



Hotel Housekeeping Musculoskeletal Injury Prevention Program



AccidentFund.com
1-866-206-5851



Part of the AF Group

Accident Fund Insurance Company of America is a member of AF Group. Insurance policies may be issued by any of the following companies within AF Group:

Accident Fund Insurance Company of America, Accident Fund National Insurance Company, Accident Fund General Insurance Company, United Wisconsin Insurance Company, Third Coast Insurance Company or CompWest Insurance Company.

XXXXXX

Table of Contents

PART 1: Policy Statement.....Page 3

PART 2: Housekeeping Musculoskeletal Injury Prevention Program (MIPP)

- Key Definitions.....Page 4

PROGRAM:

- Responsibilities.....Page 5
- Housekeeping Compliance.....Page 6
- Housekeeping Communication Log.....Page 7
- Hazard Evaluation and Correction.....Page 8
- Incident Investigation.....Page 8
- Training Checklist.....Page 9
- Recordkeeping Log.....Page 10

APPENDIX A

Housekeeping Injury Risk Assessment Checklist.....Pages 11-14

APPENDIX B

Incident Investigation Form.....Page 15

DISCLAIMER: *This sample program/policy is only provided as an informational guide to assist employers with best practices and complying with Occupational Safety and Health Administration (OSHA) requirements. It is not intended to supersede the requirements of any standard or regulation. An employer should review requirements applicable to their individual situation and adjust this program to make it specific to their company. All employers are encouraged to seek consultation of their attorney prior to implementation of any policies.*

Policy Statement

It is the intent of (name of hotel/motel here) to provide a safe working environment for all employees. It is generally recognized that housekeeping duties present an exposure to ergonomic and musculoskeletal injuries. It is the intent of this program to assist employees, supervisors and managers by providing information and training on what musculoskeletal injuries are and how to prevent them. We encourage input from all our employees on ways to keep safe and prevent injuries. We regularly train our employees, supervisors and managers to recognize hazards, encourage reporting of hazards and apply swift remedies to eliminate hazards, including providing ergonomic tools as solutions.

(Name of hotel/motel here) management is dedicated to providing a system that will:

- Identify and address the hazards unique to the housekeepers in the lodging industry.
- Minimize the musculoskeletal strains, sprains and injuries associated with the work tasks performed by the housekeepers.
- Ensure the wellbeing of our housekeepers and their supervisors.
- Comply with existing health and safety standards applicable to our company.

The success of our Musculoskeletal Injury Prevention Program (MIPP) requires the full, earnest cooperation of each employee.

The ultimate goal is to prevent all incidents, and the best way to achieve this is by encouraging employees to be observant, offer suggestions and foster a housekeeping safety culture. It is the goal of this MIPP to eliminate unsafe acts and hazards in the workplace to create a safe and efficient work environment for all housekeepers.

President

Date

Department Head/Lead

Date

Key Definitions

- “Control measures” means effective tools, equipment, devices, work practices and administrative controls to correct or minimize workplace hazards that may cause musculoskeletal injuries to housekeepers.
- “Housekeeper” means an employee who performs housekeeping tasks and may include employees referred to as housekeepers, guest room attendants, room cleaners, maids or house persons.
- “Housekeeping tasks” means tasks related to cleaning and maintaining sleeping room accommodations including bedrooms, bathrooms, kitchens, living rooms and balconies.
- “Lodging establishment” means an establishment that contains sleeping room accommodations that are rented or otherwise provided to the public, such as hotels, motels, resorts and bed and breakfast inns, and that shall be required to establish and maintain an MIPP.
- “Musculoskeletal injury” means acute injury or cumulative trauma of a muscle, tendon, ligament, bursa, peripheral nerve, joint, bone, spinal disc or blood vessel.
- “Worksite evaluation” means the identification and evaluation of workplace hazards, which includes scheduled periodic inspections and discussion of procedures used to identify unsafe conditions and work practices in each housekeeping task, process or operation of work with respect to potential causes of musculoskeletal injuries to housekeepers.

Responsibilities

General Managers/Human Resource Directors:

It is the shared responsibility of the general managers and HR directors of (insert name of hotel/motel here) to implement this program and:

- Provide training
- Investigate incidents
- Ensure worksite hazards are evaluated and remedied promptly
- Keep records of everything in accordance with the MIPP

Managers/Supervisors:

It is the responsibility of all managers and supervisors to comply with this Housekeeping Musculoskeletal Injury Prevention Program (MIPP) and:

- Follow safe workplace rules
- Ensure that the use of housekeeping tools and equipment are appropriate for the tasks of housekeeping employees
- Recognize employees who follow the safe workplace rules and housekeeping practices
- Train employees (new and current) in a language/means they understand
- Carry out any disciplinary actions necessary to enforce this program

Employees:

It is the responsibility of all housekeeping employees to understand and follow the rules of this housekeeping Musculoskeletal Injury Prevention Program (MIPP) and:

- Contribute to a safe work environment for themselves, their fellow employees and guests
- Contribute ideas for a safe work environment
- Use tools to reduce ergonomic/musculoskeletal injuries
- Have awareness for hazard identification and correction
- Immediately report all hazards and incidents to their supervisor

Housekeeping Compliance

All supervisors and housekeepers must comply with the employer's safe workplace housecleaning practices and use the housekeeping tools or equipment deemed appropriate for each housekeeping task.

Compliance with the company Musculoskeletal Injury Prevention Program (MIPP) is mandatory and shall be considered a condition of employment.

Failure to adhere to housekeeping safety policies and procedures established by our company can have significant impacts on everyone. Unsafe acts not only threaten the wellbeing of the individual involved, but also his or her co-workers.

The following actions will be used to ensure employee compliance with housekeeping safety policies and procedures:

- Supervisor evaluation and a checklist of employee practices
- Recognition of employees who follow safe workplace housecleaning practices
- Training and retraining programs
- Disciplinary action

Effective housekeeping communication between management and employees is paramount to the company's success. Information on disciplinary measures, termination/suspension policies and procedures, grievance procedures, and applicable staff member laws can be found in the Employment Policies and Practices Section of the [Employee Handbook](#).

Housekeeping Communication Log

This form is to be used to communicate with managers and supervisors for each housekeeper on topics related to occupational safety and health. It's also to be used to inform the employer, without any fear of reprisal, of any hazard at the worksite and any injuries or symptoms that may be related to such hazards.

Date: _____

Topic or hazard: _____

Injury or symptoms: _____

Employee name: _____

Hazard(s) location:

Injury or potential injury explanation (how occurred):

Suggestions to fix the hazard or topic (housekeeper):

Suggested follow-up (manager/supervisory use only):

Hazard Evaluation and Correction

There are procedures in place to identify and evaluate housekeeping hazards through a worksite evaluation checklist. These procedures should be implemented to correct hazards identified in worksite evaluations or investigations of musculoskeletal injuries to housekeepers, and should include procedures to determine whether corrective measures are implemented appropriately. These procedures shall include:

- Initial worksite evaluation within three months of the effective date of this standard or within three months of opening of a new lodging establishment.
- Effective means of involving housekeepers in designing and conducting this evaluation.
- Notification of results to housekeepers in writing or by posting to a location readily accessible to them.
- Review and updating of the evaluation at least annually, or whenever the employer is made aware of a new hazard or when new equipment and procedures are introduced that may change or increase housekeeping hazards. Procedures shall include a review of the OSHA Form 300 log and other relevant records, such as OSHA Form 301 incident reports.
- A means by which appropriate equipment or other corrective measures will be identified, assessed, implemented and then reevaluated after introduction and while used in the workplace; as well as provision of appropriate housecleaning equipment, protective equipment and tools for each housekeeper, including procedures for procuring, inspecting, maintaining, repairing and replacing appropriate housecleaning tools and equipment.

The evaluation form is attached toward the end of this program (page 11), Housekeeping Injury Risks Assessment Checklist.

Incident Investigation Information

Attached at the end of the MIPP (page 15) is an Incident Investigation Form. This form is to be used for any workplace incident and should be filled out by an investigator. Employees involved in an incident should be provided with the assistance and information necessary to prevent recurrence.

Completed Incident Investigation Forms should be reviewed at least annually at each worksite to identify and address incident trends or patterns.

Training Checklist

- The Musculoskeletal Injury Prevention Program (MIPP) has been explained.
- It is understood that additional training will be provided whenever new equipment or work practices are introduced or whenever the company becomes aware of new or previously unrecognized hazards.
- Signs, symptoms and risk factors commonly associated with musculoskeletal injuries have been described.
- Proper body mechanics and safe practices, including identified hazards, how hazards are controlled during each housekeeping task, the appropriate use of cleaning tools and equipment, importance of following safe work practices and using appropriate tools, and equipment to prevent injuries, have been discussed and demonstrated.
- Equipment and tools, expected for use by each housekeeper, have been introduced.
- An opportunity for interactive questions and answers with a person knowledgeable about hotel housekeeping equipment and procedures has been provided – and it is understood that further questions are encouraged.
- It is understood that if the employee is unsure how to perform a task safely, they will ask a manager or supervisor.
- It is understood that an employee will immediately report all incidents or injuries, as well as any safety hazards or defective equipment, to their supervisor with no fear of reprisal, no matter how minor.
- It is understood that the employee will attend all housekeeping meetings.
- It is understood that the employee will read/understand written and posted housekeeping messages.
- It is understood that the employee will use appropriate tools and equipment outlined by their supervisor or manager for each housekeeping task.
- It is understood that the employee will follow all safe workplace housecleaning practices.
- _____

I have been trained and instructed on the topics and understand all related company policies and procedures.

Employee signature

Date

Supervisor/Manager signature

Date

Housekeeping Musculoskeletal Injury Risk Assessment Checklist

Use this checklist to evaluate and identify risks for musculoskeletal injury to housekeepers and others:

1. PROLONGED OR AWKWARD STATIC POSTURES	YES	NO	N/A	COMMENTS
Does employee vary tasks throughout the shift?				
Are ergonomic tools provided and used for the intended job?				
Are "stretch and flex" exercises used?				
Are antifatigue mats utilized where employees must stand for long periods?				
OTHER: Enter items pertinent to your location.				

2. EXTREME REACHES AND REPETITIVE REACHES ABOVE SHOULDER HEIGHT	YES	NO	N/A	COMMENTS
Are ergonomic tools provided and used for the intended job?				
Are appropriate step stools and ladders in use and in good condition?				
Are spring-loaded (self-elevating) bases used in laundry carts?				
OTHER: Enter items pertinent to your location.				

3. LIFTING OR FORCEFUL WHOLE BODY OR HAND EXERTIONS	YES	NO	N/A	COMMENTS
Is the maximum pounds lift restriction known and followed?				

Are "two-person" lift procedures used when changing out or flipping mattresses or lifting heavy laundry bundles or other items?				
Is manual material handling equipment in use and in good condition (dollies, carts, etc.)?				
Are wheels on carts light and easy to push?				
OTHER: Enter items pertinent to your location.				

4. TORSO BENDING, TWISTING, KNEELING AND SQUATTING	YES	NO	N/A	COMMENTS
Is good ergonomic posture in use when having to bend, kneel or squat?				
Can personal protective equipment (PPE) be used to assist in reducing kneeling pressure (mats, pads, etc.)?				
Are appropriate tools provided to prevent having to perform awkward motion?				
OTHER: Enter items pertinent to your location.				

5. PUSHING AND PULLING	YES	NO	N/A	COMMENTS
Are carts pushed, not pulled?				
Are cart contents kept organized, allowing for ease of rolling and viewing?				
Are proper body mechanics in use while pushing carts (feet and arms parallel to				

cart with arms at just below shoulder level)?				
Are cart wheels regularly inspected, cleaned and lubricated?				
OTHER: Enter items pertinent to your location.				

6. FALLING AND STRIKING OBJECTS	YES	NO	N/A	COMMENTS
Are wall fixtures and other items affixed properly to avoid falling?				
OTHER: Enter items pertinent to your location.				

7. PRESSURE POINT WHERE A PART OF THE BODY PRESSES AGAINST AN OBJECT OR SURFACE	YES	NO	N/A	COMMENTS
Are there repetitive areas of pressure that can be relieved by utilizing tools, other body postures or PPE?				
Are work surfaces and equipment of sufficient size and height for the employee?				
Are employees trained in proper manual handling methods and work postures?				

8. EXCESSIVE WORK RATE	YES	NO	N/A	COMMENTS
Do employees pace their work appropriate to the workload?				
Is staffing planned for extraordinarily busy peak times?				

OTHER: Enter items pertinent to your location.				
--	--	--	--	--

9. INADEQUATE RECOVERY TIME BETWEEN HOUSEKEEPING TASKS	YES	NO	N/A	COMMENTS
Do employees take task breaks? Appropriate meal and rest period breaks?				
OTHER: Enter items pertinent to your location.				

Evaluator signature

Date

Incident Investigation Report

Injured employee: _____

Occupation: _____ Location: _____

Date of Incident: _____ Time of Incident: _____

Nature of Incident: _____ Witnesses: _____

Incident description

Complete story of what happened: _____

Conditions at time of injury

Procedures or housekeeping tasks being performed at the time of the injury: _____

Was the required tool being used, what type, and was it used correctly? _____

Photos Provided? Yes ___ No ___ *Surveillance Video Available?* Yes ___ No ___

Action plan

Action necessary to prevent recurrence. (Include injured worker's suggestions)

Investigator signature

Date

Responsible person - action items

Date completed by