The California Hotel & Lodging Association (CHLA) has developed a Musculoskeletal Injury Prevention Program (MIPP) for its hotel and lodging property members. This MIPP draft includes notifications, documentation for a complete MIPP, training in English and Spanish, a worksite evaluation, and an injury investigation report, all customizable for each specific property. This program is available on the CHLA website at www.calodging.com.

The standard was established by the Occupational Safety and Health Standards Board, with oversight by the Department of Industrial Relations, and is implemented by the Division of Occupational Safety and Health (Cal/OSHA or sometimes referred to as DOSH). The Cal/OSHA Advisory Committee process, in which CHLA fully participated can be viewed here, and the complete California Code of Regulations for this standard can be found here.

This summary outlines the requirements of the MIPP standard for the hotel and lodging industry. The standard is summarized below into the categories of employee notification, compliance, worksite evaluations, injury investigations, training and recordkeeping.

**Employee Notification:**

Under this new hotel housekeeping standard, all lodging establishments, regardless of size – are required to establish and maintain a written MIPP that addresses hazards specific to housekeeping. The MIPP may be incorporated into an employer’s existing injury and illness prevention program or maintained as a separate program. It must be readily accessible to each work shift of employees. The MIPP shall include:

- **Names or job titles** of the persons with authority and responsibility for implementing the MIPP at each worksite (Human Resources representative, General/Assistant Manager).
- **A system for ensuring that supervisors and housekeepers comply with the MIPP**, follow the employer’s safe workplace housecleaning practices, and use the housekeeping tools or equipment deemed appropriate for each housekeeping task.

**Compliance:**

- Training on safe work practices, and retraining as necessary.
- **TA system for communicating with housekeepers in a form readily understandable by all housekeepers** on matters relating to occupational safety and health, including provisions designed to encourage housekeepers to inform the employer of hazards at the worksite, and injuries or symptoms that may be related to such hazards without fear of reprisal.
Worksite evaluations:

This requirement is for identifying and evaluating housekeeping hazards. The initial evaluation must be completed within three months of the effective date of the standard and shall be reviewed and updated annually (or earlier if needed). The MIPP must include an effective means of involving housekeepers (and their union representative, if applicable) in designing and conducting the worksite evaluation. The worksite evaluation shall identify and address potential in jury risks to housekeepers including, but not limited to: (1) slips, trips and falls; (2) prolonged or awkward static postures; (3) extreme reaches and repetitive reaches above shoulder height, (4) lifting or forceful whole body or hand exertions; (5) torso bending, twisting, kneeling, and squatting; (6) pushing and pulling; (7) falling and striking objects; (8) pressure points where a part of the body presses against an object or surface; (9) excessive work-rate; and (10) inadequate recovery time between housekeeping tasks.

- The results of the evaluation must be posted and available to the room attendants in a language easily understood by them.
- The evaluation shall be reviewed and updated whenever new processes, practices, procedures, assignments, equipment or guest room renovations are introduced that may impact housekeepers and whenever the employer is made aware of new or previously unrecognized hazards.

**Note:** It is unlawful for an employer to discharge or discriminate against employees for reporting a work-related fatality, injury or illness; requesting access to occupational injury or illness reports and records; or exercising any rights protected by OSHA and Cal/OSHA.

Training:

Required when the MIPP is first established, to new hires, to all housekeepers given new job assignments, when new equipment or practices are introduced, whenever a hazard is identified, and at least annually. Training should include, at minimum, the following elements:

- Signs, symptoms, risk factors of musculoskeletal injuries
- Elements of the MIPP and how it will be made available to housekeepers
- Process for reporting safety and health concerns
- Body mechanics and safe practices, including identification and control of hazards, and the appropriate use of tools and equipment to prevent injuries
- Practice operating the equipment and tools that they will use
- Question & answer opportunity
- Supervisor training on how to identify and correct hazards, how to identify and replace defective equipment, how to evaluate the safety of housekeepers’ work practices, and how to effectively communicate with housekeepers regarding needed corrections.
- Disciplinary measures for those who repeatedly violate the MIPP
  - Suggestions for measures: verbal for first violation, written for second violation, suspension for third/fourth/fifth, then termination.
Injury Investigations:

Investigations of a room attendant’s musculoskeletal injuries should include, at minimum:

- What task was being performed at the time of the injury?
- Were there any identified control measures available and were they used?
- Were required tools or other control measures being used and used properly?
- Input from the injured housekeeper, the union representative (if applicable), and the housekeeper’s supervisor as to whether any other control measure, procedure, or tool would have prevented the injury.
- Procedures for correcting, in a timely manner, hazards identified in the worksite evaluation or in the injury investigation, including procedures for determining whether identified corrective measures are implemented appropriately. These procedures shall include:
  - Involving housekeepers and their union representative (if applicable) in identifying and evaluating possible corrective measures.
  - Appropriate equipment or corrective measures will be identified, assessed, implemented, and then reevaluated.
  - A means of providing appropriate housecleaning equipment, protective equipment, and tools to each housekeeper, including procedures for procuring, inspecting, maintaining, repairing, and replacing appropriate housecleaning tools and equipment.
  - Reviewing, at least annually, the MIPP at each worksite, to determine its effectiveness and make any corrections when necessary.
- Actively involve housekeepers and their union representative (if applicable) in reviewing and updating the MIPP. This shall include a review of the Cal/OSHA Form 300 log and Cal/OSHA Form 301 incident reports.

Recordkeeping:

- Records of the steps taken to implement and maintain the MIPP, including information gathered from the worksite evaluations.
- A copy of the MIPP and all worksite evaluation records shall be available at the property for review and copying by room attendants and/or their designated representative.
- All records shall be made available to the Cal/OSHA Chief of the Division or designee within 72 hours of the request.
- Records of occupational injuries and illnesses shall be created and maintained in accordance with Title 8, Division 1, Chapter 7, Subchapter 1 of the California Code of Regulations.

Penalties: It is important to bear in mind that failure to establish and maintain a hotel housekeeper program or any of the other Cal/OSHA standards that might apply to your lodging establishment can result in substantial civil and criminal penalties. Nonserious violations of Cal/OSHA rules may be assessed up to $12,471 per violation (this includes posting and recordkeeping violations). The minimum penalty for willful or repeat violations is $8,908 and the maximum penalty is $124,709.

CH&LA and CABBI members that have questions or concerns about MIPP compliance should contact CH&LA’s Member Legal Advisor, Jim Abrams at jim@calodging.com.