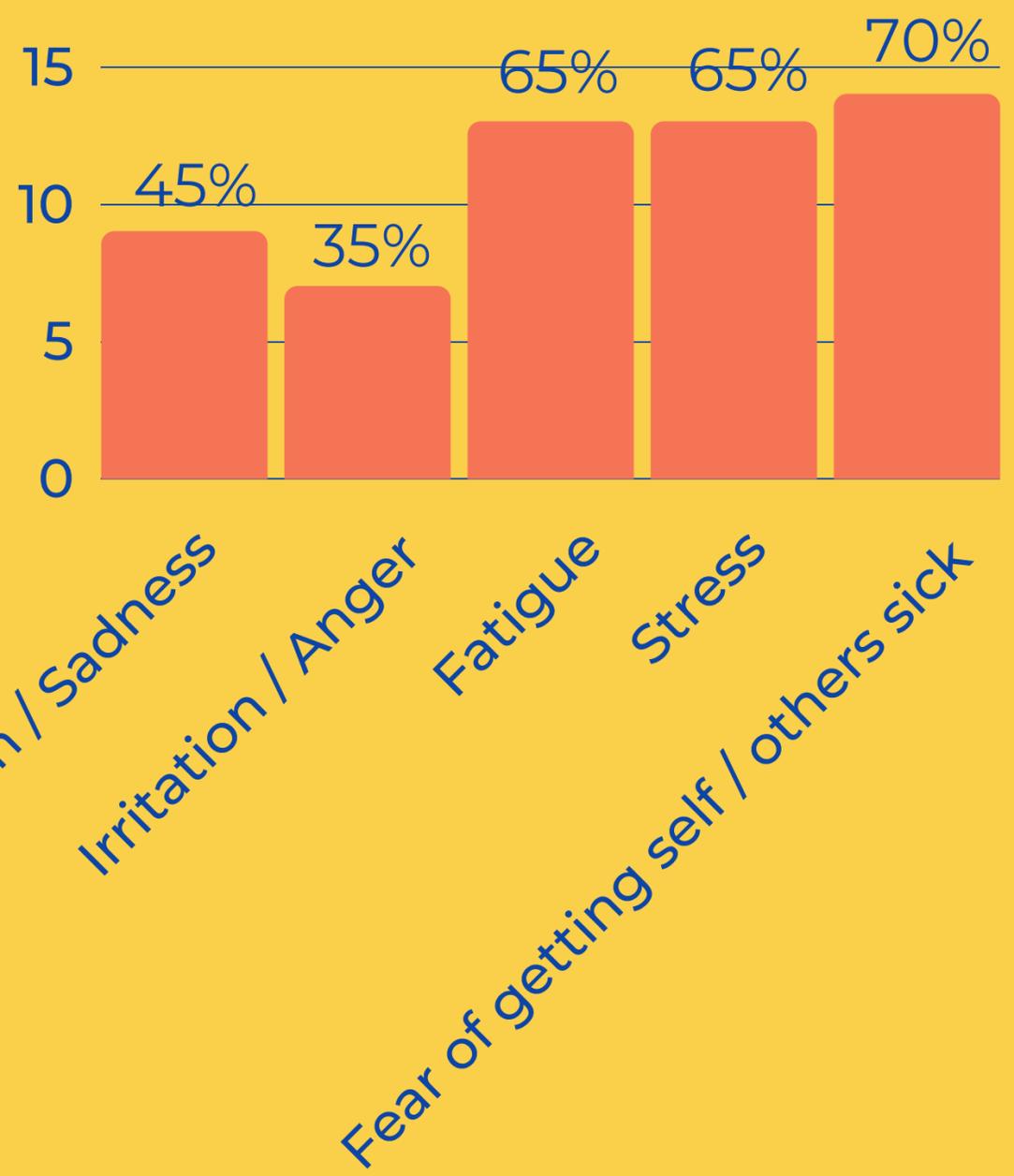


100% of respondents reported **body pains.**

92% of workers reported an **increase in workload** due to the pandemic.

SURVEY RESULTS CONT.

Mental Health



Upper back / Shoulders /

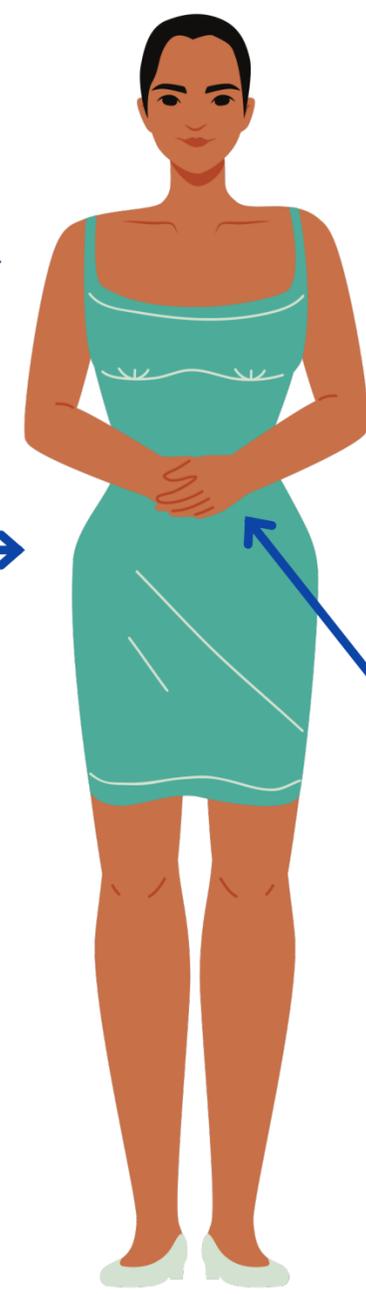
Neck 96%



Lower Back / Hips 64%



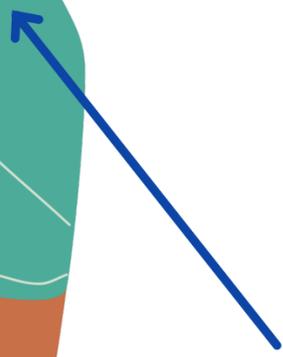
Legs / Knees / Feet 72%



Arms / Elbows 40%



Hands / Wrists 88%



Body Pains

GIVEBACK PRODUCT



KNOW YOUR RIGHTS!

Do you have a work-related injury?
These are the steps to take:

- 1. Report the injury or illness to your employer immediately**
California law sets a 30-day limit for reporting.
- 2. Get treatment if needed**
Let your provider know the injury is work-related.
- 3. Submit a Claim Form**
Your employer must give you a claim form to fill out. They will then complete the rest and submit to worker's compensation.

IF YOUR EMPLOYER REFUSES TO GIVE YOU A CLAIM FORM, CALL: 1-800-736-7401
(California Department of Industrial Relations - Information and Assistance Unit)

REMEMBER TO STRETCH

Stretching can:

- Reduce fatigue by increasing blood supply and nutrients to your muscles
- Prevent muscle strain injuries
- Improve muscular balance and posture
- Improve muscle coordination

REMEMBER TO STAY SAFE

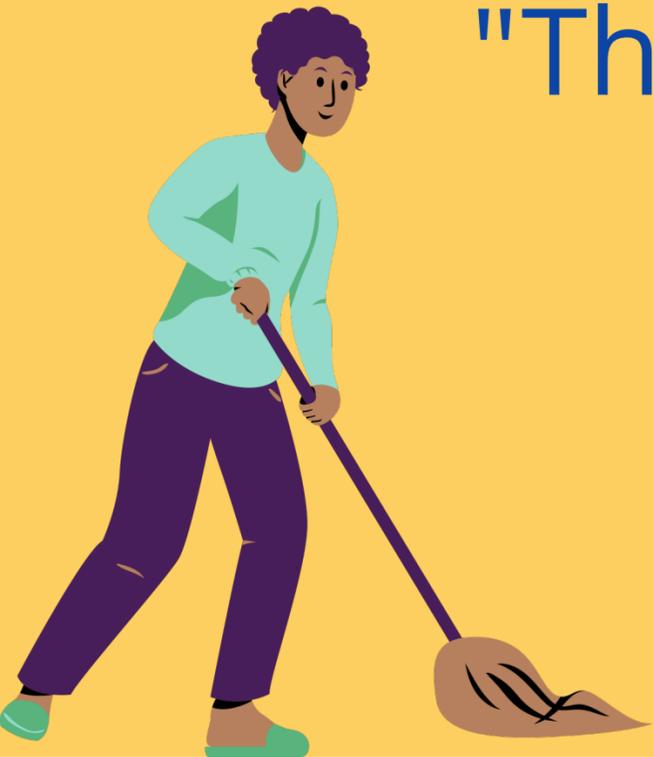
The give-back product is a handy wallet card that outlines how to report an injury and the appropriate steps to make said report, as well as stretching visuals to prevent strains and reduce fatigue.

QUOTES FROM WORKERS

"It's very stressful to do all this work, then I have to do overtime on Sundays."



"The work has always been tough, but it's even tougher now."



"Once I get home, I just throw myself in bed and fall asleep."

CONCLUSIONS



Housekeeping has always been difficult work, but the pandemic has worsened it physically through increased body pains.

The dirtier rooms due to removal of stayovers and increased pandemic cleaning precautions has contributed to the increased workload.

Housekeepers would like more time to clean each room and say they have experienced stress and fatigue due to the pandemic work.

RECOMMENDATIONS

A decrease in the number of rooms to clean would alleviate workplace tensions.

An increase in hiring workers to evenly distribute workload would ease overtime

More time to clean each room would allow workers to take their time and not strain their bodies = decreases pain



SUCCESSSES

Work sites are re-opening and allowed us to enter and meet with workers.

Able to administer bilingual survey in-person at worksites.



Workers were open with personal stories about hardships during pandemic work.

CHALLENGES

Less cooperation from non-Native English or Spanish speakers.

Workers are more interested in speaking with union reps about other pressing grievances.

Lunch breaks created time constraints for workers - unable to take the time to participate in survey.



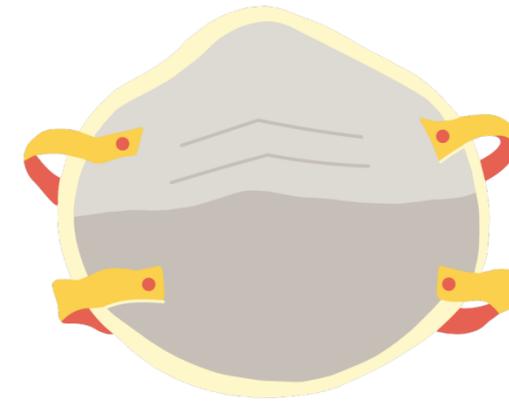
PERSONAL REFLECTIONS

-Appreciative of workers' honesty and openness about their hardships at work and personal lives.

-Housekeeping is taxing work, yet so much is still expected of them outside of work.

-How might I serve workers in helping them stand up for their rights when even their worksites brush their safety and wellbeing?

-Jessica





PERSONAL REFLECTIONS



- Despite having a small sample size, I truly value the opportunity to speak to the workers I was able to talk to.
- When thinking of hard labor, the focus was on industries like construction, manufacturing, etc. and did not focus on housekeeping, which employs mostly women of color.
- This is an indispensable experience that only further fueled my passion for the labor movement, unions, and workers' rights and pushes me to further fight for our workers.

- Genesis

AKNOWLEDGEMENTS



Unite Here Local 49 (Sacramento)

Aamir Deen

Roxana Tapia

Alejandro Rayburn

Raul (Organizer)

Lola (Houseperson)



Cal/OSHA + CDPH

David Harrington

Jackie Chan

Ximena Vergara



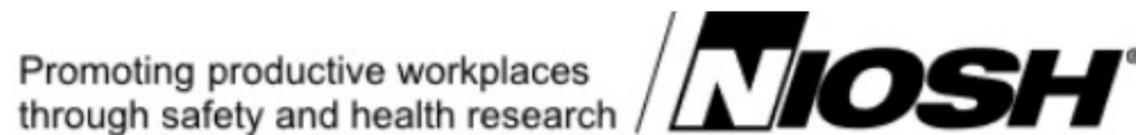
Unite Here Local 2850 (Oakland)

Yulisa Elenes

Lian Alan

Jessica Medina

Ankush Ganapathy



LOHP at UC Berkeley

Laura Stock

Yasin Khan



Thank you!