

Gambling on Worker Health and Safety: Hazard Assessment in the Casino Hotel Industry

Culinary Workers Union Local 226
UNITE HERE!



Picket at Palms Casino.

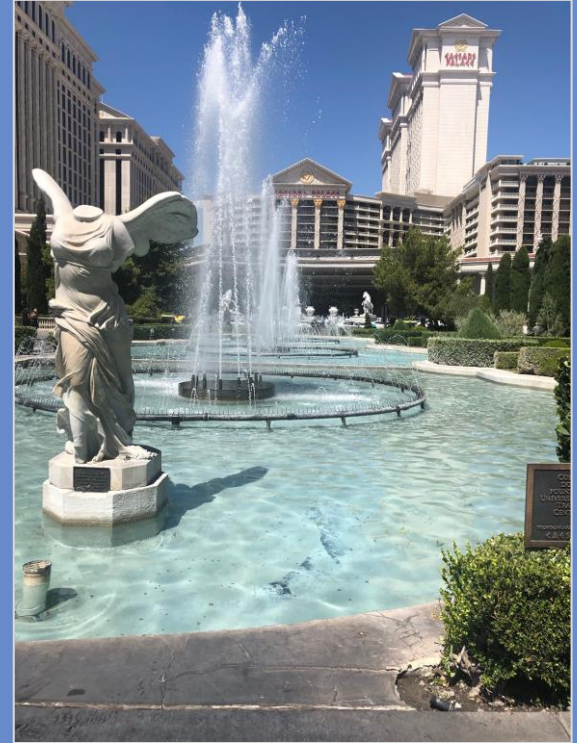
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Background



- **53%** of U.S. casino hotel workers in 2018 were employed in the Las Vegas metropolitan area
- **~95%** of casino hotels on strip and downtown are union



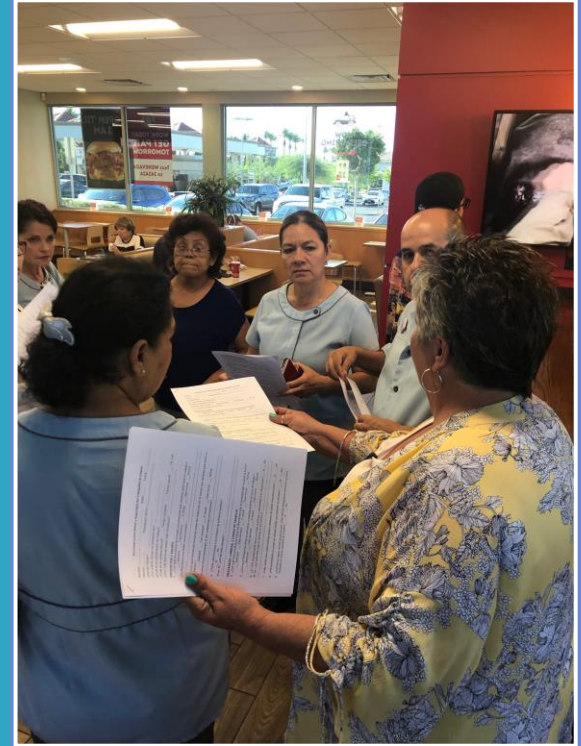
Background



Culinary Union has won a middle - class
standard of living for over **753,000**
hospitality workers

Objectives

- Explore and document workplace hazards at casino hotels in Las Vegas
- Conduct interviews with casino hotel workers
- Work with union organizers to disseminate the workplace hazard survey and collect results.
- Analyze OSHA records- calculate incidence rates, classify incidents using the BLS Occupational Illness and Injury Classification System.
- Analyze survey data and report findings



Union organizer disseminates surveys to GRA's at a public location near casino hotel.

Target Population



Miroslava is a GRA and Safety Committee member who advocates for health and safety efforts in her workplace.

- Studied 4 occupational classifications: Guest Room Attendants (GRA's), Porters, Front-of-the-house (FOH), and Back-of-the-house (BOH)

***FOH and BOH within the Food and Beverage department**



GRA's taking the health and safety survey on paper

Methods

- **Interviews** (\bar{x} duration=1hr 15 min)
 - Total: 14 interviews; 17 workers
 - Audio-record
- **Comprehensive surveys** (\bar{x} duration=25 min)
 - Total: 177
 - 37 Q's for all job groups
 - Available on paper or tablet



Workers taking the Health and Safety survey on paper and on tablets.

Methods Part II

Interview Guidelines

Introduction: Hi, our names are Sharee and Janet, we are working as summer interns at the Culinary Workers Union Local 226 as part of the Occupational Health Internship Program (OHIP). We are conducting a research study to explore and document workplace hazards at casino hotels in Las Vegas in order to suggest controls and interventions and improve worker health and safety. I just want to remind you that this interview will be audio recorded and will be used for research purposes.

1. Ice Breaker

2. Walk us through your work day.

- What type of supplies and equipment do you use?
- What is the hardest thing to do? What is the easiest thing to do?

3. Can you describe your work area?

- What concerns do you have about how work affects your health and our safety?
- Is there enough space in the work area? How do you move around?
- How do guests play a role in your health and safety?

4. If you can explain how you feel while working in three different words what would they be and why?

5. Have you ever been hurt at work? Do you ever go home with pain?

- What happened?
- How do these injuries or pains affect you in your activities outside of work? In your family/personal life?
- Did you report this to your employer? Why or why not?
 - What does your employer tell you to do? Are there safety incentive programs for reporting injuries?
 - You mentioned that you had some pains related to your work. Could you describe this further?
 - What activities at work cause you pain?

DOLOR Y MOLESTIAS

36. ¿Alguna vez ha tenido dolor o molestia ocasionado por su trabajo?

___Sí ___No

Si es "sí," por favor marque el o los lugares del cuerpo donde ha sentido dolor:

| | | | |
|---------------------|----------------------|------------------------|-----------------------------------|
| 1. ___ Antebrazo(s) | 6. ___ Codo(s) | 11. ___ Glúteo(s) | 16. ___ Muñeca(s) |
| 2. ___ Brazos(s) | 7. ___ Hombro(s) | 12. ___ Muslo(s) | 17. ___ Palma(s) de la(s) mano(s) |
| 3. ___ Pecho | 8. ___ Cuello | 13. ___ Pantorrilla(s) | 18. ___ Otra parte: Describa |
| 4. ___ Rodilla(s) | 9. ___ Espalda media | 14. ___ Tobillo(s) | _____ |
| 5. ___ Pie(s) | 10. ___ Espalda baja | 15. ___ Dedo(s) | _____ |

De frente

De espalda

Lado izquierdo

Lado derecho

37. ¿Alguna vez se ha lastimado o sufrido una lesión o enfermedad ocasionada por su trabajo?

___Sí ___No

Si es "sí," ¿qué ocasionó la lesión/enfermedad?: _____

Interview Results



Drainages are flooding and sinks are overflowing with water (OIICS code 4 if injury occurred)



Speed racks are blocking the electric boxes.



Overexertion & bodily reaction



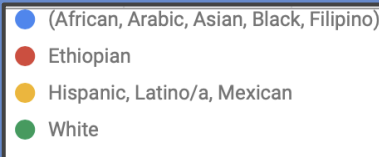
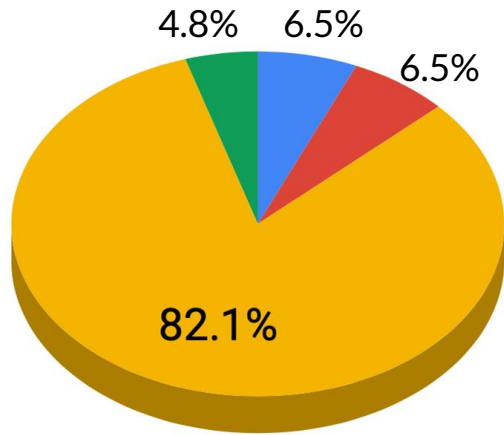
This GRA cart is full with materials, which can prove too heavy for workers (OIICS Code 7 if injury occurred)

Eyewash stations are not always available to workers who are exposed to chemicals and other hazards.

Survey Results



Demographics



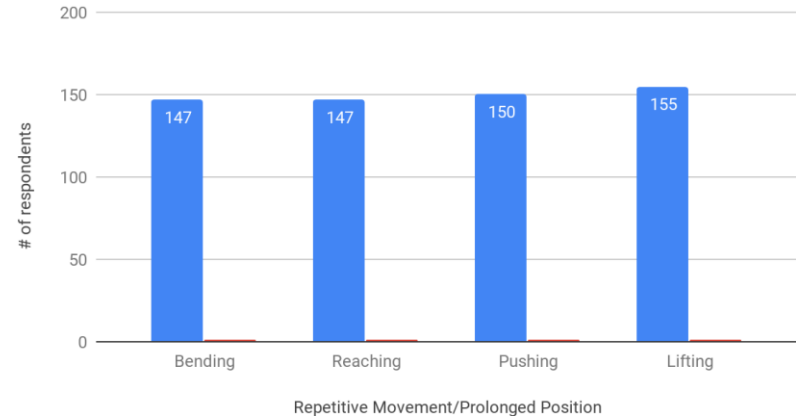
85.1% of respondents reported that they do not have personal access to a first-aid kit at work.



74.3% of respondents feel that their workload has increased since they first started their job.

*Additional survey results will be provided in the report

Ergonomic Hazards (Question 24)



OSHA Incidence Results

2017 Injury and Illness Rates

| | | |
|---|---|--|
| *** data unavailable | Total Rate (2017) All Injuries and Illnesses | DART Rate(2017) All injuries and Illnesses |
| U.S. Private Industry | 2.8 | 1.5 |
| U.S. Private Industry, Casino Hotels | 3.8 | 2 |
| Casino 1 Compared to U.S. Industry, All Compared to U.S. Private Industry, Casino Hotels | 2.8 N/A 0.7x | 2.1 1.4x 1.1x |
| Casino 2 Compared to U.S. Industry, All Compared to U.S. Private Industry, Casino Hotels | 2.4 0.9x 0.6x | 2.2 1.5x 1.1x |
| Casino 3 Compared to U.S. Industry, All Compared to U.S. Private Industry, Casino Hotels | *** | *** |
| Casino 4 Compared to U.S. Industry, All Compared to U.S. Private Industry, Casino Hotels | 4.3 1.5x 1.1x | 3 2.0x 1.5x |

Worker Reflection

"I know you are suppose to take your lunch break by law... but how are you going to take it if there are many factors interrupting you from taking your break. IT'S IMPOSSIBLE!"

-GRA

"We are finishing with our lives here!" -Kitchen Worker

"If I see a bottle [with chemical, unlabeled], and I don't recognize the chemical by simply looking at it, I smell it a little and I can identify it"

-Kitchen Worker

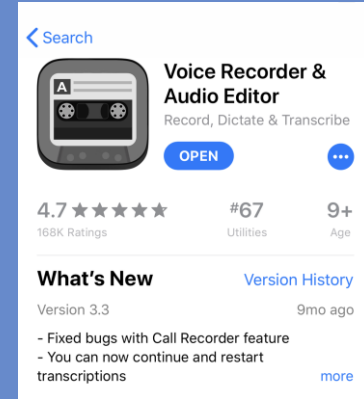
"I knew everyday that when I went into work that the management could retaliate against me or hold a grudge against me..."

-Bartender



Challenges

- Transcription of interview recordings
- Planned on using Atlas T.I. coding software to analyze qualitative data from interviews, instead created codes and transcribed the data ourselves.
- Facilitating union staff organizers to find people to interview and survey participants
- Limited transportation for workers



Voice Recorder application used to record & transcribe in English & Spanish.



Culinary Union 226 parking lot

Successes



Interns with Jason Kordosky, site sponsor, at the Culinary Workers Union.

- *Cultural competency*: Spanish-speaking abilities, casino hotel industry language
- Worker support
- Transportation
- Union support: staff, research, communications
- Exceeded goal of 10 interviews to 14 interviews, improved interviewing skills

Recommendations

Casino 4 Event or Exposure:



**21% of
Injuries**

1. Falls, Slips, Trips

- Falls on the same level
- falls on same level due to slipping
- fall from collapsing structure and equipment

**10% of
Injuries**

2. Overexertion: Bending, crawling, reaching, twisting, climbing, stepping

- Usually non impact
- Resulted from free bodily motion
- Excessive physical effort
- Repetition of bodily motion

**8% of
Injuries**

3. Exposure to harmful substances or environment: Contact with hot objects or substances

- Resulted from a condition or substance in the work environment

Helpful tips:

Employers **should:**

- Design a workplace that prevents potential exposures to hazards
- Provide work processes with proper discharge of splatter, spillage of liquids and oils, or dust ex: drain offs etc.
- Provide proper ventilation to prevent steam and condensation of water and oil onto floor
- Provide adequate lighting for employees to see their surroundings
- Install slip-resistant floors in high risk areas
- Allow workers to take breaks when doing repetitive tasks
- Train employees how to safely manage hot liquids

Employees **should:**

- Use slip resistant shoes in the workplace
- Be aware of your surroundings
- Check equipment to reduce exertion/force
- Take a break when doing repeated tasks
- Caution when handling hot liquids

*% from OSHA's 300 Log form analysis from 2018

Workers from all four casinos in this study will be provided with these facts sheets to encourage workers to make suggestions for their own health and safety in their workplace. Facts sheets will be available in English and Spanish.

Personal Reflections



Interns with Steven Greenhouse, former Journalist for the NY Times.

Acknowledgements

Steven M. Levin Foundation



From Left to Right: Hanna, Maurecio, Janet (student), America, Sharee (Student), Lisa. Students with Organizers for Culinary Union



References

1. Kraus, N., Rugulies, R., Scherzer, T. (2011). Work-Related Pain and Injury and Barriers to Workers' Compensation Among Las Vegas Hotel Room Cleaners. *American Journal of Public Health*, 95(3), 483-488.
2. Manuele, F.A. (2011). Reviewing Heinrich: Dislodging two myths from the practice of safety. *Professional Safety*, 56(10), 52-61.