

message in error, please notify the sender by replying to this message and delete it from your computer.

From: Pamela Vossenas [REDACTED] **Ex 7c**
Sent: Friday, March 04, 2011 10:31 AM
To: [REDACTED] **Ex 7c** - OSHA
Cc: [REDACTED] **Ex 7c**; Turek, Diane - OSHA; Loftus, Angie - OSHA
Subject: Re: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

Thank you [REDACTED] **Ex 7c** .
Do you know when the 14 day posting period ends?
Vinay is checking on the posting as well.
Pamela

Fri, 4 Mar 2011 08:36:48 -0500

[REDACTED] **Ex 7c** - OSHA" [REDACTED] **Ex 7c**
> Good Morning Pamela,
>
>
>
> Attached is the picture of the medical assess order
> posted at Hyatt
> O'Hare. This was verified by me on February 23.

> [REDACTED] **Ex 7c**
> [REDACTED] **Ex 7c**
>
> USDOL/OSHA
>
> Chicago North Area Office
>
> 701 Lee St., Ste. 950
>
> Des Plaines IL 60016
>
> 847.803.4800
>
> 847.390.8220

> _____
>
> From: Pamela Vossenas [REDACTED] **Ex 7c**
> Sent: Thursday, March 03, 2011 7:55 PM
> To: 'Pamela Vossenas'; [REDACTED] **Ex 7c** - OSHA
> Cc: [REDACTED] **Ex 7c**
> Subject: RE: Medical Access Order- UNITE HERE Request to
> Post Notice at
> O'Hare Hyatt

> I am resending to Vinay, pls note email address. Also,

0908

>if you are
> unable to reach Vinay, please contact me at my numbers
>below.
>
>
>
>
> _____
>
>From: Pamela Vossenas [redacted] **Ex 7c**
> Sent: Thursday, March 03, 2011 8:54 PM
> To: [redacted] **Ex 7c** - OSHA'
> Cc: [redacted] **Ex 7c**
> Subject: RE: Medical Access Order- UNITE HERE Request to
>Post Notice at
> O'Hare Hyatt
>
>
>
> Hello [redacted] **Ex 7c**
>
> This is a reminder that UNITE HERE has requested to have
>the MOA notice
> posted at the Ohare as we did at the Park Hyatt.
>
> I understand there was a miscommunication but as you
>stated on our call,
> at no time did we say we wanted the notice to go in the
>files.
>
> Please let me know when it has been posted.
>
> Thank you.
>
>
> Pamela Vossenas
>
>
> Pamela Vossenas, MPH
>
> Workplace Safety & Health Coordinator/
>
> Staff Epidemiologist
>
> UNITE HERE! International Union
>
> Strategic Affairs Department
>
> 275 Seventh Avenue, 11flr
>
> New York, NY 10001
>
> 212-332-9318 direct line

0909

>
> **Ex 7c** cell
>
> 212-489-0598 fax

>
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>
>
> From: **Ex 7c** - OSHA **Ex 7c**
> Sent: Tuesday, February 01, 2011 11:03 AM
> To: Pamela Vossenas
> Subject: RE: Medical Access Order- O'Hare Hyatt

>
>
> Pamela,
>
>
>
> A copy of the access order is in the mail.

>
>
> **Ex 7c**

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>
> From: Pamela Vossenas **Ex 7c**
> Sent: Friday, January 28, 2011 1:58 PM
> To: **Ex 7c** - OSHA
> Cc: 'Vinay Ravi'
> Subject: FW: Medical Access Order- O'Hare Hyatt

>
>
> **Ex 7c**

> Yes please send me a hard copy.
>
> Please cc Vinay Ravi from UNITE HERE Local 1 as well.
>
> Thank you.
>
> Pamela
>
>
>
> Pamela Vossenas, MPH
>
> Workplace Safety & Health Coordinator/
>

> Staff Epidemiologist
>
> UNITE HERE! International Union
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> 212-489-0598 fax
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>

> From: **Ex 7c** - OSHA **Ex 7c**
> Sent: Wednesday, January 26, 2011 12:12 PM
> To: Pamela Vossen
> Subject: Medical Access Order- O'Hare Hyatt
>
>
>
>

> Hello Pamela,
>
>
>
>

> Attached is the copy of the cover letter and the medical
> access order
> that was provided to Hyatt Regency O'Hare.
>
>
>

> I have mailed a hard copy to William Biggerstaff- UNITE
> HERE Local 450
> location in Forest Park.
>
>
>

> Please let me know if you would like a hard copy mailed
> to you as well.
>
>
>

> Thanks,
>
>
>

> **Ex 7c**

> **Ex 7c**

> **Ex 7c**

> USDOL/OSHA

> Chicago North Area Office

> 701 Lee St., Ste. 950

> Des Plaines IL 60016

> 847.803.4800

> 847.390.8220

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0912

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>

From: **Ex 7c** - OSHA
Sent: Friday, March 04, 2011 7:37 AM
To: 'Pamela Vossenass'
Cc: **Ex 7c**; Turek, Diane - OSHA; Loftus, Angie - OSHA
Subject: RE: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

Attachments: osha 003.JPG

Good Morning Pamela,

Attached is the picture of the medical assess order posted at Hyatt O'Hare. This was verified by me on February 23.

Ex 7c

Ex 7c

USDOL/OSHA

Chicago North Area Office

701 Lee St., Ste. 950

Des Plaines IL 60016

847.803.4800

847.390.8220

From: Pamela Vossenass **Ex 7c**
Sent: Thursday, March 03, 2011 7:55 PM
To: 'Pamela Vossenass'; **Ex 7c** - OSHA
Cc: **Ex 7c**
Subject: RE: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

I am resending to Vinay, pls note email address. Also, if you are unable to reach Vinay, please contact me at my numbers below.

0913

From: Pamela Vossenas [REDACTED] **Ex 7c**
Sent: Thursday, March 03, 2011 8:54 PM
To: [REDACTED] **Ex 7c** - OSHA'
Cc: [REDACTED] **Ex 7c**
Subject: RE: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

Hello [REDACTED] **Ex 7c**,

This is a reminder that UNITE HERE has requested to have the MOA notice posted at the Ohare as we did at the Park Hyatt.

I understand there was a miscommunication but as you stated on our call, at no time did we say we wanted the notice to go in the files.

Please let me know when it has been posted.

Thank you.

Pamela Vossenas

Pamela Vossenas, MPH

Workplace Safety & Health Coordinator/

Staff Epidemiologist

UNITE HERE! International Union

Strategic Affairs Department

275 Seventh Avenue, 11flr

New York, NY 10001

212-332-9318 direct line

[REDACTED] **Ex 7c** cell

212-489-0598 fax

From: **Ex 7c** - OSHA **Ex 7c**
Sent: Tuesday, February 01, 2011 11:03 AM
To: Pamela Vossenas
Subject: RE: Medical Access Order- O'Hare Hyatt

Pamela,

A copy of the access order is in the mail.

Ex 7c

From: Pamela Vossenas **Ex 7c**
Sent: Friday, January 28, 2011 1:58 PM
To: **Ex 7c** - OSHA
Cc: 'Vinay Ravi'
Subject: FW: Medical Access Order- O'Hare Hyatt

Ex 7c,

Yes please send me a hard copy.

Please cc Vinay Ravi from UNITE HERE Local 1 as well.

Thank you.

Pamela

Pamela Vossenas, MPH

Workplace Safety & Health Coordinator/

Staff Epidemiologist

UNITE HERE! International Union

Strategic Affairs Department

275 Seventh Avenue, 11flr

New York, NY 10001

0915

212-332-9318 direct line

Ex 7c cell

212-489-0598 fax

From: **Ex 7c** - OSHA **Ex 7c**
Sent: Wednesday, January 26, 2011 12:12 PM
To: Pamela Vossenas
Subject: Medical Access Order- O'Hare Hyatt

Hello Pamela,

Attached is the copy of the cover letter and the medical access order that was provided to Hyatt Regency O'Hare.

I have mailed a hard copy to William Biggerstaff- UNITE HERE Local 450 location in Forest Park.

Please let me know if you would like a hard copy mailed to you as well.

Thanks,

Ex 7c

Ex 7c

Ex 7c

USDOL/OSHA

Chicago North Area Office

701 Lee St., Ste. 950

Des Plaines IL 60016

0916

847.803.4800

847.390.8220

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Ex 5

Ex 5

From: Pamela Vossenas **Ex 7c**
Sent: Thursday, March 03, 2011 3:02 PM
To: Connors, Michael - OSHA
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

As has been expressed to me by the compliance officer and others, workers at Ohare most likely will request to be interviewed

offsite, as is their right, due to not feeling comfortable being interviewed at the hotel. I can discuss that with the compliance officer. Yes I should have confirmed names in the next few days. Since this is the slow season, a number of workers are laid off and have returned to their home country and are not available.

From: Connors, Michael - OSHA **Ex 7c**
Sent: Thursday, March 03, 2011 3:55 PM

0917

To: Pamela Vossenas
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

The IHs will do the field interviews. If you have the names of more people for us to contact please send them to us and we will attempt to contact them.

From: Pamela Vossenas [redacted] **Ex 7c**
Sent: Wednesday, March 02, 2011 12:51 PM
To: Connors, Michael - OSHA
Cc: Walters, Nick - OSHA; Root, Dana - OSHA; 'Pamela Vossenas'
Subject: Followup Questions to Feb 24 Meeting on Hotel Complaints

Hello Mike,

Thank you once again for making you and your staff available to discuss the above.

Can you please tell me when Dana Root will be back in Chicago to do worker interviews as we discussed.

If unable to get a time for when the workers and Dana can meet, then can we arrange to have the compliance officer interview them?

I am also assembling the additional information we discussed as well.

Pamela

Pamela Vossenas, MPH

Workplace Safety & Health Coordinator/

Staff Epidemiologist

UNITE HERE! International Union

Strategic Affairs Department

275 Seventh Avenue, 11 flr

New York, NY 10001

212-332-9318 direct line

Ex 7c cell

212-489-0598 fax

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Ex 5

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Ex 5

From: Pamela Vossenas **Ex 7c**
Sent: Tuesday, December 07, 2010 8:54 PM
To: **Ex 7c** - OSHA
Cc: Turek, Diane - OSHA
Subject: RE: Additional information Ohare

Importance: High

Hello **Ex 7c**

Here is the information you requested. Pls let me know if you need anything else.

0954

Pamela

1. Hyatt O'Hare # employees: **Ex 4**

2. Classifications represented:

Housekeeping (all): Room Attendants, House Attendant, Public Areas, Turndown Attendant,

Food and Beverage (all): Restaurant Server, Restaurant Busser, Room Service Server, Room Service Order Taker, Room Service Busser, Bartender, Barporter, Utility Stewards, Floor Stewards, Banquet Server, Banquet Bartender, Convention Services Houseperson, Cooks,

We DO NOT represent Doormen, Bellman, Painters, Engineers, or Mini-Bar

Pamela Vossen, MPH

Workplace Safety & Health Coordinator/

Staff Epidemiologist

UNITE HERE! International Union

Strategic Affairs Department

275 Seventh Avenue, 11 flr

New York, NY 10001

212-332-9318 direct line

Ex 7c cell

212-489-0598 fax

From: Ex 7c - OSHA Ex 7c
Sent: Friday, December 03, 2010 6:26 PM
To: pvossenas Ex 7c
Subject: Additional information

Hello Pamela,

I am following up to our conversation this afternoon. When you have a chance, could you provide me with the approximate number of employees at the Hyatt Regency O'Hare, as well as the job categories/titles that Unite represents at that location?

Thanks,

Ex 7c

Ex 7c

Ex 7c

Ex 7c

USDOL/OSHA

Chicago North Area Office

701 Lee St., Ste. 950

Des Plaines IL 60016

847.803.4800

847.390.8220

From: Pamela Vossenas Ex 7c
Sent: Friday, December 03, 2010 10:37 PM
To: Newquist, John - OSHA
Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA
Subject: RE: Meeting at Chicago Regional Office November 30

0956

Attachments: Occ Injury Disparities US Hotel Industry Published.pdf

Hello,
Here is the published version of the AJIM study.

Thank you again for making time to meet with us earlier this week.

Sincerely,
Pamela
Pamela Vossenias, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

From: Pamela Vossenias **Ex 7c**
Sent: Friday, December 03, 2010 9:46 PM
To: Donovan, William - OSHA
Cc: Connors, Michael - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA
Subject: UNITE HERE Local 1 contacts at four hotels

Importance: High

Attachments: UNITE HERE contacts 4 hotels.pdf

Hello Mr. Donovan,
Attached are the Local 1 members and workers at the four hotels where complaints were filed who will serve as a point of contact, with the primary contact listed first. Please call me with any questions.

Sincerely,
Pamela

Pamela Vossenias, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

Ex 5

Ex 5

Ex 5

Ex 5

From: pvossenas Ex 7c
Sent: Friday, November 26, 2010 1:17 PM
To: Newquist, John - OSHA
Cc: Galmore, Shumaine - OSHA; Connors, Michael - OSHA; Walters, Nick - OSHA; Turek, Diane - OSHA; Donovan, William - OSHA; Anderson, Gary - OSHA; Mock, Anita - OSHA; Carter, Jeffrey S. - OSHA State (SP-IN); Ptak, Leslie - OSHA
Subject: Re: Can we start at 2pm CST to accomodate his arrival time?

Hello,
I believe our meeting goes until 3:30 and so would the call. Correct?
Thank you.
Pamela

-----Original Message-----

From: Newquist, John - OSHA
To: Pamela. Vossenas
Cc: Galmore, Shumaine - OSHA
Cc: Connors, Michael - OSHA
Cc: Walters, Nick - OSHA
Cc: Turek, Diane - OSHA
Cc: Donovan, William - OSHA
Cc: Anderson, Gary - OSHA
Cc: Mock, Anita - OSHA
Cc: Carter, Jeffrey S. - OSHA State (SP-IN)
Cc: Ptak, Leslie - OSHA
Sent: Nov 26, 2010 9:53 AM
Subject: RE: Can we start at 2pm CST to accomodate his arrival time?

Hello Pamela,

Shumaine will set up the conference with call for Tuesday, Nov 30 at 2:00 pm CST. She will forward the call-information when she returns Monday.

John Newquist

-----Original Message-----

From: Pamela Vossenas [Ex 7c

0959

Sent: Wednesday, November 24, 2010 3:59 PM
To: Newquist, John - OSHA
Cc: Connors, Michael - OSHA
Subject: Request for Time Change & IN Complaint

Hello,
Attached is the IN complaint.

Eric Myers from Davis, Cowell & Bowe law firm is flying in from SF. Can we start at 2pm CST to accomodate his arrival time?
Thank you.

Happy Thansksgiving.
Pamela Vossen

Sent via BlackBerry by AT&T
From: Pamela Vossen **Ex 7c**
Sent: Tuesday, November 23, 2010 5:00 PM
To: Newquist, John - OSHA
Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA
Subject: RE: Meeting at Chicago Regional Office November 30

Hello,
Thank you for the update.
Ergonomist Gary Orr and Sue Ferguson, Ohio State University faculty, are able to attend our meeting by phone to give a short report each on the ergonomic evaluations they have performed relating to hotel housekeeping hazards (both) and remedies (Orr). I can provide these reports ahead of time as well. When Dana Root is available, I am sure Gary and Sue can make themselves available for any questions.

Please provide me with a call-in number for them. Also, pls send directions by train to your office.

Thank you.
Pamela

Pamela Vossen
Workplace Safety & Health Coordinator
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

-----Original Message-----

0960

From: Newquist, John - OSHA **Ex 7c**
Sent: Monday, November 22, 2010 12:55 PM
To: Pamela Vossen
Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA
Subject: RE: Meeting at Chicago Regional Office November 30

Dear Ms. Vossen.

Would 1:00 pm - 2:30pm on November 30th at our office work?

We would have the following individuals be present at the meeting:
Michael Connors - Regional Administrator
Nick Walters - Deputy Regional Administrator
Bill Donovan - Assistant Regional Administrator for Enforcement Programs
John Newquist - Assistant Regional Administrator for Cooperative and State Programs
Diane Turek - Area Director of Chicago North OSHA Office.
Gary Anderson - Area Director of Calumet City OSHA Office.

The topics would include:

- OSHA Inspection protocol, strategy, and coordination of the complaint items.
- Ergonomics enforcement by OSHA
- Recordkeeping issues at the hotels
- Any UNITE HERE issues related to the inspection

No OSHA inspection has started at the Hyatt in any of the four locations mentioned in the complaint.

I will follow up with a phone call to your voice mail as requested.
Thanks.

John Newquist MS, CSP, CFI
Assistant Regional Administrator for Cooperative and State Programs
OSHA
230 S. Dearborn, Suite 3244
Chicago, IL 60604
(312)-353-5977

-----Original Message-----

From: Pamela Vossen **Ex 7c**
Sent: Monday, November 22, 2010 10:14 AM
To: Newquist, John - OSHA
Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA
Subject: Re: Meeting at Chicago Regional Office November 30

Dear Mr. Newquist,
Thank you for making time to meet with me on Friday while I was in Chicago for a meeting.

I also appreciate the November 30th invite. Please let me know if any times work better than others. I would also like to know who will

0961

attend, what their positions are and roles in the inspection and what agenda items you all would like to discuss.

The latter will help me decide who should accompany me to this meeting. Also, as we are on limited travel budget, I would like to maximize our meeting and so knowing the breadth of topics to be discussed is important. For example, I would like to spend some time sharing research that I have done for the past five years at UNITE HERE as the staff epidemiologist and former Health and Safety Rep for the Hotel Division about housekeeper injuries including the recently published peer-reviewed article in the American Journal of Industrial Medicine and our suggestions for remedies based on scientific data regarding hazards of hotel work and remedies cited in the literature and in practice at other hotels.

I have been informed that OSHA was in the Hyatt Ohare on Friday. Can you please confirm that? Also, if there is to be an opening conference, then we as the bargaining unit agent request to participate.

I am off today but am tending to important business which this is so please leave a message on my work phone as I am checking messages and I will return your call swiftly.

Thank you.

Sincerely,

Pamela Vossenias, MPH

Workplace Safety and Health Coordinator

Staff Epidemiologist

UNITE HERE International Union

275 Seventh Ave, 11th floor

New York, NY 10001

212-332-9318

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From: Pamela Vossenias

Ex 7c

Sent: Tuesday, November 23, 2010 7:01 AM

To: Newquist, John - OSHA

Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA

Subject: Re: Meeting at Chicago Regional Office November 30

Thank you for your reply.

0962

I can attend the meeting on Nov. 30th . I believe the times will work but will confirm when I make my flight reservation today.

I am waiting to hear about the availability of a couple of other people to accompany me. If they cannot attend in person, can you arrange to have them participate by phone?

Pamela

On Mon, 22 Nov 2010 12:54:43 -0500

"Newquist, John - OSHA" **Ex 7c** wrote:

> Dear Ms. Vossenas.

>

> Would 1:00 pm - 2:30pm on November 30th at our office >work?

>

> We would have the following individuals be present at >the meeting:

> Michael Connors - Regional Administrator

> Nick Walters - Deputy Regional Administrator

> Bill Donovan - Assistant Regional Administrator for >Enforcement Programs

> John Newquist - Assistant Regional Administrator for >Cooperative and

> State Programs

> Diane Turek - Area Director of Chicago North OSHA >Office.

> Gary Anderson - Area Director of Calumet City OSHA >Office.

>

> The topics would include:

> - OSHA Inspection protocol, strategy, and coordination >of the complaint

> items.

> - Ergonomics enforcement by OSHA

> - Recordkeeping issues at the hotels

> - Any UNITE HERE issues related to the inspection

>

> No OSHA inspection has started at the Hyatt in any of >the four locations

> mentioned in the complaint.

>

> I will follow up with a phone call to your voice mail as >requested.

> Thanks.

>

> John Newquist MS, CSP, CFI

> Assistant Regional Administrator for Cooperative and >State Programs

> OSHA

> 230 S. Dearborn, Suite 3244

> Chicago, IL 60604

> (312)-353-5977

>

0963

> -----Original Message-----

> From: Pamela Vossen

Ex 7c

> Sent: Monday, November 22, 2010 10:14 AM

> To: Newquist, John - OSHA

> Cc: Connors, Michael - OSHA; Walters, Nick - OSHA;

> Donovan, William -

> OSHA

> Subject: Re: Meeting at Chicago Regional Office November
>30

>
> Dear Mr. Newquist,
> Thank you for making time to meet with me on Friday
>while I was in
> Chicago for a meeting.

>
> I also appreciate the November 30th invite. Please let
>me know if any
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>to this meeting.

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> important. For example, I would like to spend some time
>sharing research
> that I have done for the past five years at UNITE HERE
>as the staff
> epidemiologist and former Health and Safety Rep for the
>Hotel Division
> about housekeeper injuries including the recently
>published peer-reviewed
> article in the American Journal of Industrial Medicine
>and our
> suggestions for remedies based on scientific data
>regarding hazards of
> hotel work and remedies cited in the literature and in
>practice at other
> hotels.

>
> I have been informed that OSHA was in the Hyatt Ohare on
>Friday. Can you
> please confirm that? Also, if there is to be an opening
>conference, then
> we as the bargaining unit agent request to participate.

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> I am off today but am tending to important business
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> please leave a message on my work phone as I am checking

0964

>messages and I
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> Thank you.
> Sincerely,
> Pamela Vossen, MPH
> Workplace Safety and Health Coordinator
> Staff Epidemiologist
> UNITE HERE International Union
> 275 Seventh Ave, 11th floor
> New York, NY 10001
> 212-332-9318
>
>
> NOTICE:
> This e-mail message and any attachments to it may
>contain confidential information. The information
>contained in this transmission is intended solely for the
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>e-mail or any attachments to it. If you have received
>this message in error, please notify the sender by
>replying to this message and delete it from your
>computer.

From: Newquist, John - OSHA
Sent: Monday, November 22, 2010 11:55 AM
To: 'Pamela Vossen, MPH'
Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA
Subject: RE: Meeting at Chicago Regional Office November 30

Dear Ms. Vossen,

Would 1:00 pm - 2:30pm on November 30th at our office work?

We would have the following individuals be present at the meeting:
Michael Connors - Regional Administrator
Nick Walters - Deputy Regional Administrator
Bill Donovan - Assistant Regional Administrator for Enforcement Programs
John Newquist - Assistant Regional Administrator for Cooperative and State Programs
Diane Turek - Area Director of Chicago North OSHA Office.
Gary Anderson - Area Director of Calumet City OSHA Office.

The topics would include:
- OSHA Inspection protocol, strategy, and coordination of the complaint items.
- Ergonomics enforcement by OSHA
- Recordkeeping issues at the hotels
- Any UNITE HERE issues related to the inspection

No OSHA inspection has started at the Hyatt in any of the four locations mentioned in the complaint.

I will follow up with a phone call to your voice mail as requested. Thanks.

John Newquist MS, CSP, CFI
Assistant Regional Administrator for Cooperative and State Programs
OSHA
230 S. Dearborn, Suite 3244
Chicago, IL 60604
(312)-353-5977

-----Original Message-----

From: Pamela Vossenas [redacted] **Ex 7c**
Sent: Monday, November 22, 2010 10:14 AM
To: Newquist, John - OSHA
Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA
Subject: Re: Meeting at Chicago Regional Office November 30

Dear Mr. Newquist,
Thank you for making time to meet with me on Friday while I was in Chicago for a meeting.

I also appreciate the November 30th invite. Please let me know if any times work better than others. I would also like to know who will attend, what their positions are and roles in the inspection and what agenda items you all would like to discuss.

The latter will help me decide who should accompany me to this meeting. Also, as we are on limited travel budget, I would like to maximize our meeting and so knowing the breadth of topics to be discussed is important. For example, I would like to spend some time sharing research that I have done for the past five years at UNITE HERE as the staff epidemiologist and former Health and Safety Rep for the Hotel Division about housekeeper injuries including the recently published peer-reviewed article in the American Journal of Industrial Medicine and our suggestions for remedies based on scientific data regarding hazards of hotel work and remedies cited in the literature and in practice at other hotels.

I have been informed that OSHA was in the Hyatt Ohare on Friday. Can you please confirm that? Also, if there is to be an opening conference, then we as the bargaining unit agent request to participate.

I am off today but am tending to important business which this is so please leave a message on my work phone as I am checking messages and I will return your call swiftly.

Thank you.

Sincerely,

Pamela Vossenas, MPH
Workplace Safety and Health Coordinator
Staff Epidemiologist
UNITE HERE International Union
275 Seventh Ave, 11th floor
New York, NY 10001
212-332-9318

Ex 5

Ex 5 : **Ex 5**

0966

10am 4/5/11

→ address:

✓ Vinay Ravi as contact @ Local 1
he is the ~~exp~~ ^{contact} for ees @ Hyatt also

✓ Local 450 - info provided

Send correspondence to Inter @ ~~Vinay~~ Parula's

SEIU - to UNITE Here local 1
55 W Van Buren 5th Flr
City 60605

? request'd documents for ergo

✓ **Ex 7c** [redacted] was concerned that she couldn't ~~finish~~ complete the ~~for~~ rooms.

✓? **Ex 7c** [redacted]

✓ **Ex 7c** [redacted]

✓? **Ex 7c** [redacted]

? what's the next step w/ ergonomics portion

~~record keep'g~~ ^{review} we rec'd 2 yrs 2010-2009
rec'ds were rec'd

deficiencies were ~~found~~ ¹⁰⁰⁵ found

? did we look @ the list of expenses
not appearing on the log that
was e-mailed to us

how many did we look @ from the spread sheet

— type of room for the "stay over"
was it a double

Check on double-double

Local 450 - designated rep
by letter for clos'g

designated rep mis communication

OSHA shouldn't select
if there is a discrepancy

going to look @ house keeping
& whether one was selected
by OSHA

- saw me close w/ 2 locals?
 - Vinay Ravi -
 - * Local 450? rep, too.

✓ @ rights card to Pamela

Angie's notes

Pamela's info

(3/10/11) 3 ees to 6 interview'd →

Ex 7c

(3/15/11) 6 ask'd housekeepers →

Ex 7c

✓ interview'd

observe all
walks as stop
steward
alternate steward's

(9)

call after
break

(6) Ex 7c

Ex 7c

w/ request to new practices:

interview'd
all items

- clean'g floor on hands/knees
- us'g rag w/ leg to clean floor of bathroom
- tying towel to a broom to clean floor
- climbing on the tub to clean the shower walls
- fuck'g sheets all around the bed
- checkout room & stayover room w/ 2 double beds

?

(3/18/11) able to video tape and inter view - but left everyone else declined videotaping

Ex 7c

(checkout room)

Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Friday, March 25, 2011 12:42 PM
To: 'Pamela Vossenas'
Cc: Loftus, Angie - OSHA; [REDACTED] Ex 7c - OSHA; Sciolaro, Lisa - OSHA; Connors, Michael - OSHA; vinay [REDACTED] Ex 7c
Subject: RE: update call with UNITE HERE on Ohare Inspection

Pamela, I am not available all next week. The following week would be fine for a call.

-----Original Message-----
From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Thursday, March 24, 2011 4:45 PM
To: 'Pamela Vossenas'; Turek, Diane - OSHA
Cc: Loftus, Angie - OSHA; [REDACTED] Ex 7c - OSHA; Sciolaro, Lisa - OSHA; Connors, Michael - OSHA; vinay.r.ravi@gmail.com
Subject: RE: update call with UNITE HERE on Ohare Inspection

Diane, actually Vinay will be calling you directly to give you the names of those to be interviewed before we set up a call and he will arrange with you how they can take place.

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[REDACTED] Ex 7c cell
212-489-0598 fax

-----Original Message-----
From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Thursday, March 24, 2011 4:10 PM
To: 'Turek, Diane - OSHA'
Cc: 'Loftus, Angie - OSHA'; [REDACTED] Ex 7c - OSHA'; 'Sciolaro, Lisa - OSHA'; 'Connors Michael - OSHA'; 'vinay.r.ravi@gmail.com'
Subject: update call with UNITE HERE on Ohare Inspection

Hi Diane,
Vinay and I would like to set up a call to get an update on OHare inspection & ergo evaluation and in particular what housekeepers on our list did not get interviewed last week.

We also want to review the process for union contacts at the hotel and for Local 1 and Local 450.

Please let us know when that can happen. We prefer to do this early next week, if possible. Thank you.
Pamela

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[REDACTED] Ex 7c cell

212-489-0598 fax

Loftus, Angie - OSHA

From: Pamela Vossenas Ex 7c
Sent: Thursday, March 24, 2011 4:45 PM
To: 'Pamela Vossenas'; Turek, Diane - OSHA
Cc: Loftus, Angie - OSHA; Ex 7c - OSHA; Sciolaro, Lisa - OSHA; Connors, Michael - OSHA; vinay.r.rav Ex 7c
Subject: RE: update call with UNITE HERE on Ohare Inspection

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actually Vinay will be calling you directly to give you the names of those to be interviewed before we set up a call and he will arrange with you how they can take place.

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

Local 1 organizer

was absent

-----Original Message-----

From: Pamela Vossenas [mailto: Ex 7c]
Sent: Thursday, March 24, 2011 4:10 PM
To: 'Turek, Diane - OSHA'
Cc: 'Loftus, Angie - OSHA'; Ex 7c - OSHA'; 'Sciolaro, Lisa - OSHA'; 'Connors, Michael - OSHA'; 'vinay.r.rav: Ex 7c
Subject: update call with UNITE HERE on Ohare Inspection

- OSHA Labor Liaison

Ex 7c

Hi Diane,
① Vinay and I would like to set up a call to get an update on OHare inspection & ergo evaluation and in particular what housekeepers on our list did not get interviewed last week.

② We also want to review the process for union contacts at the hotel and for Local 1 and Local 450.

Please let us know when that can happen. We prefer to do this early next week, if possible. Thank you.
Pamela

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
646-305-7304 cell
212-489-0598 fax

*① opening none are housekeepers
4 reps identify fed
Diane Dupree - @panin
suggested*

*not @ site (Hagatt Ohare)
4 names*

refused;

Ex 7c

Ex 7c

Loftus, Angie - OSHA

From: Ex 7c - OSHA
Sent: Wednesday, May 25, 2011 7:52 AM
To: 'Vinay Ravi'
Cc: 'Pamela Vossenias'
Subject: RE: Scheduling Closing Conference
Importance: High

Below is the conference call information for Thursday May 26, 2011 at 4 pm (Central Time).

Call in number: 888-942-9692
Passcode: 45531

Ex 7c

USDOL/OSHA
 Chicago North Area Office
 701 Lee St. Ste, 950
 Des Plaines IL, 60016
 847-803-4800
 847-390-8220

From: Vinay Ravi Ex 7c
Sent: Tuesday, May 24, 2011 11:56 AM
To: Ex 7c - OSHA
Subject: Re: Scheduling Closing Conference

Ex 7c

myself and Pamela are available Thursday at 4pm cst. Does that work for you?

Thanks,
 Vinay

On Tue, May 24, 2011 at 9:24 AM, Ex 7c - OSHA Ex 7c
 Vinay,

I wanted to schedule a closing conference for Hyatt Regency O'Hare. I am available Thursday afternoon or Friday morning. We can look at other days if either of those days do not work for you. Please call or contact me via email.

Thanks,

Ex 7c

USDOL/OSHA
 Chicago North Area Office
 701 Lee St. Ste, 950
 Des Plaines IL, 60016
 847-803-4800
 847-390-8220

Loftus, Angie - OSHA

From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Wednesday, May 25, 2011 5:55 PM
To: [REDACTED] Ex 7c OSHA
Cc: 'Vinay Ravi'; Loftus, Angie - OSHA; Turek, Diane - OSHA
Subject: RE: Scheduling Closing Conference - CalOSHA Information Memo

Attachments: Andaz_Citation Packet_May 2011.pdf



Andaz_Citation
Packet_May 2011...

Thank you [REDACTED] Ex 7c I am attaching the Information Memo issued by CalOSHA on May 20, 2011 related to housekeeping hotels hazards which includes several practical recommendations for reducing bedmaking and cleaning injuries. I am ccing Angie and Diane so that you all have it.

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[REDACTED] Ex 7c cell
212-489-0598 fax

-----Original Message-----

From: [REDACTED] Ex 7c - OSHA [REDACTED] Ex 7c
Sent: Wednesday, May 25, 2011 11:59 AM
To: Pamela Vossenas
Cc: Vinay Ravi
Subject: RE: Scheduling Closing Conference

Hello Pamela,

There is no paperwork that will be needed for the closing conference. Attached is the link to "Employer Rights Following an OSHA inspection": <http://www.osha.gov/Publications/osha3000.html> which is discussed at the closing conference.

Any correspondence that is sent to the employer after the closing conference will also be sent to the union.

[REDACTED] Ex 7c

-----Original Message-----

From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Wednesday, May 25, 2011 9:02 AM
To: [REDACTED] Ex 7c - OSHA; Vinay Ravi
Subject: Re: Scheduling Closing Conference

Hello [REDACTED] Ex 7c

Can you please send electronically the paperwork for the closing conference. I am on travel and appreciate you sending it.

Thank you.
Pamela Vossen

On Wed, 25 May 2011 08:51:59 -0400

Ex 7c - OSHA" Ex 7c wrote:

> Below is the conference call information for Thursday May 26, 2011 at
> 4 pm (Central Time).

> Call in number: 888-942-9692

> Passcode: 45531

Ex 7c

> USDOL/OSHA

> Chicago North Area Office

> 701 Lee St. Ste, 950

> Des Plaines IL, 60016

> 847-803-4800

> 847-390-8220

> From: Vinay Ravi Ex 7c

> Sent: Tuesday, May 24, 2011 11:56 AM

> To: Ex 7c - OSHA

> Subject: Re: Scheduling Closing Conference

Ex 7c

> myself and Pamela are available Thursday at 4pm cst.

> Does that work for

> you?

> Thanks,

> Vinay

> On Tue, May 24, 2011 at 9:24 AM, Ex 7c - OSHA

> Ex 7c wrote:

> Vinay,

> I wanted to schedule a closing conference for Hyatt Regency

O'Hare.

> I am available Thursday afternoon or Friday morning. We can look at

> other days if either of those days do not work for you. Please call or

> contact me via email.

> Thanks,

Ex 7c

> USDOL/OSHA

> Chicago North Area Office
> 701 Lee St. Ste, 950
> Des Plaines IL, 60016
> 847-803-4800
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>
>
>
>
>

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INFORMATION MEMORANDUM

EMPLOYER: Andaz West Hollywood
 Attn: Julie Shepard, Human Resources Director
ADDRESS: 8401 Sunset Blvd.,
 Los Angeles, CA. 90069

Page: 1 of 2

An inspection or investigation of a place of employment located at 8401 Sunset Blvd in Los Angeles was conducted by Natalie L. Daleo on 11/23/2010. This Information Memorandum is intended to direct your attention to the following conditions which can be potentially hazardous to the safety and health of employees in the future. If these conditions were not corrected before employees are exposed, violations of safety and health standards would occur and you would receive one or more citations covering these violations, which will entail a civil penalty. In addition, one or more of the citations may be classified as willful based on the information contained in the memorandum.

Item No.	No. of Instances	Description of Potential Hazard
1	1	<p>At the time of inspection and as requested, the employer provided copies of their 2008-2011 OSHA 300 Logs and selected Supervisor's Accident Investigation reports, Employer's First Report of Occupational Injury or Illness (5020), and the Worker's Compensation Claim Form (DWC-1). A review of the records found that two room attendants in the Housekeeping Department on separate occasions reported injuries to the employer that occurred while they were performing bed making activities. The injuries were subsequently objectively diagnosed by a licensed physician as occupational repetitive motion injuries. The dates of reporting are as follows:</p> <ul style="list-style-type: none"> 1) Employee 1 December 6, 2009 2) Employee 2 March 9, 2011 <p>Also, the records and reports show that on February 24, 2010, another room attendant reported an injury from repeatedly cleaning the bathroom floor on her knees. The injury was also subsequently objectively diagnosed by a licensed physician as an occupational repetitive motion injury.</p>

Division Engineer/Industrial Hygienist: Natalie L. Daleo Date: 5-20-11

District Manager: [Signature] Date: 5.20.11

Item No.	No. of Instances	Description of Potential Hazard <i>(continued)</i>
		<p>The employer should conduct an evaluation of the work tasks and procedures associated with bed making and cleaning to identify the potential exposures and recognized ergonomic risk factors. The employer should consider engineering and/or administrative controls such as, but not limited to:</p> <ul style="list-style-type: none"> a) Work load & organization of work; b) Using tools and/or fitted sheets, c) Eliminating the need to pull the blanket into the duvet cover; and/or d) Recommendations of a person who is knowledgeable in ergonomic concepts, to further minimize the risk of injury. <p>The employer should also develop and implement a training program designed to provide employees information on the risk factors of RMIs and how to prevent them as well as the importance of adhering to established safe work practices associated with bed making and cleaning, and encourage employees to report their symptoms and injuries to the employer in a timely manner.</p> <p><i>Reference BCCR §5110</i></p>
2	1	<p>At the time of inspection and as requested, the employer provided a copy of their written "Confined Space Entry" program. The employer's written program does not have all of the elements and procedures as required by this section if employees are to enter confined spaces.</p> <p>The employer's hotel and restaurant operations are subject to the definitions and requirements of Title 8 CCR §5157 – Permit Required Confined Spaces. To this end, the employer must evaluate the workplace by using the decision flow chart in Appendix A of Title 8 CCR §5157 to determine if the confined spaces at the facility, such as boilers, pits, compartments, ducts and/or vaults will be entered by its and/or other employees and/or if they can be reclassified to non-permit required confined spaces.</p> <p>If the employer determines that its employees and or other employees will enter a permit-required confined space, the employer must then develop a compliant program that will address the hazards of the confined spaces that they intend to enter, provide training to each affected employee and practice making permit space rescues, as required.</p> <p><i>Reference BCCR §5157</i></p>

State of California
Division of Occupational Safety and Health
320 West 4th St., Suite 850
Los Angeles, CA 90013
Phone: (213) 576-7451 Fax: (213) 576-7461



Citation and Notification of Penalty

To:
Andaz West Hollywood
and its successors
8401 Sunset Blvd.
Los Angeles, CA 90069

Inspection Number: 300874989
Inspection Date(s): 11/23/2010 11/23/2010
Issuance Date: 05/20/2011
CSHO ID: Z7284
Optional Report #: 012-11
Reporting ID: 0950641

Inspection Site:
8401 Sunset Blvd.
Los Angeles, CA 90069

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise indicated within the description given below.

This Citation and Notification of Penalty (hereinafter Citation) is being issued in accordance with California Labor Code Section 6317 for violations that were found during the inspection/investigation. **This Citation or a copy must be prominently posted upon receipt by the employer at or near the location of each violation until the violative condition is corrected or for three working days, whichever is longer.** Violations of Title 8 of the California Code of Regulations or of the California Labor Code may result in some instances in prosecution for a misdemeanor.

YOU HAVE A RIGHT to contest this Citation and Notification of Penalty by filing an appeal with the Occupational Safety and Health Appeals Board. To initiate your appeal, you **must** contact the Appeals Board, in writing or by telephone, within 15 working days from the date of receipt of this Citation. If you miss the 15 working day deadline to appeal, the Citation and Notification of Penalty becomes a final order of the Appeals Board, not subject to review by any court or agency.

Informal Conference - You may request an informal conference with the Manager of the District Office which issued the Citation within 10 working days after receipt of the Citation. However, if the citation is appealed, you may request an informal conference at any time prior to the day of the hearing. Employers are encouraged to schedule a conference at the earliest possible time to assure an expeditious resolution of any issues. At the informal conference, you may discuss the existence of the alleged violation, classification of the violation, abatement date or proposed penalty.

Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an agreement which resolves this matter without litigation or contest.

APPEAL RIGHTS

The Occupational Safety and Health Appeals Board (Appeals Board) consists of three members appointed by the Governor. The Appeals Board is a separate entity from the Division of Occupational Safety and Health (Division) and employs experienced attorneys as administrative law judges to hear appeals fairly and impartially. To initiate an appeal from a Citation and Notification of Penalty, you must contact the Appeals Board, in writing or by telephone, within 15 working days from the date of receipt of a Citation. After you have initiated your appeal, you must then file a completed appeal form with the Appeals Board, at the address listed below, for each contested citation. Failure to file a completed appeal form with the Appeals Board may result in dismissal of the appeal. Appeal forms are available from district offices of the Division, or from the Appeals Board:

Occupational Safety and Health Appeals Board
2520 Venture Oaks Way, Suite 300
Sacramento, CA 95833
Telephone: (916) 274-5751
Fax: (916) 274-5785

If the Citation you are appealing alleges more than one item, you must specify on the appeal form which items you are appealing. You must also attach to the appeal form a legible copy of the Citation you are appealing.

Among the specific grounds for an appeal are the following: the safety order was not violated, the classification of the alleged violation (e.g., serious, repeat, willful) is incorrect, the abatement requirements are unreasonable or the proposed penalty is unreasonable.

Important: You must notify the Appeals Board, not the Division, of your intent to appeal within 15 working days from the date of receipt of the Citation. Otherwise, the Citation and Notification of Penalty becomes a final order of the Appeals Board not subject to review by any court or agency. An informal conference with the Division does not constitute an appeal and does not stay the 15 working day appeal period. If you have any questions concerning your appeal rights, call the Appeals Board, (916) 274-5751.

PENALTY PAYMENT OPTIONS

Penalties are due within 15 working days of receipt of this Citation and Notification of Penalty unless contested. If you are appealing any item of the citation, remittance is still due on all items that are not appealed. Enclosed for your use is a Penalty Remittance Form for payment.

If you are paying electronically, please have the Penalty Remittance Form on-hand when you are ready to make your payment. The company name, index code, reporting ID, and Citation number(s) will be required in order to ensure that the payment is accurately posted to your account. Please go to www.dir.ca.gov/dosh to access the secure payment processing site.

If you are paying by check, return one copy of the Citation, along with the Notice of Proposed Penalties Sheet and the Penalty Remittance Form and mail to:

Department of Industrial Relations
Cashier, Accounting Office
P. O. Box 420603
San Francisco, CA 94142-0603

CAL/OSHA does not agree to any restrictions, conditions or endorsements put on any check or money order for less than the full amount due, and will cash the check or money order as if these restrictions, conditions, or endorsements do not exist.

NOTIFICATION OF CORRECTIVE ACTION

For violations which you do not contest, you should notify the Division of Occupational Safety and Health promptly by letter that you have taken appropriate corrective action within the time frame set forth on this Citation and Notification of Penalty. Please inform the District Office listed on the Citation by submitting the CAL/OSHA Form 160 and/or 161 with the abatement steps you have taken and the date the violation was abated, together with adequate supporting documentation, e.g., drawings or photographs of corrected conditions, purchase/work orders related to abatement actions, air sampling results, etc. The adjusted penalty for serious and general violations **has already been** reduced by 50% on the presumption that the employer will correct the violations by the abatement date." **If the CAL/OSHA Form 161 is not received in the District Office within 10 days following the abatement date, the abatement credit is revoked, causing the penalty to double.**

Note: Return the CAL/OSHA Form 160/161 to the District Office listed on the Citation and as shown below:

Division of Occupational Safety and Health
320 West 4th Street, Suite 850
Los Angeles, CA 90013
Telephone: (213) 576-7451

EMPLOYEE RIGHTS

Employer Discrimination Unlawful - The law prohibits discrimination by an employer against an employee for filing a complaint or for exercising any rights under Labor Code Section 6310 or 6311. An employee who believes that he/she has been discriminated against may file a complaint no later than six (6) months after the discrimination occurred with the Division of Labor Standards Enforcement.

Employee Appeals - An employee or authorized employee's representative may, within 15 working days of the issuance of a citation, special order, or order to take special action, appeal to the Occupational Safety and Health Appeals Board the reasonableness of the period of time fixed by the Division of Occupational Safety and Health (Division) for abatement. An employee appeal may be filed with the Appeals Board or with the Division. No particular format is necessary to initiate the appeal, but the notice of appeal must be in writing.

If an Employee Appeal is filed with the Division, the Division shall note on the face of the document the date of receipt, include any envelope or other proof of the date of mailing, and promptly transmit the document to the Appeals Board. The Division shall, no later than 10 working days from receipt of the Employee Appeal, file with the Appeals Board and serve on each party a clear and concise statement of the reasons why the abatement period prescribed by it is reasonable.

Employee Appeal Forms are available from the Appeals Board, or from a District Office of the Division.

Employees Participation in Informal Conference. Affected employees or their representatives may notify the District Manager that they wish to attend the informal conference. If the employer objects, a separate informal conference will be held.

DISABILITY ACCOMMODATION

Disability accommodation is available upon request. Any person with a disability requiring an accommodation, auxiliary aid or service, or a modification of policies or procedures to ensure effective communication and access to the programs of the Division of Occupational Safety and Health, should contact the Disability Accommodation Coordinator at the local district office or the Statewide Disability Accommodation Coordinator at 1-866-326-1616 (toll free). The Statewide Coordinator can also be reached through the California Relay Service, by dialing 711 or 1-800-735-2929 (TTY) or 1-800-855-3000 (TTY-Spanish).

Accommodations can include modifications of policies or procedures or provision of auxiliary aids or services. Accommodations include, but are not limited to, an Assistive Listening System (ALS), a Computer-Aided Transcription System or Communication Access Realtime Translation (CART), a sign-language interpreter, documents in Braille, large print or on computer disk, and audio cassette recording. Accommodation requests should be made as soon as possible. Requests for an ALS or CART should be made no later than five (5) days before the hearing or conference.

State of California

Division of Occupational Safety and Health
Los Angeles District Office (0950641; 4041)
320 West 4th Street, Suite 850
Los Angeles, CA 90013

Inspection Number: 300874989
Inspection Dates: 11/23/2010-11/23/2010
Issuance Date: 05/20/2011
CSHO ID: Z7284
Optional Inspection Nbr: 012-11



Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 1 Type of Violation: **Regulatory**

8CCR §14300.4 Recording Criteria

- (a) Basic requirement. Each employer required by this article to keep records of fatalities, injuries, and illnesses must record each fatality, injury and illness that:
 - (1) Is work-related; and
 - (2) Is a new case; and
 - (3) Meets one or more of the general recording criteria of Section 14300.7 or the application to specific cases of Section 14300.8 through Section 14300.12.

VIOLATION

At the time of inspection, the employer did not record on their OSHA 300 log as required, two incidents that affected the same individual that occurred on different dates in 2009. One incident was reported to have occurred on December 26, 2009 and the second on December 27, 2009.

Date By Which Violation Must be Abated: 06/22/2011
Proposed Penalty: \$ 375.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

State of California

Division of Occupational Safety and Health
Los Angeles District Office (0950641; 4041)
320 West 4th Street, Suite 850
Los Angeles, CA 90013

Inspection Number: 300874989
Inspection Dates: 11/23/2010-11/23/2010
Issuance Date: 05/20/2011
CSHO ID: Z7284
Optional Inspection Nbr: 012-11



Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 2 Type of Violation: **Regulatory**

8CCR §461(a) Permits to Operate

(a) Except during the time that a request for permit remains unacted upon or as permitted in Section 461(f), no air tank shall be operated unless a permit to operate has been issued.

VIOLATION

On February 15, 2011, a 15-gallon Dewalt portable compressed air tank (Model D55167, Serial # 280201004) was observed in the Engineering Department of the establishment.

At that time, the employer did not have a permit from the Division to operate the air tank as required by this subsection.

Date By Which Violation Must be Abated:	Abated
Proposed Penalty:	\$ 375.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 3 Type of Violation: **Regulatory**

8CCR §3203(b)(2) Injury and Illness Prevention Program

- (b) Records of the steps taken to implement and maintain the Program shall include:
 - (2) Documentation of safety and health training required by subsection (a)(7) for each employee, including employee name or other identifier, training dates, type(s) of training, and training providers. This documentation shall be maintained for at least one (1) year.

VIOLATION

The training records that the employer provided at the time of inspection did not contain all of the information as required by this subsection. The records did not have the date of training, the type of training provided and/or the name of the training provider on the training record.

Date By Which Violation Must be Abated:	06/22/2011
Proposed Penalty:	\$ 375.00

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 4 Type of Violation: **General**

8CCR §3203(a) Injury and Illness Prevention Program

- (a) Effective July 1, 1991, every employer shall establish, implement and maintain an effective Injury and Illness Prevention Program (Program). The Program shall be in writing and, shall, at a minimum:
 - (1) Identify the person or persons with authority and responsibility for implementing the Program.
 - (2) Include a system for ensuring that employees comply with safe and healthy work practices. Substantial compliance with this provision includes recognition of employees who follow safe and healthful work practices, training and retraining programs, disciplinary actions, or any other such means that ensures employee compliance with safe and healthful work practices.
 - (3) Include a system for communicating with employees in a form readily understandable by all affected employees on matters relating to occupational safety and health, including provisions designed to encourage employees to inform the employer of hazards at the worksite without fear of reprisal. Substantial compliance with this provision includes meetings, training programs, posting, written communications, a system of anonymous notification by employees about hazards, labor/management safety and health committees, or any other means that ensures communication with employees.
EXCEPTION: Employers having fewer than 10 employees shall be permitted to communicate to and instruct employees orally in general safe work practices with specific instructions with respect to hazards unique to the employees' job assignments as compliance with subsection (a)(3).
 - (4) Include procedures for identifying and evaluating work place hazards including scheduled periodic inspections to identify unsafe conditions and work practices. Inspections shall be made to identify and evaluate hazards.
 - (A) When the Program is first established;
EXCEPTION: Those employers having in place on July 1, 1991, a written Injury and Illness Prevention Program complying with previously existing section 3203.
 - (B) Whenever new substances, processes, procedures, or equipment are introduced to the workplace that represent a new occupational safety and health hazard; and
 - (C) Whenever the employer is made aware of a new or previously unrecognized hazard.
 - (5) Include a procedure to investigate occupational injury or occupational illness.
 - (6) Include methods and/or procedures for correcting unsafe or unhealthy conditions, work practices and work procedures in a timely manner based on the severity of the hazard:
 - (A) When observed or discovered; and,

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

- (B) When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, remove all exposed personnel from the area except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition shall be provided the necessary safeguards.
- (7) Provide training and instruction:
 - (A) When the program is first established;
EXCEPTION: Employers having in place on July 1, 1991, a written Injury and Illness Prevention Program complying with the previously existing Accident Prevention Program in Section 3203.
 - (B) To all new employees;
 - (C) To all employees given new job assignments for which training has not previously been received;
 - (D) Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;
 - (E) Whenever the employer is made aware of a new or previously unrecognized hazard; and,
 - (F) For supervisors to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed.

VIOLATION

At the time of inspection, the employer did not establish, implement and maintain an effective Injury and Illness Prevention Program (IIPP) that meets the requirements of this standard as follows:

- 1) **3203(a)(4) - Identification and Evaluation of Workplace Hazards**
 - a) **The employer's written procedures for conducting scheduled and periodic workplace inspections did not include a method to identify and evaluate potentially unsafe work practices and ensure that established safe work practices were being followed; and**
 - b) **The employer's written program does not contain a procedure that ensures that a scheduled inspection is conducted when the employer is made aware of a new or previously unrecognized hazard and/or when an imminent hazard exists that cannot be immediately abated, as required in subsections (a)(4)(B) and (a)(4)(C).**

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

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Division of Occupational Safety and Health
Los Angeles District Office (0950641; 4041)
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CSHO ID: Z7284

Optional Inspection Nbr: 012-11



Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

-
- 2) **3203(a)(5) - Investigation of Occupational Injury or Illness**
The employer did not implement its own written policies and procedures for conducting Accident Investigations such that the supervisor's accident investigation reports that were submitted to the Division, did not identify unsafe conditions and/or unsafe acts and/or did not contain any recommended corrective actions.

 - 3) **3203(a)(6) - Hazard Correction Methods**
The employer did not establish written procedures to ensure that the unsafe or unhealthy conditions and/or work practices that were identified during scheduled and periodic workplace inspections were corrected in a timely manner, as required.

 - 4) **3203(a)(7) - Training and Instruction**
The employer's IIPP does not contain provisions to ensure that training and instruction is provided:
 - a) To employees who are given new job assignments for which training has not previously been received;
 - b) Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;
 - c) Whenever the employer is made aware of a new or previously unrecognized hazard; and,
 - d) For supervisors to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed.

Date By Which Violation Must be Abated: 06/22/2011
Proposed Penalty: \$ 750.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

State of California

Division of Occupational Safety and Health
Los Angeles District Office (0950641; 4041)
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Inspection Number: 300874989
Inspection Dates: 11/23/2010- 11/23/2010
Issuance Date: 05/20/2011
CSHO ID: Z7284
Optional Inspection Nbr: 012-11



Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 5 Type of Violation: **General**

8CCR §3314(g)(2)(A) The Control of Hazardous Energy for the Cleaning, Repairing, Servicing, Setting-Up, and Adjusting Operations of Prime Movers, Machinery and Equipment, Including Lockout/Tagout.

- (g) Hazardous Energy Control Procedures. A hazardous energy control procedure shall be developed and utilized by the employer when employees are engaged in the cleaning, repairing, servicing, setting-up or adjusting of prime movers, machinery and equipment.
 - (2) The employer's hazardous energy control procedures shall be documented in writing.
 - (A) The employer's hazardous energy control procedure shall include separate procedural steps for the safe lockout/tagout of each machine or piece of equipment affected by the hazardous energy control procedure.

VIOLATION

The employer's written Lock-Out/Tag-Out program that was submitted at the time of inspection does not contain separate procedural steps for each machine or piece of equipment at the facility.

Employees and/or contractors clean, repair, service and adjust refrigeration equipment, gas and electric cooking equipment, water pumps and gas boilers, which are at the facility and have the potential for unexpected energization or start up, or stored energy could be released that could cause injury to employees.

Date By Which Violation Must be Abated:	06/22/2011
Proposed Penalty:	\$ 560.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

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Issuance Date: 05/20/2011
CSHO ID: Z7284
Optional Inspection Nbr: 012-11



Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 6 Type of Violation: **General**

8CCR §4650(g) Storage, Handling, and Use of Cylinders

(g) Unless cylinders are secured on a special truck or rack, regulators shall be removed and valve-protection devices, when provided for, shall be put in place before cylinders are moved.

VIOLATION

On February 15, 2011, at the time of inspection, a 30-lb compressed nitrogen cylinder was observed standing upright on the floor in the Engineering Department of the Hotel. The regulator was not removed and the cylinder was not secured on a special truck or rack as is required by this subsection.

Date By Which Violation Must be Abated: 06/22/2011
Proposed Penalty: \$ 280.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

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Optional Inspection Nbr: 012-11



Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 7 Type of Violation: **General**

8CCR §5144(c)(1) Respiratory Protection

(c) Respiratory protection program. This subsection requires the employer to develop and implement a written respiratory protection program with required worksite-specific procedures and elements for required respirator use. The program must be administered by a suitably trained program administrator. In addition, certain program elements may be required for voluntary use to prevent potential hazards associated with the use of the respirator. The Small Entity Compliance Guide contains criteria for the selection of a program administrator and a sample program that meets the requirements of this subsection. Copies of the Small Entity Compliance Guide will be available from the Occupational Safety and Health Administration's Office of Publications, Room N 3101, 200 Constitution Avenue, NW, Washington, DC, 20210 (202-219-4667).

- (1) In any workplace where respirators are necessary to protect the health of the employee or whenever respirators are required by the employer, the employer shall establish and implement a written respiratory protection program with worksite-specific procedures. The program shall be updated as necessary to reflect those changes in workplace conditions that affect respirator use. The employer shall include in the program the following provisions, as applicable:
 - (A) Procedures for selecting respirators for use in the workplace;
 - (B) Medical evaluations of employees required to use respirators;
 - (C) Fit testing procedures for tight-fitting respirators;
 - (D) Procedures for proper use of respirators in routine and reasonably foreseeable emergency situations;
 - (E) Procedures and schedules for cleaning, disinfecting, storing, inspecting, repairing, discarding, and otherwise maintaining respirators;
 - (F) Procedures to ensure adequate air quality, quantity, and flow of breathing air for atmosphere-supplying respirators;
 - (G) Training of employees in the respiratory hazards to which they are potentially exposed during routine and emergency situations;
 - (H) Training of employees in the proper use of respirators, including putting on and removing them, any limitations on their use, and their maintenance; and
 - (I) Procedures for regularly evaluating the effectiveness of the program.

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

State of California

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CSHO ID: Z7284

Optional Inspection Nbr: 012-11



Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

VIOLATION

The employer's written "Respiratory Protection Program" that was provided to the Division at the time of inspection does not meet the requirements of this section as it does not contain in writing the following required elements:

- (A) Procedures for selecting respirators for use in the workplace, which includes but is not limited to:
 - 1) An evaluation of engineering and/or administrative alternatives to using respiratory protection;
 - 2) An assessment of the respiratory hazards to which employees are exposed or may be exposed; and/or
 - 3) An evaluation of the extent of chemical hazards that are or may be present in the workplace and under what circumstances.
- (B) Procedures to ensure that the medical questionnaires and exams that are required by this section are administered confidentially;
- (C) Procedures describing how the appropriate qualitative or quantitative fit-testing of tight-fitting respirators will be administered;
- (D) Procedures to ensure that respirators are properly used in both routine and reasonably foreseeable emergency situations;
- (E) Procedures to ensure that respirators are properly maintained that includes but is not limited to schedules for cleaning, disinfecting, storing, inspecting, repairing and discarding respirators;
- (F) Procedures to ensure that adequate air quality, quantity, and flow of breathing air is provided for atmosphere-supplying respirators, if used;
- (G) Procedures to ensure that training is provided to employees on the respiratory hazards to which they are potentially exposed during routine and emergency situations;
- (H) A curriculum of training that ensures that employees receive information and training on the proper use of respirators, including putting on and removing them, any limitations on their use, and their maintenance; and
- (I) Procedures for regularly evaluating the effectiveness of the program.

Additionally, the employer's written program does not have information to show that the employer has determined:

- 1) Whether or not voluntary respirator use is permissible and under what conditions;
- 2) Whether or not the employer will permit employees to use their own respirators if they so request, and
- 3) If the use of respirators will not in itself create a hazard, as required by 8CCR §5144(2)(A)

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
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Employees of the Engineering Department are provided North half-face tight-fitting respirators with OV/P100 cartridges to use when working with various paints, lubricants, solvents and adhesives.

Date By Which Violation Must be Abated:	06/22/2011
Proposed Penalty:	\$ 185.00

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 1 Item 8 Type of Violation: **General**

8CCR §5193(c)(1)(B) Bloodborne Pathogens

(c) Exposure Response, Prevention and Control.

(1) Exposure Control Plan.

(B) The Exposure Control Plan shall be in writing and shall contain at least the following elements:

1. The exposure determination required by subsection (c)(3);
2. The schedule and method of implementation for each of the applicable subsections:
 - (d) Methods of Compliance,
 - (e) HIV, HBV and HCV Research Laboratories and Production Facilities,
 - (f) Hepatitis B Vaccination and Post-exposure Evaluation and Follow-up,
 - (g) Communication of Hazards to Employees, and
 - (h) Recordkeeping, of this standard;
3. The procedure for the evaluation of circumstances surrounding exposure incidents as required by subsection (f)(3)(A);
4. An effective procedure for gathering the information required by the Sharps Injury Log;
5. An effective procedure for periodic determination of the frequency of use of the types and brands of sharps involved in the exposure incidents documented on the Sharps Injury Log; Note : Frequency of use may be approximated by any reasonable and effective method;
6. An effective procedure for identifying currently available engineering controls, and selecting such controls, where appropriate, for the procedures performed by employees in their respective work areas or departments;
7. An effective procedure for documenting patient safety determinations made pursuant to Exception 2. of subsection (d)(3)(A); and,
8. An effective procedure for obtaining the active involvement of employees in reviewing and updating the exposure control plan with respect to the procedures performed by employees in their respective work areas or departments.

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

VIOLATION

At the time of inspection and as requested, the employer provided to the Division their written Exposure Control Plan with an effective date of July 2010. The employer also submitted as requested, the medical records, training records, and sharps injury logs to show implementation of their plan.

The employer's written Exposure Control Plan and the associated records and documentation did not include information, policies and/or procedures as required by this subsection as follows:

INSTANCE 1

1) 5193(c)(1)(B)(4) --- Sharps Injury Log

The employer's written Exposure Control Plan did not include a procedure to ensure that the information needed to complete a Sharps Injury Log was obtained. The Sharps Injury Log that the employer submitted for the two exposure incidents that occurred in 2008 and 2009 did not contain the following required information or documentation as to whether the required information was known or unavailable, as specified in 5193(c)(2):

- (a) The time of the exposure incident.
- (b) The type and/or brand of the sharp that was involved in the exposure incident.
- (c) The procedure or task that the exposed employee was performing at the time of the incident.
- (d) Whether or not the sharp had any engineered sharps injury protection, and
- (e) The employee's opinion about whether engineering, administrative or work practice controls could have prevented the injury.

2) 5193(c)(1)(B)(8) --- Employee Involvement

The employer's written Exposure Control Plan did not include a procedure to involve employees so as to receive feedback to evaluate the effectiveness of the Exposure Control Plan and to update the procedures performed by the employees in their respective work areas or departments.

INSTANCE 2

1) Reference: 5193(g)(2)(D) --- Information and Training

The training records provided by the employer to indicate provision of information and training on the company's Exposure Control Plan do not show that training was provided within one year of the previously provided training for several Category II employees (Emergency Responders).

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

INSTANCE 3

1) Reference: 5193(g)(2)(G) -- Information and Training

The employer's written Exposure Control Plan contained a training outline. The training outline did not provide sufficient information to indicate that the following required elements were covered in the training:

- (a) A general explanation of the epidemiology and symptoms of bloodborne diseases;
- (b) An explanation of the use and limitations of the engineering controls, administrative or work practice controls and personal protective equipment methods that the employer uses to prevent or reduce exposure;
- (c) Information on the decontamination and disposal of personal protective equipment;
- (d) An explanation of the basis the employer used to select personal protective equipment; and/or
- (e) An explanation of the signs and labels and/or color coding required by subsection (g)(1);

INSTANCE 4

1) Reference: 5193(h)(2)(A) --- Recordkeeping

- a) The documentation that the employer provided as training employees on bloodborne pathogens does not contain information on the contents or summary of the training session; and/or the names and qualifications of the persons conducting the training, as required by this section.
- b) The employer did not have records to indicate that training was provided for several employees covered by the company's Exposure Control Plan.

Date By Which Violation Must be Abated: 06/22/2011
Proposed Penalty: \$ 560.00

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Company Name: Andaz West Hollywood
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Citation 1 Item 9 Type of Violation: **General**

8CCR §5193(d)(4)(C) Bloodborne Pathogens

- (d) Methods of Compliance.
 - (4) Personal Protective Equipment.
 - (C) Accessibility. The employer shall ensure that appropriate personal protective equipment in the appropriate sizes is readily accessible at the worksite or is issued to employees. Hypoallergenic gloves, glove liners, powderless gloves, or other similar alternatives shall be readily accessible to those employees who are allergic to the gloves normally provided.

VIOLATION

On or about April 5, 2011, at the time of the inspection, it was observed that the employer provided only size large Cypress brand latex gloves for protecting workers from bloodborne pathogen exposure.

The employer did not ensure that alternative style gloves in appropriate sizes were readily accessible to employees at the workplace, as required by this subsection.

Date By Which Violation Must be Abated:	06/22/2011
Proposed Penalty:	\$ 185.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Citation 2 Item 1 Type of Violation: **Serious**

8CCR §4070(a) Guarding

(a) All moving parts of belt and pulley drives located 7 feet or less above the floor or working level shall be guarded.

NOTE: For clearance between guards and belts, see Table G-1 and Figure G-2.

EXCEPTIONS:

1. Flat or crowned step-cone pulley drives on lathes may be guarded by a bar or rod located above the contact point of the belt to prevent a worker's hand being drawn into the nip point. Lathe belts, with metallic belt fasteners or lacings, and which are shifted by hand, shall have all fasteners or lacings clinched or maintained so that there are no projections on either the surfaces or edges of the belt.
2. The following belts when operating at 250 feet per minute or less: Flat belts 1-inch or less in width; flat belts 2 inches or less in width which are free from metal lacings or fasteners; round belts 1/2-inch or less in diameter; and single strand V-belts, the width of which is 13/32-inch or less. This exception does not include spokes, hazardous nip points, or other hazards of pulleys. Such hazards which are 7 feet or less above the floor or working level shall be guarded by nip-point belt and pulley guards.
3. In industries where there is an excessive deposit of lint (which constitutes a serious fire hazard), open bottom nip-point belt and pulley guards may be used, provided that where metallic belt fasteners or lacings are used they shall be clinched and maintained so that there are no projections on the outside face or edges of the belt.
4. Fan belt drives on motor vehicles used primarily for transportation of employees and materials.
5. Internal combustion engine fan belt drives guarded by side screens extending to the shoulder of the engine block.
6. Industrial and commercial sewing machines: See Section 4475.

VIOLATION

At the time of inspection on February 15, 2011, an unguarded V-belt & pulley drive was observed on a large floor-mounted air handling unit (J. Herman Co.) that was located against one of the walls in the Engineering Department. The exposed moving parts of the belt and pulley drive were located at approximately four feet above the floor area where employees of the Engineering Department work.

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Citation and Notification of Penalty

Company Name: Andaz West Hollywood
Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069

Date By Which Violation Must be Abated:	Abated
Proposed Penalty:	\$ 3375.00

Natalie A. D'Arco / Hassan A. Haneef

Compliance Officer/District Manager

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

State of California

Division of Occupational Safety and Health

320 West 4th St., Suite 850

Los Angeles, CA 90013

Phone: (213) 576-7451 Fax: (213) 576-7461

NOTICE OF PROPOSED PENALTIES

Company Name: Andaz West Hollywood

Inspection Site: 8401 Sunset Blvd., Los Angeles, CA 90069
Mailing Address: 8401 Sunset Blvd., Los Angeles, CA 90069

Issuance Date: 05/20/2011

Reporting ID: 0950641

Index Code: 4041

Summary of Penalties for Inspection Number 300874989

Citation 1, General	= \$	3645.00
Citation 2, Serious	= \$	3375.00
TOTAL PROPOSED PENALTIES	= \$	7020.00

Penalties are due within 15 working days of receipt of this notification unless contested. If you are appealing any item of this citation, remittance is still due on all items that are not appealed. Enclosed for your use is a Penalty Remittance Form.

If you are paying electronically: Please have this form on-hand when you are ready to make your payment. The company name, index code, reporting ID, and Citation number(s) will be required to ensure that the payment is accurately posted to your account. Please go to www.dir.ca.gov/dosh to access the secure payment processing site.

If you are paying by check: Mail this Notice of Proposed Penalties, the Penalty Remittance Form, along with a copy of the Citation and Notification of Penalty to:

**DEPARTMENT OF INDUSTRIAL RELATIONS
CASHIER, ACCOUNTING OFFICE
P. O. BOX 420603
SAN FRANCISCO, CA 94142-0603**

CAL/OSHA does not agree to any restrictions, conditions or endorsements put on any check or money order for less than the full amount due, and will cash the check or money order as if these restrictions, conditions or endorsements do not exist.

DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF OCCUPATIONAL SAFETY AND HEALTH - CAL/OSHA
Cashier, Accounting Office
P.O. Box 420603
San Francisco, CA 94142-0603
Phone (415) 703-4296 or (415) 703-4308 FAX (415) 703-3037

PENALTY REMITTANCE FORM

CIVIL PENALTY INFORMATION	INSPECTION NUMBER	<u>300874989</u>	REPORTING ID	<u>0950641</u>	INDEX CODE	<u>4035</u>
ESTABLISHMENT NAME	<u>Andaz West Hollywood</u>					
CONTACT PERSON	_____					
PHONE NO.	_____			FAX NO.	_____	
SITE ADDRESS	<u>8401 Sunset Blvd., Los Angeles</u>					
MAILING ADDRESS	<u>8401 Sunset Blvd., Los Angeles, CA. 90069</u>					

CITATION INFORMATION (Penalties are due within 15 working days of receipt of this notification unless contested. If you are appealing any item of this citation, remittance is still due on all items that are not appealed.)

Payment is for the following Citation Items: (e.g. Citation 1, Items 1-5; Citation 3)

TYPE OF PAYMENT ENCLOSED

CHECK OR MONEY ORDER INFORMATION	
CHECK ENCLOSED IN THE AMOUNT OF	\$ _____
MONEY ORDER ENCLOSED IN THE AMOUNT OF	\$ _____

(Please make check or money order payable to **CAL/OSHA** and mail to the Cashier, Accounting Office, at the above address. Reference the Inspection Number on the "memo" portion of your check or money order.)

Go to www.dir.ca.gov/dosh to access the on-line third party secure payment processing site or Complete this section and fax to (415) 703-3037

CREDIT CARD INFORMATION	
CREDIT CARD NO. _____	EXPIRATION DATE: _____
CREDIT TYPE _____ (4 digits on front of Amex card)	SECURITY CODE (last 3 digits on back of Vis and MC cards) _____
NAME OF CARDHOLDER _____	SIGNATURE: _____
EMAIL ADDRESS _____	
CARDHOLDER PHONE NO. _____	FAX NO. _____
AMOUNT OF PAYMENT \$ _____	
----- FOR OFFICE USE ONLY -----	
AUTHORIZATION NO. _____	DATE PROCESSED _____
PROCESSED BY _____	

Please call 415-703-4308 or complete the information above and fax to 415-703-3037



**EMPLOYER'S SIGNED STATEMENT OF ABATEMENT OF
 REGULATORY AND/OR GENERAL VIOLATIONS**

EMPLOYER: Andaz West Hollywood
 ADDRESS: 8401 Sunset Blvd.
 Los Angeles, CA 90069

The law requires that violations observed during the inspection/investigation completed on 11/23/2010 of the place of employment located at 8401 Sunset Blvd., Los Angeles, CA be corrected within the time limit specified. Please notify the Division as soon as these conditions have been corrected by returning this completed form. Your response by completing, signing and mailing this form to the issuing office on or before the compliance date may avoid a follow-up inspection of your facilities. **Failure to timely complete and return this form may result in issuance of a citation and civil penalty for violation of 8CCR 340.4(c).**

NOTE: This form does not serve as a request for a time extension. If there are serious problems beyond your control that prevent meeting a specified abatement date, contact the Division early, well within the 15-day limit allowed for an appeal.

This signed statement or a summary shall be posted for three (3) working days at or near each place the regulatory and/or general violation(s) referred to in the citation occurred.

PLEASE COMPLETE AND MAIL BY 06/22/2011

LIST THE SPECIFIC MEASURES & EQUIPMENT TAKEN TO CORRECT EACH CITATION & ITEM NUMBER OF THE UNSAFE CONDITIONS AND DATE OF ABATEMENT.

| | Continued on additional page

All affected employees and their representatives have been informed about abatement activities referenced in this document in conformance with 8CCR Section 340.4(g). Yes No

This certifies that all unsafe conditions listed in the Division's citation dated 05/20/2011 have now been corrected and all submitted abatement information is accurate.

Signature: _____ Date: _____

Name: _____ Title: _____

OFFICE USE ONLY	
Division Engineer/Industrial Hygienist: _____	Date _____
District Manager: _____	Date _____
Close/Comments	
Region <u>4</u> District <u>1</u> Inspection No. <u>300874989</u> Identification No. <u>Z7284</u> Cal/OSHA Rpt. No. & Fiscal Year <u>012-11</u>	

Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Thursday, April 28, 2011 3:26 PM
To: 'Pamela Vossen'as'
Subject: RE: sending letter from 450 re: Vinay Ravi & update call with UNITE HERE on Ohare Inspection

My schedule is full on Monday, May 2, 2011.
I am available on Tuesday, May 3, 2011.

Angie Loftus
USDOL/OSHA
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800
(847) 390-8220 Fax

Ex 7c

-----Original Message-----

From: Pamela Vossen'as' **Ex 7c**
Sent: Thursday, April 28, 2011 2:46 PM
To: Loftus, Angie - OSHA
Cc: **Ex 7c**
Subject: RE: sending letter from 450 re: Vinay Ravi & update call with UNITE HERE on Ohare Inspection
Importance: High

I regret not being been to schedule a call this week with you and Vinay I have ccd Vinay Ravi here which I thought I had already done.
Monday is a possibility for me. Are there any times on Monday that work for the two of you.

Vinay,
Angie's contact info is in her email for the letter.

-----Original Message-----

From: Loftus, Angie - OSHA **Ex 7c**
Sent: Friday, April 22, 2011 4:52 PM
To: Pamela Vossen'as'
Subject: RE: sending letter from 450 re: Vinay Ravi & update call with UNITE HERE on Ohare Inspection

I have updated my signature line to include the fax number for my office. I'm sorry for the inconvenience.
I will be available on Wednesday and Thursday, April 27 and 28, 2011 to discuss your concerns. Please advise me of the time of day between 8 am and 2:30 pm Central Time, you would like me to call you.

Angie Loftus
USDOL/OSHA
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800
(847) 390-8220 Fax

Ex 7c

-----Original Message-----

From: Pamela Vossen'as' **Ex 7c**
Sent: Friday, April 22, 2011 10:38 AM

To: Loftus, Angie - OSHA
Subject: sending letter from 450 re: Vinay Ravi & update call with UNITE HERE on Ohare Inspection

Hello Angie,
Vinay Ravi will be send you a letter from UNITE HERE Local 450 recognizing Vinay Ravi as an organizer for the O'Hare.
He will send it to you at:
Angie Loftus
USDOL/OSHA
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800
loftus.angie@dol.gov

Please also provide a fax number as well.

Vinay will be arranging with you the remainig O'Hare workers who want to interviewed by phone. They will need Spanish translation. If they choose, they will have a union representative on the call with them.

We would like to have a call with you to get an update on the O'Hare inspection regarding any remaining issues. We are particularly interested if you have identified workers who reported injuries that did not get on the log or if you need us to identify such workers from the spreadsheet we provided you. Or if there is any other information that would be helpful.

Please let us know when you are available.
Thank you.

Pamela Vossenias
Workplace Safety and Health Coordinator
& Staff Epidemiologist
UNITE HERE
275 Seventh Ave, 11th flr
New York, NY 10001
212-332-9318

Ex 7c

On Mon, 4 Apr 2011 11:49:45 -0400

"Loftus, Angie - OSHA" <Ex 7c> wrote:

> Yes.

>

> -----Original Message-----

> From: Pamela Vossenias <Ex 7c>

> Sent: Monday, April 04, 2011 9:58 AM

> To: Loftus, Angie - OSHA

> Subject: Re: update call with UNITE HERE on Ohare Inspection

>

> I just remembered another commitment. Can you call me at 10am CST?

>

> On Mon, 4 Apr 2011 10:33:01 -0400

> "Loftus, Angie - OSHA" [REDACTED] **Ex 7c** wrote:

>> I will call you at 9am tomorrow morning.

>>

>> -----Original Message-----

>>From: Pamela Vossenas [REDACTED] **Ex 7c**

>> Sent: Monday, April 04, 2011 8:47 AM

>> To: Loftus, Angie - OSHA

>> Subject: Re: update call with UNITE HERE on Ohare Inspection

>>

>> I was out sick when you called. Regret I couldnt get back to you
>>sooner.

>> Tomorrow Tues would be good for an update.

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>> 1pm CST thru 4pm CST is open as well.

>> I'd like to know who was interviewed at the Ohare, what rooms were
>>observed and an update on the recordkeeping investigation including
>>going thru the list of names I sent that were deemed nonrecordables.

>>

>> On Mon, 4 Apr 2011 09:44:16 -0400

>> "Loftus, Angie - OSHA" [REDACTED] **Ex 7c** wrote:

>>>

>>> Pamela, I left a voice message at your office on Tuesday, March 29,
>>>2011. Let me know when the best time to call you would be.

>>>

>>> Angie Loftus

>>> USDOL/OSHA

>>> Chicago North Area Office

>>> 701 Lee Street, Suite 950

>>> Des Plaines, Illinois 60016

>>> (847) 803-4800

>>> [REDACTED] **Ex 7c**

>>>

>>>

>>> -----Original Message-----

>>>From: Pamela Vossenas [REDACTED] **Ex 7c**

>>> Sent: Friday, March 25, 2011 4:04 PM

>>> To: Turek, Diane - OSHA

>>> Cc: Loftus, Angie - OSHA; [REDACTED] **Ex 7c** - OSHA; Sciolaro, Lisa -

>>>OSHA;

>>>

>>>Connors, Michael - OSHA; vinay.r. [REDACTED] **Ex 7c**

>>> Subject: RE: update call with UNITE HERE on Ohare Inspection

>>>

>>> Thank you.

>>>

>>> Pamela Vossenas, MPH

>>> Workplace Safety & Health Coordinator/ Staff Epidemiologist UNITE

>>>HERE! International Union Strategic Affairs Department

>>> 275 Seventh Avenue, 11flr

>>> New York, NY 10001

>>> 212-332-9318 direct line

>>> [REDACTED] **Ex 7c** cell

>>> 212-489-0598 fax

>>>

>>>

>>>

>>> -----Original Message-----

>>>From: Turek, Diane - OSHA [REDACTED] **Ex 7c**

>>> Sent: Friday, March 25, 2011 4:59 PM

>>> To: Pamela Vossenas

>>> Cc: Loftus, Angie - OSHA; [REDACTED] **Ex 7c** - OSHA; Sciolaro, Lisa -

>>>OSHA;

>>>

>>>Connors, Michael - OSHA; vinay.r. [REDACTED] **Ex 7c**

>>> Subject: RE: update call with UNITE HERE on Ohare Inspection
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>>>
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Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Friday, April 22, 2011 3:52 PM
To: 'Pamela Vossenas'
Subject: RE: sending letter from 450 re: Vinay Ravi & update call with UNITE HERE on Ohare Inspection

I have updated my signature line to include the fax number for my office. I'm sorry for the inconvenience.
I will be available on Wednesday and Thursday, April 27 and 28, 2011 to discuss your concerns. Please advise me of the time of day between 8 am and 2:30 pm Central Time, you would like me to call you.

Angie Loftus
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Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800
(847) 390-8220 Fax

Ex 7c

-----Original Message-----

From: Pamela Vossenas **Ex 7c**
Sent: Friday, April 22, 2011 10:38 AM
To: Loftus, Angie - OSHA
Subject: sending letter from 450 re: Vinay Ravi & update call with UNITE HERE on Ohare Inspection

Hello Angie,
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He will send it to you at:
Angie Loftus
USDOL/OSHA
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800

Ex 7c

Please also provide a fax number as well.

Vinay will be arranging with you the remaing O'Hare workers who want to interviewed by phone. They will need Spanish translation. If they choose, they will have a union representative on the call with them.

We would like to have a call with you to get an update on the O'Hare inspection regarding any remaining issues. We are particularly interested if you have identified workers who reported injuries that did not get on the log or if you need us to identify such workers from the spreadsheet we provided you. Or if there is any other information that would be helpful.

Please let us know when you are available.

Thank you.
Pamela Vossenas
Workplace Safety and Health Coordinator
& Staff Epidemiologist
UNITE HERE
275 Seventh Ave, 11th flr

New York, NY 10001
212-332-9318

Ex 7c

On Mon, 4 Apr 2011 11:49:45 -0400

"Loftus, Angie - OSHA" **Ex 7c** wrote:

> Yes.

>

> -----Original Message-----

> From: Pamela Vossenas **Ex 7c**

> Sent: Monday, April 04, 2011 9:58 AM

> To: Loftus, Angie - OSHA

> Subject: Re: update call with UNITE HERE on Ohare Inspection

>

> I just remembered another commitment. Can you call me at 10am CST?

>

> On Mon, 4 Apr 2011 10:33:01 -0400

> "Loftus, Angie - OSHA" **Ex 7c** wrote:

>> I will call you at 9am tomorrow morning.

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>> From: Pamela Vossenas **Ex 7c**

>> Sent: Monday, April 04, 2011 8:47 AM

>> To: Loftus, Angie - OSHA

>> Subject: Re: update call with UNITE HERE on Ohare Inspection

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>> I'd like to know who was interviewed at the Ohare, what rooms were

>>observed and an update on the recordkeeping investigation including

>>going thru the list of names I sent that were deemed nonrecordables.

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>> On Mon, 4 Apr 2011 09:44:16 -0400

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>>>

>>> Pamela, I left a voice message at your office on Tuesday, March 29,

>>>2011. Let me know when the best time to call you would be.

>>>

>>> Angie Loftus

>>> USDOL/OSHA

>>> Chicago North Area Office

>>> 701 Lee Street, Suite 950

>>> Des Plaines, Illinois 60016

>>> (847) 803-4800

>>> **Ex 7c**

>>>

>>>

>>>

>>> -----Original Message-----
>>>From: Pamela Vossenas [Ex 7c]
>>> Sent: Friday, March 25, 2011 4:04 PM
>>> To: Turek, Diane - OSHA
>>> Cc: Loftus, Angie - OSHA; [Ex 7c] - OSHA; Sciolaro, Lisa -
>>>OSHA;
>>
>>>Connors, Michael - OSHA; vinay.r [Ex 7c]
>>> Subject: RE: update call with UNITE HERE on Ohare Inspection
>>>
>>> Thank you.
>>>
>>> Pamela Vossenas, MPH
>>> Workplace Safety & Health Coordinator/ Staff Epidemiologist UNITE
>>>HERE! International Union Strategic Affairs Department
>>> 275 Seventh Avenue, 11flr
>>> New York, NY 10001
>>> 212-332-9318 direct line
>>> [Ex 7c] cell
>>> 212-489-0598 fax
>>>
>>>
>>>

>>> -----Original Message-----
>>>From: Turek, Diane - OSHA [Ex 7c]
>>> Sent: Friday, March 25, 2011 4:59 PM
>>> To: Pamela Vossenas
>>> Cc: Loftus, Angie - OSHA; [Ex 7c] - OSHA; Sciolaro, Lisa -
>>>OSHA;
>>
>>>Connors, Michael - OSHA; vinay.r [Ex 7c]
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>

Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Tuesday, April 05, 2011 11:50 AM
To: 'Pamela Vossenias'
Subject: OSHA Employee Rights Card(s)
Attachments: EE_rights_card_span&eng.PDF

Attached are the English and Spanish versions of the Chicago North Area Office employee rights cards. I scanned both sides of the cards and aligned them side-by-side. My understanding is that the employees were given the Spanish version of the cards at the Hyatt O'Hare site. I appreciate the time to talk to you today. Please do not hesitate to contact me if you have any other questions.

Angie Loftus
USDOL/OSHA
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800

Ex 7c

Si usted tiene preguntas o necesita más información, pide:

El Oficial de Consentimiento de Seguridad y Salud

El Ministerio de Trabajo de Los Estados Unidos
La Administración de Salud y Seguridad Ocupacional

USDOL-OSHA

701 Lee Street, Suite 950
Des Plaines, IL 60016
(847) 803-4800 FAX (847) 390-8220



If you have questions or need more information contact:

Safety and Health Compliance Officer

U.S. Department of Labor
Occupational Safety and Health Administration
701 Lee Street, Suite 950
Des Plaines, IL 60016
(847) 803-4800 FAX (847) 390-8220



Derechos del Empleado en el Lugar de Trabajo:

- Usted tiene el derecho de pedir información del empleador sobre los riesgos de seguridad y salud en el lugar de trabajo, y las precauciones que deben tomarse.
- Los empleados o sus representantes, tienen el derecho de presentar denuncias de seguridad y salud en la oficina de OSHA más cercana solicitando inspección si creen que existen condiciones peligrosas o insalubres en el lugar de trabajo.
- Tienen el derecho de hablar en privado con el oficial de cumplimiento en una base confidencial. Se permite a que los trabajadores señalen riesgos, e informen al inspector si las condiciones de trabajo no son normales durante la inspección.
- Los empleados que crean sido objeto de discriminación pueden presentar denuncias de discriminación en la oficina más cercana de OSHA dentro de un plazo de 30 días de las supuestas discriminación.

YOUR WORKPLACE RIGHTS

- You have the right to be trained in hazards on your job, know what chemicals you are working with and access records concerning your health.
- You have the right to seek safety and health on the job without fear of punishment. This includes complaining to your employer, union, OSHA or any other government agency about safety and health, participating in an OSHA inspection, or other OSHA-related activities.
- You have the right to talk, privately and confidentially to the compliance officer. You are encouraged to point out hazards and inform the inspector if working conditions are not normal during the inspection.
- If you feel you have been punished for exercising safety and health rights, you must contact OSHA within 30 days of the time you learned of the discrimination.

Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Monday, April 04, 2011 10:50 AM
To: 'Pamela Vossenas'
Subject: RE: update call with UNITE HERE on Ohare Inspection

Yes.

-----Original Message-----

From: Pamela Vossenas [REDACTED] **Ex 7c**
Sent: Monday, April 04, 2011 9:58 AM
To: Loftus, Angie - OSHA
Subject: Re: update call with UNITE HERE on Ohare Inspection

I just remembered another commitment. Can you call me at 10am CST?

On Mon, 4 Apr 2011 10:33:01 -0400

"Loftus, Angie - OSHA" [REDACTED] **Ex 7c** wrote:
> I will call you at 9am tomorrow morning.

> -----Original Message-----

> **From:** Pamela Vossenas [REDACTED] **Ex 7c**
> **Sent:** Monday, April 04, 2011 8:47 AM
> **To:** Loftus, Angie - OSHA
> **Subject:** Re: update call with UNITE HERE on Ohare Inspection

> I was out sick when you called. Regret I couldnt get back to you
> sooner.

> Tomorrow Tues would be good for an update.

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> "Loftus, Angie - OSHA" [REDACTED] **Ex 7c** wrote:

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>> Angie Loftus
>> USDOL/OSHA
>> Chicago North Area Office
>> 701 Lee Street, Suite 950
>> Des Plaines, Illinois 60016
>> (847) 803-4800

[REDACTED] **Ex 7c**

>> -----Original Message-----

>> **From:** Pamela Vossenas [REDACTED] **Ex 7c**
>> **Sent:** Friday, March 25, 2011 4:04 PM
>> **To:** Turek, Diane - OSHA
>> **Cc:** Loftus, Angie - OSHA; [REDACTED] **Ex 7c** - OSHA; Sciolaro, Lisa -
>> OSHA;

>> Connors, Michael - OSHA; vinay.r. [REDACTED] **Ex 7c**
>> **Subject:** RE: update call with UNITE HERE on Ohare Inspection

>> Thank you.

>>
>> Pamela Vossen, MPH
>> Workplace Safety & Health Coordinator/ Staff Epidemiologist UNITE
>>HERE! International Union Strategic Affairs Department
>> 275 Seventh Avenue, 11flr
>> New York, NY 10001
>> 212-332-9318 direct line
>> 646-305-7304 cell
>> 212-489-0598 fax
>>
>>
>>

>> -----Original Message-----

>>From: Turek, Diane - OSHA [REDACTED] Ex 7c
>> Sent: Friday, March 25, 2011 4:59 PM
>> To: Pamela Vossen
>> Cc: Loftus, Angie - OSHA; [REDACTED] Ex 7c - OSHA; Sciolaro, Lisa -
>>OSHA;

>>Connors, Michael - OSHA; vinay.r. [REDACTED] Ex 7c
>> Subject: RE: update call with UNITE HERE on Ohare Inspection
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Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Wednesday, March 16, 2011 7:31 AM
To: Loftus, Angie - OSHA; [REDACTED] Ex 7c OSHA
Subject: FW: spanish translayors needed. At ohare. on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

And I assume this was not meant for me....

-----Original Message-----

From: pvossena; [REDACTED] Ex 7c
Sent: Tuesday, March 15, 2011 4:53 PM
To: Turek, Diane - OSHA
Subject: Re: spanish translayors needed. At ohare. on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

I assume you have taken care of this but just in case.
Sent via BlackBerry by AT&T

-----Original Message-----

From: "Turek, Diane - OSHA" [REDACTED] Ex 7c
Date: Tue, 15 Mar 2011 16:33:21
To: Pamela Vossenas [REDACTED] Ex 7c
Subject: RE: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

Great - thank you.

-----Original Message-----

From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Tuesday, March 15, 2011 3:22 PM
To: Turek, Diane - OSHA
Subject: RE: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

We are reminding the hotel of who the shop stewards are.

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[REDACTED] Ex 7c cell
212-489-0598 fax

-----Original Message-----

From: Turek, Diane - OSHA [REDACTED] Ex 7c
Sent: Tuesday, March 15, 2011 2:14 PM
To: pvossena; [REDACTED] Ex 7c
Subject: RE: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

Ex 7c

-----Original Message-----

From: pvossena; [REDACTED] Ex 7c
Sent: Tuesday, March 15, 2011 10:38 AM

To: Turek, Diane - OSHA
Subject: Re: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

Most welcome
Sent via BlackBerry by AT&T

-----Original Message-----

From: "Turek, Diane - OSHA" [REDACTED] Ex 7c
Date: Tue, 15 Mar 2011 08:43:35
To: Pamela Vossenas [REDACTED] Ex 7c
Subject: RE: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

Thanks Pamela.

-----Original Message-----

From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Monday, March 14, 2011 4:52 PM
To: Loftus, Angie - OSHA
Cc: Turek, Diane - OSHA; [REDACTED] Ex 7c - OSHA; Connors, Michael - OSHA
Subject: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10
Importance: High

Hello,
Attached is a letter in response to our email correspondence of last week regarding interviews at Hyatt O'Hare and additional requests. The three housekeepers we identified will be on schedule and one of them, [REDACTED] Ex 7c

Also enclosed in the letter is information relevant to both the general duty ergonomic and the recordkeeping inspections.

I have attached the original spreadsheet of injuries deemed non-recordable by Hyatt O'Hare, labeled OHARE ALL INJURIES, sent to the union by the hotel plus a word version of it where UNITE HERE highlighted certain injuries, as described in my letter.

Thank you for your efforts.
Sincerely,
Pamela

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[REDACTED] Ex 7c cell
212-489-0598 fax

-----Original Message-----

From: Loftus, Angie - OSHA [REDACTED] Ex 7c
Sent: Wednesday, March 09, 2011 9:03 AM
To: Pamela Vossenas
Cc: Turek, Diane - OSHA; [REDACTED] Ex 7c - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10
Importance: High

We will be unable to return to the Hyatt Regency O'Hare this week.

We have scheduled worker interviews and work observations at the site for March 16, 17 and 18. We will be on-site full days, on the 16th and 18th; and 1/2 day on the 17th. On all three days we will begin our onsite activities early in the morning.

If the three employees you identified below are on shift on these days, we will interview them at that time. Please advise me if they will not be working at the hotel on March 16, 17 or 18 and we will make arrangements to speak to them on another date.

Thank you for identifying specific housekeeping tasks performed by the room attendants that are of concern.

If we need to return to the hotel for additional worker interviews on other days, in addition to the dates identified above, we will notify the site union representative. Please advise me if you want us to inform your office as well.

Angie Loftus, Assistant Area Director
USDOL/OSHA
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
847.803.4800 x15
847.390.8220 FAX

Ex 7c

-----Original Message-----

From: Turek, Diane - OSHA
Sent: Wednesday, March 09, 2011 7:33 AM
To: Ex 7c - OSHA; Ex 7c - OSHA; Loftus, Angie - OSHA
Subject: FW: 3 interviews onsite at Ohare thurs mar 10

FYI

-----Original Message-----

From: pvossena Ex 7c
Sent: Monday, March 07, 2011 2:56 PM
To: Turek, Diane - OSHA
Cc: Connors, Michael - OSHA
Subject: Re: 3 interviews onsite at Ohare thurs mar 10

That should have read they clean 10 to 16 doubles as part of 16 room quota.
Sent via BlackBerry by AT&T

-----Original Message-----

From: pvossenas@unitehere.org
Date: Mon, 7 Mar 2011 20:54:23
To: Diane - OSHA Turek Ex 7c
Reply-To: pvossena Ex 7c
Cc: Michael - OSHA Connors Ex 7c
Subject: 3 interviews onsite at Ohare thurs mar 10

Diane,

Per my meeting with Mike Connors, we have identified the following 3 workers who will be on the schedule this Thurs. They are all Spanish speakers & will need translation. It is important to us that they are interviewed. The work 8-4:30M it is best to come in the morning to see what cleaning a double double room is like as they normally clean 10 to 16 rooms with double beds as part of their 16 room daily quota. Their names are Ex 7c Ex 7c. They are okay with being interviewed onsite. They will be there Fri as a backup to thurs. Pls call with questions.

Pamela

Ex 7c

Sent via BlackBerry by AT&T

NOTICE:

This e-mail message and any attachments to it may contain confidential information. The information contained in this transmission is intended solely for the use of the individual(s) or entities to which the e-mail is addressed. If you are not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that you are prohibited from reviewing, retransmitting, converting to hard copy, copying, disseminating, or otherwise using in any manner this e-

mail or any attachments to it. If you have received this message in error, please notify the sender by replying to this message and delete it from your computer.

Loftus, Angie - OSHA

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Sent: Monday, March 14, 2011 4:52 PM
To: Loftus, Angie - OSHA
Cc: Turek, Diane - OSHA; [REDACTED] Ex 7c - OSHA; Connors, Michael - OSHA
Subject: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

Importance: High

Attachments: Unite Here Letter 3_14_11 Turek.pdf; not recordables per hyatt ohare.doc; OHARE ALL INJURIES.xls



Unite Here Letter not recordables per OHARE ALL
3_14_11 Ture... hyatt ohar... INJURIES.xls (60 KB)

Hello,

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Also enclosed in the letter is information relevant to both the general duty ergonomic and the recordkeeping inspections.

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Thank you for your efforts.
Sincerely,
Pamela

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
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UNITE HERE! International Union
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275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[REDACTED] Ex 7c cell
212-489-0598 fax

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Angie Loftus, Assistant Area Director
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701 Lee Street, Suite 950
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Ex 7c

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Cc: Connors, Michael - OSHA
Subject: Re: 3 interviews onsite at Ohare thurs mar 10

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Sent via BlackBerry by AT&T

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From: pvossenae Ex 7c
Date: Mon, 7 Mar 2011 20:54:23
To: Diane - OSHA Turek Ex 7c
Reply-To: pvossenae Ex 7c Ex 7c
Cc: Michael - OSHA Connors Ex 7c
Subject: 3 interviews onsite at Ohare thurs mar 10

Diane,

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Ex 7c They are okay with being interviewed onsite. They will be there Fri as a backup to thurs. Pls call with questions.

Pamela

6463057304

Sent via BlackBerry by AT&T

2009

YTD Injury Log

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?
01/15/2009	Ex 7C	Housekeeping	Both	KNEE	Bruise	Fall, Slip, Trip	Icy Sidewalk	Incident	N
01/17/2009		RED BAR	Right	Finger	Pain	Carrying Trays	Tray	Incident	N
01/21/2009		Kitchen	Right	Back and Shoulders	Strain	Lifting	pan	Medical Only	Y
01/21/2009		Housekeeping	Left	Foot	Pain	Pushing	Linen Cart	Incident	N
01/27/2009		Banquets	Middle	Finger	Laceration	Picking UP	Broken China	Medical Only	Y
01/27/2009		Restaurants	Right	Finger(s)	Burn	MAKING COFFEE	Hot Water	First Aid	N
01/29/2009		Housekeeping	Right	Arm	Strain/Sprain	Pushing	Cart	Incident	N
02/05/2009		Stewarding	Left	Shoulder	Pain	Fall, Slip, Trip	Icy Sidewalk	Medical Only	N
02/12/2009		Kitchen	Right	Finger	Bruise	Pinch	COOLER DOOR	Incident	N
02/19/2009		Housekeeping	Right	Hand	Bruise	Pinch	Linen Cart	Incident	N
02/22/2009		Housekeeping	Lower	Back	Strain	Bending	vacuum	Medical Only	Y
02/25/2009		Housekeeping	Left	Head	Bruise	HITTING	Nightstand	Incident	N
02/27/2009		Housekeeping	Left	ARM & SHOULDER	Allergic Reaction	Exposure	Food	First Aid	N
03/06/2009		Stewarding	Right	Wrist	Bruise	Falling Object	Silverware	Incident	N
03/12/2009		Convention Services	Right	Shoulder	Pain	Falling Object	Chair(s)	Incident	N
03/13/2009		Housekeeping	Left	Foot and Wrist	Pain	Falling Object	WATER GALLON	Incident	N
03/17/2009		Stewarding	Right	Shin	Bruise	Hit Object	Cart	Incident	N
03/24/2009		Kitchen	Left	Eye(s)	Fracture	Fall, Slip, Trip	Racks	Indemnity	Y

YTD Injury Log

2008

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?	
01/12/2008	Ex 7C	Stewarding	Right Hand	Hand	Bruise	HITTING	Hot Box	Incident	N	
01/14/2008		Housekeeping	Right Finger(s)	Finger(s)	Laceration	GRIPPING	HANDRAIL	Incident	N	
01/15/2008		Stewarding	Left WRIST, HIP, SHOULDER	WRIST, HIP, SHOULDER	Contusion	Fall, Slip, Trip	Wet Surface	Medical Only	Y	
01/17/2008		Banquets	Right Arm	Arm	Burn	Splashed	Water	Incident	N	
01/19/2008		Stewarding	Right Finger(s)	Finger(s)	Burn	Picking UP	Plate	Incident	N	
01/21/2008		Housekeeping	Both	Back	Bruise	Fall, Slip, Trip	Bath tub	Incident	N	
02/06/2008		Stewarding	Right	Right RIBS & LIP	RIBS & LIP	Contusion	Fall, Slip, Trip	PLASTIC MAT	Medical Only	Y
02/09/2008		Stewarding	Right	Right Eye(s)	Eye(s)	Burn	Splashed	SOAPY WATER	Incident	N
02/11/2008	Housekeeping	Right	Right Head	Head	Contusion	Fall, Slip, Trip	Icy Sidewalk	Medical Only	N	
02/23/2008	Housekeeping	Right	Right Finger(s)	Finger(s)	Abrasion	HITTING	MINIBAR	Incident	N	
02/23/2008	Kitchen	Left	Left Thumb	Thumb	Laceration	Slicing/Cutting	ONION	Medical Only	Y	
03/15/2008	Housekeeping	Upper	Upper Head	Head	Contusion	HITTING	LAMP	Medical Only	N	
03/16/2008	Banquets	Right	Right ARM, NECK	ARM, NECK	HERNIATED DISC	Lifting	Tray	Indemnity	Y	
03/17/2008	Stewarding	Right	Right Arm	Arm	Bruise	Lifting	Pot	Incident	N	
03/28/2008	Banquets	Upper	Upper CHEST/SHOULDER/NECK	CHEST/SHOULDER/NECK	Bruise	Fall, Slip, Trip	Luggage	Medical Only	Y	
03/28/2008	Housekeeping	Upper	Upper Head	Head	Concussion	Falling Object	TRASH BIN LID	Medical Only	N	
04/05/2008	Stewarding	Left	Left Shin	Shin	Contusion	Fall, Slip, Trip	PIPE	Incident	Y	
04/07/2008	Housekeeping	Left	Left Toe(s)	Toe(s)	Laceration	Falling Object	Broken Glass	Other	N	
04/09/2008	Convention Services	Left	Left Finger(s)	Finger(s)	Contusion	Moving	MIRROR	Medical Only	Y	
04/10/2008	Banquets	Both	Both Back	Back	Strain/Sprain	Lifting	Silverware	Medical Only	N	
04/15/2008	Housekeeping	Right	Right KNEE	KNEE	Contusion	Hit Object	Nightsstand	Medical Only	Y	
04/15/2008	RED BAR	Upper	Upper Head	Head	Cut	Hit Object	table	Incident	N	
04/25/2008	Housekeeping	Middle	Middle Pelvic Region/Thigh	Pelvic Region/Thigh	Pulled Muscle	Falling Object	Cart	Incident	N	
05/08/2008	RED BAR	Upper	Upper Forehead	Forehead	Bruise	Hit Object	Door	Incident	N	
05/14/2008	Stewarding	Both	Both Hand	Hand	Bruise	CLOSING DOOR	Dishwasher	Incident	N	
05/23/2008	Stewarding	Right	Right Thumb	Thumb	Laceration	Cleaning	Glass	Medical Only	Y	
05/28/2008	Stewarding	Left	Left Ankle	Ankle	Bruise	Pulling	Wire	Incident	N	
06/11/2008	Kitchen	Lower	Lower Back	Back	Strain/Sprain	Moving	Box(es)	Indemnity	N	
06/19/2008	Housekeeping	Lower	Lower Back	Back	Strain/Sprain	Pushing	Cart	Medical Only	N	
06/22/2008	Laundry/Valet	Lower	Lower Back	Back	Back Pain	Pulling	Linen Cart	Incident	N	
06/25/2008	Room Service	Right	Right Middle Finger	Middle Finger	Laceration	WIPING	PIPE	Medical Only	Y	

EX 7c

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?
07/10/2008		Housekeeping	Right	Palm	PRIVATE	Needle stick	Needle	Indemnity	Y
07/13/2008		Housekeeping	Right	KNEE	Pain	Fall, Slip, Trip	SHEETS	Incident	N
07/19/2008		Housekeeping	Right	Shoulder	Strain/Sprain	Cleaning	Bath tub	Medical Only	Y
07/20/2008		Housekeeping	Lower	Back	Strain/Sprain	Lifting	Bed	Medical Only	Y
07/29/2008		Stewarding	Upper	Nose	Injury	Pulling	Queen Mary	Incident	N
07/30/2008		Housekeeping	Lower	Back	Ache	Bending	Bath tub	Incident	N
08/03/2008		Rooms	Left	Wrist	Contusion	Hit Object	Wall	Medical Only	N
08/03/2008		Kitchen	Left	Teeth	BROKEN	Eating	Food	Incident	N
06/2008		Purchasing	Left	MIDDLE TOE	Dislocation	struck	SKID	Medical Only	Y
9/2008		Stewarding	Lower	Shin	Bruise	Walking	Cart	Incident	N
08/14/2008		Housekeeping	Left	NECK & SHOULDER	Strain, Contusion	Falling Object	LINEN	Medical Only	Y
09/02/2008		RED BAR	Left	Ankle	Strain/Sprain	Fall, Slip, Trip	Stairs)	Indemnity	Y
09/13/2008		Banquets	Head	Head	Laceration	Fall, Slip, Trip	Wet Surface	Indemnity	Y
09/14/2008		Rooms	Both	Leg	CELLULITIS	Moving	Water	Medical Only	N
09/18/2008		Housekeeping	Right	Wrist	Strain/Sprain	Lifting	Bed	Medical Only	N
09/18/2008		Munchies	Left	KNEE	Bruise	Fall, Slip, Trip	Wall	Incident	N
09/27/2008		Laundry/Valet	Lower	Abdominal	Strain/Sprain	Lifting	Pillowcases	Medical Only	N
09/27/2008		Banquets	Upper	Lip	Cut	Falling Object	Tray	Incident	N
10/07/2008		Stewarding	Right	Shin	Bruise	Fall, Slip, Trip	Tray	Medical Only	Y
10/11/2008		Kitchen	Right	Nose	abrasion & bruise	Falling Object	Tray	Medical Only	Y
10/14/2008		Housekeeping	Right	Elbow	Bruise	Vacuuming	Door	Incident	N
10/14/2008		Housekeeping	Left	KNEE	Bruise	Fall, Slip, Trip	Floor	Incident	N
7/2008		Housekeeping	Left	Ankle	Strain/Sprain	Reaching	MIRROR	Medical Only	Y
10/20/2008		Stewarding	Right	Shoulder	Contusion	Falling Object	Queen Mary	Medical Only	Y
10/23/2008		Banquets	Left	Palm	Pinch	Pushing	Table	Incident	N
10/24/2008		Housekeeping	Left	KNEE	Bruise	Fall, Slip, Trip	Bath tub	Incident	N
10/28/2008		Stewarding	Lower	Back	Strain	Lifting	Milk Crate	Medical Only	Y
11/01/2008		Banquets	Left	KNEE	Contusion	Moving	table	Medical Only	Y
11/02/2008		Banquets	Left	Shoulder	Bruise	Carrying Trays	Another Person	Incident	N
11/10/2008		Banquets	Left	Thighs	Cut	Pushing	Cart	Incident	N
11/12/2008		Housekeeping	Upper	Forehead	Bruise	Hit Object	Door	Incident	N
11/13/2008		Housekeeping	Right	Pinky Finger	Cut	Sharp Edge	Bath tub	Medical Only	N
11/17/2008		Housekeeping	Right	Ankle	Bruise	Walking	Bed frame	Incident	N
12/01/2008		Banquets	Left	KNEE	Bruise	Fall, Slip, Trip	Wet Floor	Incident	N

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?
12/09/2008	EX 7C	RED BAR	Left	KNEE	Abrasion	Fall, Slip, Trip	Icy Sidewalk	Incident	N
12/16/2008		RED BAR	Right	Ribs	BRUISING & SWELLING	LIFTING & TWISTING	Plate	Incident	N

YTD Injury Log

2007

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?
02/03/2007	EX 7C	Kitchen	Both	CHEST, KNEE, ARM, TOE	Contusion	Fall, Slip, Trip	Floor Mats	Medical Only	Y
02/04/2007		Housekeeping	Hand	Hand	CELLULITIS	medical condition	Unknown	Medical Only	N
02/05/2007		Kitchen	Left	KNEE	Fracture	Struck By	Cart	Indemnity	Y
02/12/2007		Housekeeping	Right	Hand	Burn	Picking UP	Curving Iron	Incident	N
02/14/2007		Munchies	Right	Arm	Burn	Pulling	pan	Medical Only	N
02/20/2007		Housekeeping	Both	KNEE	Bruise	Fall, Slip, Trip	Ice	First Aid	N
02/22/2007		Knuckles Sports Bar	Right	Finger	Cut	Picking UP	Broken Glass	First Aid	N
02/23/2007		Housekeeping	Left	Ankle	abrasion & bruise	Moving	SHEETS	First Aid	N
02/25/2007		Housekeeping	Both	Arm	Dermatitis	CHANGING	SHEETS	Medical Only	Y
02/26/2007		Kitchen	Both	arm, elbow, leg, knee	Bruise	Fall, Slip, Trip	floor mat	Incident	N
02/26/2007		Kitchen	Left	Shoulder	Bruise	Fall, Slip, Trip	Icy Sidewalk	Indemnity	N
03/09/2007		Knuckles Sports Bar	Left	Index Finger	Bruise	Pinch	Queen Mary	First Aid	N
03/13/2007		Kitchen	Left	Hand	Burn	Picking UP	pan	Medical Only	N
03/13/2007		Convention Services	Right	Hip	Strain	Lifting	Table	Medical Only	N
03/15/2007		Stewarding	Middle	Neck and Back				Medical Only	N
03/25/2007		Housekeeping	Left	Wrist	Strain/Sprain	Pushing	Cart	First Aid	N
03/27/2007	Banquets	Left	Caif	Bruise	Struck By	FLIP CHART	First Aid	N	
03/30/2007	Kitchen	Right	KNEE	Bruise	HITTING	Chair(s)	Medical Only	N	
04/19/2007	Convention Services	Left	Ankle	Abrasion	Falling Object	Table	Medical Only	N	
04/21/2007	Housekeeping	Right	KNEE	Bruise	Fall, Slip, Trip	SHEETS	Medical Only	Y	
04/21/2007	Restaurants	Right	Foot	Bruise	Fall, Slip, Trip	Silverware	Other	N	
04/24/2007	RED BAR	Left	Wrist	Tenosynovitis	Lifting	Tray	Medical Only	Y	
04/25/2007	RED BAR	Right	TOOTH	Fracture	BITING DOWN	FORGEG OBJECT	Medical Only	Y	
04/24/2007	Stewarding	Upper	Head	Bruise	Falling Object	CUTTING BOARD	Medical Only	N	
05/01/2007	RED BAR	Left	Ankle	Strain/Sprain	Fall, Slip, Trip	Stair(s)	Medical Only	Y	
05/05/2007	Housekeeping	Right	Index Finger	Puncture	Picking UP	Needle	Medical Only	Y	
05/07/2007	Convention Services	Right	Ankle	Strain/Sprain	Fall, Slip, Trip	Coffee	Medical Only	Y	
05/07/2007	Kitchen	Both	Wrist	Bruise	Fall, Slip, Trip	Grease	Medical Only	N	
05/09/2007	Banquets	Left	Ankle	Burn	Splashed	Hot Water	Medical Only	Y	
05/16/2007	Stewarding	Lower	Back	Strain	Bending	Pot	Medical Only	Y	
05/16/2007	RED BAR	Lower	Back	Strain/Sprain	Repetitive Action	Bar area	Medical Only	N	
05/16/2007	PERKS	Left	Hand	Burn	STEAMING MILK	Steam	Incident	N	
05/22/2007	Banquets	Left	KNEE	Confusion	Fall, Slip, Trip	Wet Surface	Medical Only	Y	
05/25/2007	Stewarding	Right	Hand	Abrasion	CLOSING DOOR	Elevator	Incident	N	
05/26/2007	Housekeeping	Right	Head	Laceration	HITTING	Stair(s)	Medical Only	Y	

EX 7c

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?
05/31/2007		Housekeeping	Right	LEG & FACE	Contusion	Fall, Slip, Trip	PILLOWS	Medical Only	Y
06/04/2007		RED BAR	Both	Back	Exposure	Splashed	Chemical	Medical Only	N
06/13/2007		Stewarding	Middle	Nose	Bruise	Falling Object	Ice Bucket	Incident	N
06/14/2007		Kitchen	Right	Arm	Burn	Pulling	Truck	Incident	N
06/25/2007		Convention Services	Left	KNEE	Strain/Sprain	Pushing	Air wall	Medical Only	Y
06/26/2007		Kitchen	Left	Elbow	Cut	Fall, Slip, Trip	Wet Surface	Incident	N
06/27/2007		Housekeeping	Middle	Nose	CELLULITIS	WIPING	Towel (s)	Medical Only	N
07/05/2007		RED BAR	Right	Pinky Finger	Crushed	Pinch	Ladder	Medical Only	N
07/08/2007		Kitchen	Right	Palm	Laceration	Picking UP	Boxes)	Indemnity	Y
07/12/2007		Banquets	Left	Wrist	Strain/Sprain	Falling Object	Tray	Medical Only	Y
07/19/2007		Banquets	Both	KNEE	Unknown	Unknown	Unknown	Indemnity	N
07/23/2007		Stewarding	Right	Elbow	Bruise	Fall, Slip, Trip	SINK	Medical Only	Y
07/25/2007		Stewarding	Lower	Back	Strain/Sprain	Caught	Slice Machine	Medical Only	Y
3/2007		Housekeeping	Right	Finger(s)	Bruise	Fall, Slip, Trip	Wall	Incident	N
7/2007		Kitchen	Left	Pinky Finger	Laceration	Slicing/Cutting	MEAT	Medical Only	Y
08/08/2007		Banquets	Right	Arm	Burn	Splashed	Hot Water	Incident	N
08/09/2007		Stewarding	Left	Head	Contusion	Falling Object	Pipe and Drape	Medical Only	N
08/11/2007		PERKS	Left	Hand	Burn	Splashed	Hot Coffee	Incident	N
08/13/2007		Kitchen	Right	Thumb	Laceration	Slicing/Cutting	PICKLE	Medical Only	Y
08/14/2007		Banquets	Upper	Face	Abrasion	Fall, Slip, Trip	Luggage	Incident	N
08/15/2007		Housekeeping	Right	Finger(s)	Unknown	Unknown	Unknown	Other	N
08/21/2007		Rooms	Left	Middle Finger	Puncture	Picking UP	Needle	Medical Only	Y
08/31/2007		Convention Services	Right	Hand	Crushed	Pulling	Freight Elevator	Medical Only	Y
08/31/2007		Purchasing	Right	Hand	Crushed	Pulling	Cart	Medical Only	Y
09/07/2007		Housekeeping	Both	arm, elbow, leg, knee	Bruise	Fall, Slip, Trip	Wet Surface	First Aid	N
09/15/2007		Banquets	Left	Thumb	Cut	Fall, Slip, Trip	Broken Glass	First Aid	N
09/19/2007		Banquets	Left	KNEE	Contusion	Fall, Slip, Trip	Water	Medical Only	Y
09/19/2007		Housekeeping	Right	KNEE & LEG	Fracture	Fall, Slip, Trip	Wet Surface	Indemnity	Y
3/2007		Banquets	Upper	Respiroy	Allergic Reaction	Eating	SHELLFISH	Medical Only	N
10/17/2007		Housekeeping	Lower	Back	Strain	Lifting	Mattress	Medical Only	Y
10/17/2007		Stewarding	Lower	Back	Strain/Sprain	Lifting	Garbage Can	Medical Only	Y
10/26/2007		Stewarding	Both	Back, Hip, Leg	Contusion	Fall, Slip, Trip	Grease	Medical Only	Y
10/27/2007		RED BAR	Left	Eye(s)	unknown	Unknown	Unknown	Medical Only	N
10/29/2007		Housekeeping	Right	KNEE	Strain/Sprain	Lifting	Water	Medical Only	Y
11/08/2007		PERKS	Both	CHEST, NOSE	Burn	SPILL	Hot Water	Medical Only	Y
11/10/2007		Convention Services	Lower	Back	Strain	Lifting	Table	Medical Only	N
11/13/2007		Housekeeping	Left	Foot	Puncture	Falling Object	Scissors	Medical Only	Y
11/20/2007		Kitchen	Right	Eye(s)	Irritation	Hot Sauce	Bowl	First Aid	N
11/21/2007		RED BAR	Left	Ankle	Twisted	Walking	POTHOLE	Incident	N
12/11/2007		Banquets	Right	Foot	Contusion	Collapse	Table	Medical Only	Y

Hyatt Ohare Hotel Not Recordable Per Employer Spreadsheet*

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?
01/15/2009	EX 7C	Housekeeping	Both	KNEE	Bruise	Fall, Slip, Trip	Icy Sidewalk	Incident	N
01/17/2009		RED BAR	Right	Finger	Pain	Carrying Trays	Tray	Incident	N
01/21/2009		Housekeeping	Left	Foot	Pain	Pushing	Linen Cart	Incident	N
01/27/2009		Restaurants	Right	Finger(s)	Burn	MAKING COFFEE	Hot Water	First Aid	N
01/29/2009		Housekeeping	Right	Arm	Strain/Sprain	Pushing	Cart	Incident	N
02/05/2009		Stewarding	Left	Shoulder	Pain	Fall, Slip, Trip	Icy Sidewalk	Medical Only	N
02/12/2009		Kitchen	Right	Finger	Bruise	Pinch	COOLER DOOR	Incident	N
02/19/2009		Housekeeping	Right	Hand	Bruise	Pinch	Linen Cart	Incident	N
02/25/2009		Housekeeping	Left	Head	Bruise	HITTING	Nightstand	Incident	N
02/27/2009		Housekeeping	Left	ARM & SHOULDER	Allergic Reaction	Exposure	Food	First Aid	N
03/06/2009		Stewarding	Right	Wrist	Bruise	Falling Object	Silverware	Incident	N
03/12/2009		Convention Services	Right	Shoulder	Pain	Falling Object	Chair(s)	Incident	N
03/13/2009		Housekeeping	Left	Foot and Wrist	Pain	Falling Object	WATER GALLON	Incident	N
03/17/2009		Stewarding	Right	Shin	Bruise	Hit Object	Cart	Incident	N
01/12/2008		Stewarding	Right	Hand	Bruise	HITTING	Hot Box	Incident	N
01/14/2008		Housekeeping	Right	Finger(s)	Laceration	GRIPPING	HANDRAIL	Incident	N
01/17/2008	Banquets	Right	Arm	Burn	Splashed	Water	Incident	N	

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND **bolded** occur to guest room hotel housekeepers.

EX 7c

01/19/2008	Stewarding	Right	Finger(s)	Burn	Picking UP	Plate	Incident	N
01/21/2008	Housekeeping	Both	Back	Bruise	Fall, Slip, Trip	Bath tub	Incident	N
02/09/2008	Stewarding	Right	Eye(s)	Burn	Splashed	SOAPY WATER	Incident	N
02/11/2008	Housekeeping		Head	Contusion	Fall, Slip, Trip	Icy Sidewalk	Medical Only	N
02/23/2008	Housekeeping	Right	Finger(s)	Contusion	HITTING	MINIBAR	Incident	N
03/15/2008	Housekeeping	Upper	Head	Contusion	HITTING	LAMP	Medical Only	N
03/17/2008	Stewarding	Right	Arm	Bruise	Lifting	Pot	Incident	N
03/28/2008	Housekeeping	Upper	Head	Concussion	Falling Object	TRASH BIN LID	Medical Only	N
04/07/2008	Housekeeping	Left	Toe(s)	Laceration	Falling Object	Broken Glass	Other	N
04/10/2008	Banquets	Both	Back	Strain/Sprain	Lifting	Silverware	Medical Only	N
04/15/2008	RED BAR	Upper	Head	Cut	Hit Object	table	Incident	N
04/25/2008	Housekeeping	Middle	Pelvic Region/T high	Pulled Muscle	Falling Object	Cart	Incident	N
05/08/2008	RED BAR	Upper	Forehead	Bruise	Hit Object	Door	Incident	N
05/14/2008	Stewarding	Both	Hand	Bruise	CLOSING DOOR	Dishwasher	Incident	N
05/28/2008	Stewarding	Left	Ankle	Bruise	Pulling	Wire	Incident	N
06/11/2008	Kitchen	Lower	Back	Strain/Sprain	Moving	Box(es)	Indemnity	N
06/19/2008	Housekeeping	Lower	Back	Strain/Sprain	Pushing	Cart	Medical Only	N
06/22/2008	Laundry/Valet	Lower	Back	Back Pain	Pulling	Linen Cart	Incident	N
07/13/2008	Housekeeping	Right	KNEE	Pain	Fall, Slip, Trip	SHEETS	Incident	N

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Hyatt Ohare Hotel Not Recordable Per Employer Spreadsheet*

Ex 7c

	Stewarding	Upper	Nose	Injury	Pulling	Queen Mary	Incident	N
07/29/2008	Housekeeping	Lower	Back	Ache	Bending	Bath tub	Incident	N
08/03/2008	Rooms	Left	Wrist	Contusion	Hit Object	Wall	Medical Only	N
08/03/2008	Kitchen		Teeth	BROKEN	Eating	Food	Incident	N
08/09/2008	Stewarding	Lower	Shin	Bruise	Walking	Cart	Incident	N
09/14/2008	Rooms	Both	Leg	CELLULITIS	Moving	Water	Medical Only	N
09/18/2008	Housekeeping	Right	Wrist	Strain/Sprain	Lifting	Bed	Medical Only	N
09/18/2008	Munchies	Left	KNEE	Bruise	Fall, Slip, Trip	Wall	Incident	N
09/27/2008	Laundry/Valet	Lower	Abdominal	Strain/Sprain	Lifting	Pillowcases	Medical Only	N
09/27/2008	Banquets	Upper	Lip	Cut	Falling Object	Tray	Incident	N
10/14/2008	Housekeeping	Right	Elbow	Bruise	Vacuuming	Door	Incident	N
10/14/2008	Housekeeping	Left	KNEE	Bruise	Fall, Slip, Trip	Floor	Incident	N
10/23/2008	Banquets	Left	Palm	Pinch	Pushing	Table	Incident	N
10/24/2008	Housekeeping	Left	KNEE	Bruise	Fall, Slip, Trip	Bath tub	Incident	N
11/02/2008	Banquets	Left	Shoulder	Bruise	Carrying Trays	Another Person	Incident	N
11/10/2008	Banquets	Left	Thighs	Cut	Pushing	Cart	Incident	N
11/12/2008	Housekeeping	Upper	Forehead	Bruise	Hit Object	Door	Incident	N
11/13/2008	Housekeeping	Right	Pinky Finger	Cut	Sharp Edge	Bath tub	Medical Only	N
11/17/2008	Housekeeping	Right	Ankle	Bruise	Walking	Bed frame	Incident	N
12/01/2008	Banquets	Left	KNEE	Bruise	Fall, Slip, Trip	Wet Floor	Incident	N
12/09/2008	RED BAR	Left	KNEE	Abrasion	Fall, Slip, Trip	Icy Sidewalk	Incident	N
12/16/2008	RED BAR	Right	Ribs	BRUISING & SWELLING	LIFTING & TWISTING	Plate	Incident	N

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND **bolded** occur to guest room hotel housekeepers. 3

EX 7c

02/04/2007	Housekeeping	Left	Hand	CELL ULTI S	medical condition	Unknown	Medical Only	N
02/12/2007	Housekeeping	Right	Hand	Burn	Picking UP	Curling Iron	Incident	N
02/14/2007	Munchies	Right	Arm	Burn	Pulling	pan	Medical Only	N
02/20/2007	Housekeeping	Both	KNEE	Bruise	Fall, Slip, Trip	Ice	First Aid	N
02/22/2007	Knuckles Sports Bar	Right	Finger	Cut	Picking UP	Broken Glass	First Aid	N
02/23/2007	Housekeeping	Left	Ankle	abrasio n & bruise	Moving	SHEETS	First Aid	N
02/26/2007	Kitchen	Both	arm, elbow, leg, knee	Bruise	Fall, Slip, Trip	floor mat	Incident	N
02/26/2007	Kitchen	Left	Shoulder	Bruise	Fall, Slip, Trip	Icy Sidewalk	Indemnity	N
03/09/2007	Knuckles Sports Bar	Left	Index Finger	Bruise	Pinch	Queen Mary	First Aid	N
03/13/2007	Kitchen	Left	Hand	Burn	Picking UP	pan	Medical Only	N
03/13/2007	Convention Services	Right	Hip	Strain	Lifting	Table	Medical Only	N
03/15/2007	Stewarding	Middle	Neck and Back				Medical Only	N
03/25/2007	Housekeeping	Left	Wrist	Strain/ Sprain	Pushing	Cart	First Aid	N
03/27/2007	Banquets	Left	Calf	Bruise	Struck By	FLIP CHART	First Aid	N
03/30/2007	Kitchen	Right	KNEE	Bruise	HITTING	Chair(s)	Medical Only	N
04/19/2007	Convention Services	Left	Ankle	Abrasi on	Falling Object	Table	Medical Only	N
04/21/2007	Restaurants	Right	Foot	Bruise	Fall, Slip, Trip	Silverware	Other	N
04/24/2007	Stewarding	Upper	Head	Bruise	Falling Object	CUTTING BOARD	Medical Only	N

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Hyatt Ohare Hotel Not Recordable Per Employer Spreadsheet*

Ex 7c									
Date	Location	Job Title	Body Part	Wrist	Injury Type	Activity	Surface	Medical	Count
05/07/2007	Kitchen	Both	Wrist		Bruise Strain/Sprain	Fall, Slip, Trip	Grease	Medical Only	N
05/16/2007	RED BAR	Lower	Back		Bruise Strain/Sprain	Repetitive Action	Bar area	Medical Only	N
05/16/2007	PERKS	Left	Hand		Burn	STEAMING MILK	Steam	Incident	N
05/25/2007	Stewarding	Right	Hand		Abrasion	CLOSING DOOR	Elevator	Incident	N
06/04/2007	RED BAR	Both	Back		Exposure	Splashed	Chemical	Medical Only	N
06/13/2007	Stewarding	Middle	Nose		Bruise	Falling Object	Ice Bucket	Incident	N
06/14/2007	Kitchen	Right	Arm		Burn	Pulling	Truck	Incident	N
06/26/2007	Kitchen	Left	Elbow		Cut	Fall, Slip, Trip	Wet Surface	Incident	N
06/27/2007	Housekeeping	Middle	Nose		CELLULITIS	WIPING	Towel (s)	Medical Only	N
07/05/2007	RED BAR	Right	Pinky Finger		Crushed	Pinch	Ladder	Medical Only	N
07/19/2007	Banquets	Both	KNEE		unknwn	Unknown	Unknown	Indemnity	N
07/28/2007	Housekeeping	Right	Finger(s)		Bruise	Fall, Slip, Trip	Wall	Incident	N
08/08/2007	Banquets	Right	Arm		Burn	Splashed	Hot Water	Incident	N
08/09/2007	Stewarding	Left	Head		Contusion	Falling Object	Pipe and Drape	Medical Only	N
08/11/2007	PERKS	Left	Hand		Burn	Splashed	Hot Coffee	Incident	N
08/14/2007	Banquets	Upper	Face		Abrasion	Fall, Slip, Trip	Luggage	Incident	N
08/15/2007	Housekeeping				unknwn	Unknown	Unknown	Other	N
09/07/2007	Housekeeping	Both	arm, elbow, leg, knee		Bruise	Fall, Slip, Trip	Wet Surface	First Aid	N

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND bolded occur to guest room hotel housekeepers.

Hyatt Chare Hotel Not Recordable Per Employer Spreadsheet*

		EX 7c									
09/15/2007	Banquets	Left	Thumb	Cut	Fall, Slip, Trip	Broken Glass	First Aid	N			
10/05/2007	Banquets	Upper	Respiratory	Allergic Reaction	Eating	SHELLFISH	Medical Only	N			
10/27/2007	RED BAR	Left	Eye(s)	unknown	Unknown	Unknown	Medical Only	N			
11/10/2007	Convention Services	Lower	Back	Strain	Lifting	Table	Medical Only	N			
11/20/2007	Kitchen	Right	Eye(s)	Irritation	Hot Sauce	Bowl	First Aid	N			
11/21/2007	RED BAR	Left	Ankle	Twisted	Walking	POTHOLE	Incident	N			

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND bolded occur to guest room hotel housekeepers.

UNITEHERE!

275 SEVENTH AVENUE, NEW YORK, NY 10001 • TEL (212) 265-7000 • FAX (212) 765-9541 • WWW.UNITEHERE.ORG

March 14, 2011

Re: OSHA Inspection at Hyatt O'Hare Hotel

Dear Diane Turek, Area Director - OSHA Chicago North Area Office

We have confirmed that the three housekeepers that we identified to you last week will be working when OSHA will be onsite March 16, 17 & 18. UNITE HERE requests that all three be interviewed: **Ex 7c**
Ex 7c as they clean rooms with two double beds.

As a union property, we are requesting that **Ex 7c**, cleans at least one room with two double beds for Ms. Root to observe. At a minimum, we request that **Ex 7c**
Ex 7c all evaluations of rooms with two double beds performed by Ms. Root and that she joins OSHA on the walk around while onsite. **Ex 7c**

Re: general duty clause inspection: Attached is a list of injuries we received from the employer as a spreadsheet from the Hyatt Regency O'Hare that they deemed as non-recordables. UNITE HERE highlighted those that appear to be repetitive motion/strain/sprain injuries; those that are highlighted AND bolded occur to housekeepers. We request that OSHA review them as possible ergonomic-related injuries.

Re: recordkeeping inspection: UNITE HERE requests that OSHA review the 100 injuries on this list to identify whether they are truly non-recordables (the descriptions are indistinguishable from similar incidents recorded on Hyatt O'Hare's OSHA logs) and to follow-up with the workers regarding the status of their injuries and their experience in reporting them to their employer. Please contact me if we can be of help in locating any of these injured workers.

Thank you and your staff for your continued efforts. I will send this as a fax and provide the spreadsheet electronically as well.

Sincerely,



Pamela Vossen, MPH

Workplace Safety & Health Coordinator/ Staff Epidemiologist

212-332-9318 direct line, **Ex 7c** cell

JOHN W. WILHELM, PRESIDENT

GENERAL OFFICERS: Sheri Chisaa, Secretary-Treasurer; Peter Ward, Recording Secretary; D. Taylor, General Vice President;

The Thi Do, General Vice President for Immigration, Civil Rights and Diversity

Hyatt Ohare Hotel Not Recordable Per Employer Spreadsheet*

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Recordable?
01/15/2009	EX 7c	Housekeeping	Both	KNEE	Bruise	Fall, Slip, Trip	Icy Sidewalk	Incident	N
01/17/2009		RED BAR	Right	Finger	Pain	Carrying Trays	Tray	Incident	N
01/21/2009		Housekeeping	Left	Foot	Pain	Pushing	Linen Cart	Incident	N
01/27/2009		Restaurants	Right	Finger(s)	Burn	MAKING COFFEE	Hot Water	First Aid	N
01/29/2009		Housekeeping	Right	Arm	Strain/Sprain	Pushing	Cart	Incident	N
02/05/2009		Stewarding	Left	Shoulder	Pain	Fall, Slip, Trip	Icy Sidewalk	Medical Only	N
02/12/2009		Kitchen	Right	Finger	Bruise	Pinch	COOLER DOOR	Incident	N
02/19/2009		Housekeeping	Right	Hand	Bruise	Pinch	Linen Cart	Incident	N
02/25/2009		Housekeeping	Left	Head	Bruise	HITTING	Nightstand	Incident	N
02/27/2009		Housekeeping	Left	ARM & SHOULDER	Allergic Reaction	Exposure	Food	First Aid	N
03/06/2009	Stewarding	Right	Wrist	Bruise	Falling Object	Silverware	Incident	N	
03/12/2009	Convention Services	Right	Shoulder	Pain	Falling Object	Chair(s)	Incident	N	
03/13/2009	Housekeeping	Left	Foot and Wrist	Pain	Falling Object	WATER GALLON	Incident	N	
03/17/2009	Stewarding	Right	Shin	Bruise	Hit Object	Cart	Incident	N	
01/12/2008	Stewarding	Right	Hand	Bruise	HITTING	Hot Box	Incident	N	
01/14/2008	Housekeeping	Right	Finger(s)	Laceration	GRIPPING	HANDRAIL	Incident	N	
01/17/2008	Banquets	Right	Arm	Burn	Splashed	Water	Incident	N	

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EX 7c									
01/19/2008	Stewarding	Right	Finger(s)	Burn	Picking UP	Plate	Incident	N	
01/21/2008	Housekeeping	Both	Back	Bruise	Fall, Slip, Trip	Bath tub SOAPY WATER	Incident	N	
02/09/2008	Stewarding	Right	Eye(s)	Burn	Splashed	Key Sidewalk	Incident Medical Only	N	
02/11/2008	Housekeeping		Head	Contusion	Fall, Slip, Trip		Incident Medical Only	N	
02/23/2008	Housekeeping	Right	Finger(s)	Contusion	HITTING	MINIBAR	Incident Medical Only	N	
03/15/2008	Housekeeping	Upper	Head	Contusion	HITTING	LAMP	Incident Medical Only	N	
03/17/2008	Stewarding	Right	Arm	Bruise	Lifting	Pot	Incident	N	
03/28/2008	Housekeeping	Upper	Head	Concussion	Falling Object	TRASH BIN LID	Medical Only	N	
04/07/2008	Housekeeping	Left	Toe(s)	Laceration	Falling Object	Broken Glass	Other	N	
04/10/2008	Banquets	Both	Back	Strain/ Sprain	Lifting	Silverware	Medical Only	N	
04/15/2008	RED BAR	Upper	Head	Cut	Hit Object	table	Incident	N	
04/25/2008	Housekeeping	Middle	Pelvic Region/T high	Pulled Muscle	Falling Object	Cart	Incident	N	
05/08/2008	RED BAR	Upper	Forehead	Bruise	Hit Object CLOSING DOOR	Door	Incident	N	
05/14/2008	Stewarding	Both	Hand	Bruise	Pulling	Dishwasher	Incident	N	
05/28/2008	Stewarding	Left	Ankle	Bruise	Pulling	Wire	Incident	N	
06/11/2008	Kitchen	Lower	Back	Strain/ Sprain	Moving	Box(es)	Indemnity	N	
06/19/2008	Housekeeping	Lower	Back	Strain/ Sprain/ Back Pain	Pushing	Cart	Medical Only	N	
06/22/2008	Laundry/Valet	Lower	Back	Back Pain	Pulling	Linen Cart	Incident	N	
07/13/2008	Housekeeping	Right	KNEE	Pain	Fall, Slip, Trip	SHEETS	Incident	N	

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Hyatt Chare Hotel Not Recordable Per Employer Spreadsheet*

EX 7c

07/29/2008	Stewarding	Upper	Nose	Injury	Pulling	Queen Mary	Incident	N
07/30/2008	Housekeeping	Lower	Back	Ache	Bending	Bath tub	Incident	N
08/03/2008	Rooms	Left	Wrist	Contusion	Hit Object	Wall	Medical Only	N
08/03/2008	Kitchen		Teeth	BROK EN	Eating	Food	Incident	N
08/09/2008	Stewarding	Lower	Shin	Bruise	Walking	Cart	Incident	N
09/14/2008	Rooms	Both	Leg	CELL ULTI S	Moving	Water	Medical Only	N
09/18/2008	Housekeeping	Right	Wrist	Strain/Sprain	Lifting	Bed	Medical Only	N
09/18/2008	Munchies	Left	KNEE	Bruise	Fall, Slip, Trip	Wall	Incident	N
09/27/2008	Laundry/Valet	Lower	Abdominal	Strain/Sprain	Lifting	Pillowcases	Medical Only	N
09/27/2008	Banquets	Upper	Lip	Cut	Falling Object	Tray	Incident	N
10/14/2008	Housekeeping	Right	Elbow	Bruise	Vacuuming	Door	Incident	N
10/14/2008	Housekeeping	Left	KNEE	Bruise	Fall, Slip, Trip	Floor	Incident	N
10/23/2008	Banquets	Left	Palm	Pinch	Pushing	Table	Incident	N
10/24/2008	Housekeeping	Left	KNEE	Bruise	Fall, Slip, Trip	Bath tub	Incident	N
11/02/2008	Banquets	Left	Shoulder	Bruise	Carrying Trays	Another Person	Incident	N
11/10/2008	Banquets	Left	Thighs	Cut	Pushing	Cart	Incident	N
11/12/2008	Housekeeping	Upper	Forehead	Bruise	Hit Object	Door	Incident	N
11/13/2008	Housekeeping	Right	Pinky Finger	Cut	Sharp Edge	Bath tub	Medical Only	N
11/17/2008	Housekeeping	Right	Ankle	Bruise	Walking	Bed frame	Incident	N
12/01/2008	Banquets	Left	KNEE	Bruise	Fall, Slip, Trip	Wet Floor	Incident	N
12/09/2008	RED BAR	Left	KNEE	Abrasi on	Fall, Slip, Trip	Icy Sidewalk	Incident	N
12/16/2008	RED BAR	Right	Ribs	BRUIS ING & SWEL LING	LIFTING & TWISTING	Plate	Incident	N

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND bolded occur to guest room hotel housekeepers.

Hyatt Ohare Hotel Not Recordable Per Employer Spreadsheet*

Date	Department	Hand	Body Part	Injury Type	Activity	Object	Medical	Incident	Medical	Medical	
02/04/2007	Housekeeping	Left	Hand	CELL UTILITY	medical condition	Unknown	Medical Only	Incident	Medical	N	
02/12/2007	Housekeeping	Right	Hand	Burn	Picking UP	Curling Iron	Medical Only	Incident	Medical	N	
02/14/2007	Munchies	Right	Arm	Burn	Pulling	pan	Medical Only	Incident	Medical	N	
02/20/2007	Housekeeping	Both	KNEE	Bruise	Fall, Slip, Trip	Ice	First Aid	First Aid	Medical	N	
02/22/2007	Knuckles Sports Bar	Right	Finger	Cut	Picking UP	Broken Glass	First Aid	First Aid	Medical	N	
02/23/2007	Housekeeping	Left	Ankle	abrasio n & bruise	Moving	SHBETS	First Aid	First Aid	Medical	N	
02/26/2007	Kitchen	Both	arm, elbow, leg, knee	Bruise	Fall, Slip, Trip	floor mat	Incident	Incident	Medical	N	
02/26/2007	Kitchen	Left	Shoulder	Bruise	Fall, Slip, Trip	Icy Sidewalk	Indemnity	Incident	Medical	N	
03/09/2007	Knuckles Sports Bar	Left	Index Finger	Bruise	Pinch	Queen Mary pan	First Aid	First Aid	Medical	N	
03/13/2007	Kitchen	Left	Hand	Burn	Picking UP	pan	Medical Only	Incident	Medical	N	
03/13/2007	Convention Services	Right	Hip	Strain	Lifting	Table	Medical Only	Incident	Medical	N	
03/15/2007	Stewarding	Middle	Neck and Back				Medical Only	Incident	Medical	N	
03/25/2007	Housekeeping	Left	Wrist	Strain/ Sprain	Pushing	Cart	First Aid	First Aid	Medical	N	
03/27/2007	Banquets	Left	Calf	Bruise	Struck By	FLIP CHART	First Aid	First Aid	Medical	N	
03/30/2007	Kitchen	Right	KNEE	Bruise	HITTING	Chair(s)	Medical Only	Incident	Medical	N	
04/19/2007	Convention Services	Left	Ankle	Abrasi on	Falling Object	Table	Medical Only	Incident	Medical	N	
04/21/2007	Restaurants	Right	Foot	Bruise	Fall, Slip, Trip	Silverware	Other	Incident	Medical	N	
04/24/2007	Stewarding	Upper	Head	Bruise	Falling Object	CUTTING BOARD	Medical Only	Incident	Medical	N	

EX 7c

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND bolded occur to guest room hotel housekeepers. 4

Hyatt Chare Hotel Not Recordable Per Employer Spreadsheet*

Date	Location	Body Part	Wrist	Injury Type	Activity	Cause	Medical	Result
05/07/2007	Kitchen	Both		Bruise	Fall, Slip, Trip	Grease	Medical Only	N
05/16/2007	RED BAR	Lower	Back	Strain/Sprain	Repetitive Action	Bar area	Medical Only	N
05/16/2007	PERKS	Left	Hand	Burn	STEAMING MILK	Steam	Incident	N
05/25/2007	Stewarding	Right	Hand	Abrasion	CLOSING DOOR	Elevator	Incident	N
06/04/2007	RED BAR	Both	Back	Exposure	Splashed	Chemical	Medical Only	N
06/13/2007	Stewarding	Middle	Nose	Bruise	Falling Object	Ice Bucket	Incident	N
06/14/2007	Kitchen	Right	Arm	Burn	Pulling	Truck	Incident	N
06/26/2007	Kitchen	Left	Elbow	Cut	Fall, Slip, Trip	Wet Surface	Incident	N
06/27/2007	Housekeeping	Middle	Nose	CELL ULTI S	WIPING	Towel (s)	Medical Only	N
07/05/2007	RED BAR	Right	Pinky Finger	Crushed	Pinch	Ladder	Medical Only	N
07/19/2007	Banquets	Both	KNEE	unknown	Unknown	Unknown	Indemnity	N
07/28/2007	Housekeeping	Right	Finger(s)	Bruise	Fall, Slip, Trip	Wall	Incident	N
08/08/2007	Banquets	Right	Arm	Burn	Splashed	Hot Water	Incident	N
08/09/2007	Stewarding	Left	Head	Contusion	Falling Object	Pipe and Drape	Medical Only	N
08/11/2007	PERKS	Left	Hand	Burn	Splashed	Hot Coffee	Incident	N
08/14/2007	Banquets	Upper	Face	Abrasion	Fall, Slip, Trip	Luggage	Incident	N
08/15/2007	Housekeeping			unknown	Unknown	Unknown	Other	N
09/07/2007	Housekeeping	Both	arm, elbow, leg, knee	Bruise	Fall, Slip, Trip	Wet Surface	First Aid	N

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND bolded occur to guest room hotel housekeepers.

Hyatt Ohare Hotel Not Recordable Per Employer Spreadsheet*

Date	Location	Left/Right	Body Part	Incident Type	Medical Treatment	Recordable		
09/15/2007	Banquets	Left	Thumb	Cut	Allergic Reaction	N		
10/05/2007	Banquets	Upper	Respiratory	unknown	Eating	SHELLFISH	Medical Only	N
10/27/2007	RED BAR	Left	Eye(s)	unknown	Unknown	Unknown	Medical Only	N
11/10/2007	Convention Services	Lower	Back	Strain	Lifting	Table	Medical Only	N
11/20/2007	Kitchen	Right	Eye(s)	Irritation	Hot Sauce	Bowl	First Aid	N
11/21/2007	RED BAR	Left	Ankle	Twisted	Walking	POTHOLE	Incident	N

EX 7c

*Highlighting by UNITE HERE. Highlighted cases are those that appear to be repetitive motion and or strain, sprain injuries. Those that are highlighted AND bolded occur to guest room hotel housekeepers.

Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Wednesday, March 16, 2011 7:30 AM
To: Loftus, Angie - OSHA
Subject: FW: additional Hyatt O'hare housekeepers to be interviewed & work practices of concern

Attachments: Turek March1516032011_00000.pdf



Turek
1516032011_00000

Already sent to **Ex 7c** - is **Ex 7c** your e-mail?

-----Original Message-----

From: Pamela Vossenas **Ex 7c**
Sent: Wednesday, March 16, 2011 7:16 AM
To: Turek, Diane - OSHA
Cc: Connors, Michael - OSHA; **Ex 7c**, Root, Dana - OSHA
Subject: additional Hyatt O'hare housekeepers to be interviewed & work practices of concern

Diane,
Attached is our letter containing the same information as the email I sent last night.
Pamela

Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Wednesday, March 16, 2011 7:31 AM
To: Loftus, Angie - OSHA
Subject: FW: FOR WED -- additional Hyatt Ohare housekeepers & work practices of concern at Hyatt OHare

Importance: High

-----Original Message-----

From: Pamela Vossenas **Ex 7c**
Sent: Tuesday, March 15, 2011 9:03 PM
To: Turek, Diane - OSHA
Cc: Connors, Michael - OSHA; Root, Dana - OSHA; **Ex 7c**
vinay.r **Ex 7c**
Subject: FOR WED -- additional Hyatt Ohare housekeepers & work practices of concern at Hyatt OHare
Importance: High

Diane Turek
cc: Angie Softus
Dana Root
Mike Connors

Re: Additional housekeeper request interviews & Work Practices of Concern at Hyatt O'Hare Hotel

Dear Diane Turek,

Six additional housekeepers (bolded) are requesting to speak with your staff tomorrow thru Friday at the Hyatt O'Hare. Those working only tomorrow are in caps includes housekeeper from the 2008 OSHA log.

The list to date includes:

Ex 7c

After speaking to Hyatt Regency O'Hare Hotel housekeepers today, I would like to bring to your attention certain work practices of concern that currently exist at the hotel. These are work practices that relate to some of the remedies identified in our OSHA complaint of November 2010.

1. Using a rag to clean the bathroom floor by being on your hands and knees. Many housekeepers get down on their hands and knees and clean the bathroom floor with a rag. Mops exist and as you are aware, are in use at the Parc Hyatt and other hotels. Housekeepers should be provided with mops to do the job required of them to clean the bathroom floor in a less hazardous manner.

2. Using a rag to clean the bathroom floor by using your leg to pass the rag over the floor. Another version of cleaning the floor without a mop is for the housekeeper to use their leg as a makeshift mop handle, moving the rag across the floor. Mops exist and as you are aware, are in use at the Parc Hyatt and other hotels. Housekeepers should be provided with mops to do the job required of them to clean the bathroom floor in a less hazardous manner.

3. Tying a towel to a broom to clean the bathroom floor as a makeshift mop. Some of the housekeepers whose knees are injured from having cleaned bathrooms for years on their hands and knees now create a makeshift mop with a towel and broom. Invariably, there are problems with makeshift fixes. Mops exist and as you are aware, are in use at the Parc Hyatt and other hotels. Housekeepers should be provided with mops to do the job required of them to clean the bathroom floor.

4. Climbing up on the tub to clean shower walls in the bathroom because the sponge does not reach up high. Many housekeepers climb up on the tub and experience slips and falls because they are not provided long handled scrub brushes to clean up high on the shower walls as required. Housekeepers' feet should not leave the floor. They should be provided with long handled scrub brushes to do the job.

5. Tucking in sheets all around the bed.

<http://www.ohare.hyatt.com/hyatt/hotels/gallery/index.jsp?roomId=980&tabType=photo&start=2>

Housekeepers report that they have to tuck in three sheets plus blankets very tightly around the bed as this picture shows of a Hyatt O'Hare guest room with two double beds from their website.

Therefore, UNITE HERE requests that the above work practices be observed as part of the evaluation of a check out room with two double beds and as part of the evaluation of a stayover room with two double beds. This will give an accurate picture of these hazards of room cleaning. As we already discussed, observing the rooms being cleaned in the morning is a more accurate picture of the fast pace of room cleaning and associated hazards. I understand you will be arriving at the hotel early and appreciate this facilitating this request.

Thank you and your staff.

Sincerely,

Pamela

Pamela Vossen, MPH
Workplace Safety & Health Coordinator/ Staff Epidemiologist UNITE HERE! International
Union Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-765-3463fax

Diane Turek

FAX:

cc: Angie Softus
Dana Root
Mike Connors

Re: Additional housekeeper request interviews & Work Practices of Concern at Hyatt O'Hare Hotel

Dear Diane Turek,

Six additional housekeepers (bolded) are requesting to speak with your staff tomorrow thru Friday at the Hyatt O'Hare. Those working only tomorrow are bolded including one injured housekeeper from the 2008 OSHA log.

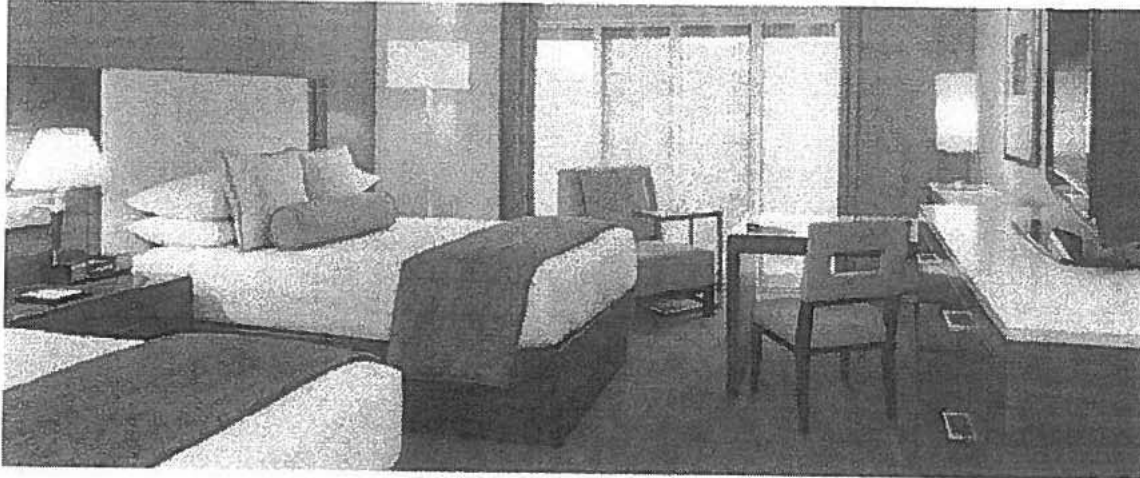
The list to date includes:

Ex 7c

After speaking to Hyatt Regency O'Hare Hotel housekeepers today, I would like to bring to your attention certain work practices of concern that currently exist at the hotel. These are work practices that relate to some of the remedies identified in our OSHA complaint of November 2010.

1. Using a rag to clean the bathroom floor by being on your hands and knees.
Many housekeepers get down on their hands and knees and clean the bathroom floor with a rag. Mops exist and as you are aware, are in use at the Parc Hyatt and other hotels. Housekeepers should be provided with mops to do the job required of them to clean the bathroom floor in a less hazardous manner.
2. Using a rag to clean the bathroom floor by using your leg to pass the rag over the floor.
Another version of cleaning the floor without a mop is for the housekeeper to use their leg as a makeshift mop handle, moving the rag across the floor. Mops exist and as you are aware, are in use at the Parc Hyatt and other hotels. Housekeepers should be provided with mops to do the job required of them to clean the bathroom floor in a less hazardous manner.
3. Tying a towel to a broom to clean the bathroom floor as a makeshift mop.
Some of the housekeepers whose knees are injured from having cleaned bathrooms for years on their hands and knees now create a makeshift mop with a towel and broom. Invariably, there are problems with makeshift fixes. Mops exist and as you are aware, are in use at the Parc Hyatt and other hotels. Housekeepers should be provided with mops to do the job required of them to clean the bathroom floor.
4. Climbing up on the tub to clean shower walls in the bathroom because the sponge does not reach up high.
Many housekeepers climb up on the tub and experience slips and falls because they are not provided long handled scrub brushes to clean up high on the shower walls as required. Housekeepers' feet should not leave the floor. They should be provided with long handled scrub brushes to do the job.

5. Tucking in sheets all around the bed.



Housekeepers report that they have to tuck in three sheets plus blankets very tightly around the bed as this picture shows of a Hyatt O'Hare guest room with two double beds from their website.

Therefore, UNITE HERE requests that the above work practices be observed as part of the evaluation of a check out room with two double beds and as part of the evaluation of a stayover room with two double beds. This will give an accurate picture of these hazards of room cleaning. As we already discussed, observing the rooms being cleaned in the morning is a more accurate picture of the fast pace of room cleaning and associated hazards. I understand you will be arriving at the hotel early and appreciate this facilitating this request.

Thank you and your staff.

Sincerely,

Pamela Vossen, MPH
Workplace Safety & Health Coordinator/ Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-765-3463fax

Loftus, Angie - OSHA

From: Pamela Vossenas [Ex 7c]
Sent: Thursday, March 10, 2011 7:09 PM
To: Loftus, Angie - OSHA
Cc: Turek, Diane - OSHA; [Ex 7c] OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10

Angie,
We will know at the end of the day Friday, tomorrow, who is on schedule next week. that will determine how and where the three workers we identified can be interviewed. We appreciate your efforts to have them interviewed.

We are pleased to hear that Dana Root will evaluate the double doubles room. It is also important, if not yet performed, that an evaluation is done on using a rag to clean the bathroom floor since mops are not provided at the Ohare Hyatt Hotel.

Yes, please notify me as well as the onsite union representative if you will be returning on other days to interview workers.

Sincerely,
Pamela Vossenas

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[Ex 7c] cell
212-489-0598 fax

-----Original Message-----

From: Loftus, Angie - OSHA [Ex 7c]
Sent: Thursday, March 10, 2011 8:12 AM
To: Pamela Vossenas
Cc: Turek, Diane - OSHA; [Ex 7c] - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10

That would be fine. I will be out of the office tomorrow, however, you may contact Diane Turek and [Ex 7c] with the information.

Angie Loftus, Assistant Area Director
USDOL/OSHA
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
847.803.4800 x 15
847.390.8220 FAX
[Ex 7c]

-----Original Message-----

From: Pamela Vossenas [Ex 7c]
Sent: Wednesday, March 09, 2011 5:20 PM
To: Loftus, Angie - OSHA
Cc: Turek, Diane - OSHA; [Ex 7c] - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10

Thank you for writing so early in the day. I have advised the workers. I will be able to give a more thorough response tomorrow.
Pamela

Pamela Vossen, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

-----Original Message-----

From: Loftus, Angie - OSHA Ex 7c
Sent: Wednesday, March 09, 2011 9:03 AM
To: Pamela Vossen
Cc: Turek, Diane - OSHA; Ex 7c - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10
Importance: High

We will be unable to return to the Hyatt Regency O'Hare this week.

We have scheduled worker interviews and work observations at the site for March 16, 17 and 18. We will be on-site full days, on the 16th and 18th; and 1/2 day on the 17th. On all three days we will begin our onsite activities early in the morning.

If the three employees you identified below are on shift on these days, we will interview them at that time. Please advise me if they will not be working at the hotel on March 16, 17 or 18 and we will make arrangements to speak to them on another date.

Thank you for identifying specific housekeeping tasks performed by the room attendants that are of concern.

If we need to return to the hotel for additional worker interviews on other days, in addition to the dates identified above, we will notify the site union representative. Please advise me if you want us to inform your office as well.

Angie Loftus, Assistant Area Director
USDOL/OSHA
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
847.803.4800 x15
847.390.8220 FAX

Ex 7c

-----Original Message-----

From: Turek, Diane - OSHA
Sent: Wednesday, March 09, 2011 7:33 AM
To: Ex 7c - OSHA; Ex 7c - OSHA; Loftus, Angie - OSHA
Subject: FW: 3 interviews onsite at Ohare thurs mar 10

FYI

-----Original Message-----

From: pvossen Ex 7c
Sent: Monday, March 07, 2011 2:56 PM
To: Turek, Diane - OSHA
Cc: Connors, Michael - OSHA
Subject: Re: 3 interviews onsite at Ohare thurs mar 10

That should have read they clean 10 to 16 doubles as part of 16 room quota.
Sent via BlackBerry by AT&T

-----Original Message-----

From: pvossen@unitehere.org

Date: Mon, 7 Mar 2011 20:54:23
To: Diane - OSHA Turek< [REDACTED] Ex 7c
Reply-To: pvossen@unitehere.org
Cc: Michael - OSHA Connors [REDACTED] Ex 7c
Subject: 3 interviews onsite at Ohare thurs mar 10

Diane,

Per my meeting with Mike Connors, we have identified the following 3 workers who will be on the schedule this Thurs. They are all Spanish speakers & will need translation. It is important to us that they are interviewed. The work 8-4:30M it is best to come in the morning to see what cleaning a double double room is like as they normally clean 10 to 16 rooms with double beds as part of their 16 room daily quota. Their names are [REDACTED] Ex 7c
[REDACTED] Ex 7c They are okay with being interviewed onsite. They will be there Fri as a backup to thurs. Pls call with questions.

Pamela

[REDACTED] Ex 7c

Sent via BlackBerry by AT&T

NOTICE:

This e-mail message and any attachments to it may contain confidential information. The information contained in this transmission is intended solely for the use of the individual(s) or entities to which the e-mail is addressed. If you are not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that you are prohibited from reviewing, retransmitting, converting to hard copy, copying, disseminating, or otherwise using in any manner this e-mail or any attachments to it. If you have received this message in error, please notify the sender by replying to this message and delete it from your computer.

Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Thursday, March 10, 2011 7:12 AM
To: 'Pamela Vossenias'
Cc: Turek, Diane - OSHA; Ex 7c - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10

That would be fine. I will be out of the office tomorrow, however, you may contact Diane Turek and Ex 7c with the information.

Angie Loftus, Assistant Area Director
USDOL/OSHA
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
847.803.4800 x 15
847.390.8220 FAX
Ex 7c

-----Original Message-----

From: Pamela Vossenias Ex 7c
Sent: Wednesday, March 09, 2011 5:20 PM
To: Loftus, Angie - OSHA
Cc: Turek, Diane - OSHA; Ex 7c - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10

Thank you for writing so early in the day. I have advised the workers. I will be able to give a more thorough response tomorrow.
Pamela

Pamela Vossenias, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

-----Original Message-----

From: Loftus, Angie - OSHA Ex 7c
Sent: Wednesday, March 09, 2011 9:03 AM
To: Pamela Vossenias
Cc: Turek, Diane - OSHA; Ex 7c - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10
Importance: High

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Thank you for identifying specific housekeeping tasks performed by the room attendants that are of concern.

Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Wednesday, March 09, 2011 7:33 AM
To: Ex 7c - OSHA; Ex 7c - OSHA; Loftus, Angie - OSHA
Subject: FW: 3 interviews onsite at Ohare thurs mar 10

FYI

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Cc: Connors, Michael - OSHA
Subject: Re: 3 interviews onsite at Ohare thurs mar 10

That should have read they clean 10 to 16 doubles as part of 16 room quota.
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-----Original Message-----

From: pvossenas Ex 7c
Date: Mon, 7 Mar 2011 20:54:23
To: Diane - OSHA Turek Ex 7c
Reply-To: pvossenas Ex 7c
Cc: Michael - OSHA Connors Ex 7c
Subject: 3 interviews onsite at Ohare thurs mar 10

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Ex 7c They are okay with being interviewed onsite. They will be there Fri as a backup to thurs. Pls call with questions.

Pamela

Ex 7c

Sent via BlackBerry by AT&T

Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Wednesday, March 09, 2011 8:03 AM
To: 'Pamela Vossen'as'
Cc: Turek, Diane - OSHA; Ex 7c - OSHA
Subject: RE: 3 interviews onsite at Ohare thurs mar 10

Importance: High

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We have scheduled worker interviews and work observations at the site for March 16, 17 and 18. We will be on-site full days, on the 16th and 18th; and 1/2 day on the 17th. On all three days we will begin our onsite activities early in the morning.

If the three employees you identified below are on shift on these days, we will interview them at that time. Please advise me if they will not be working at the hotel on March 16, 17 or 18 and we will make arrangements to speak to them on another date.

Thank you for identifying specific housekeeping tasks performed by the room attendants that are of concern.

If we need to return to the hotel for additional worker interviews on other days, in addition to the dates identified above, we will notify the site union representative. Please advise me if you want us to inform your office as well.

Angie Loftus, Assistant Area Director
USDOL/OSHA
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
847.803.4800 x15
847.390.8220 FAX

Ex 7c

-----Original Message-----

From: Turek, Diane - OSHA
Sent: Wednesday, March 09, 2011 7:33 AM
To: Ex 7c - OSHA; Ex 7c - OSHA; Loftus, Angie - OSHA
Subject: FW: 3 interviews onsite at Ohare thurs mar 10

FYI

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Cc: Connors, Michael - OSHA
Subject: Re: 3 interviews onsite at Ohare thurs mar 10

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Sent via BlackBerry by AT&T

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From: pvossen; Ex 7c
Date: Mon, 7 Mar 2011 20:54:23
To: Diane - OSHA Turek; Ex 7c
Reply-To: pvossen; Ex 7c
Cc: Michael - OSHA Connors; Ex 7c
Subject: 3 interviews onsite at Ohare thurs mar 10

Diane,

Per my meeting with Mike Connors, we have identified the following 3 workers who will be on the schedule this Thurs. They are all Spanish speakers & will need translation. It is important to us that they are interviewed. They work 8-4:30M it is best to come in the morning to see what cleaning a double double room is like as they normally clean 10 to 11 rooms with double beds as part of their 16 room daily quota. Their names are [redacted] Ex 7c [redacted] They are okay with being interviewed onsite. They will be there Fri as a backup to Thurs. Pls call with questions.

Pamela

6463057304

Sent via BlackBerry by AT&T

Loftus, Angie - OSHA

From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Monday, March 07, 2011 8:56 AM
To: Loftus, Angie - OSHA; vinay.r. [REDACTED] Ex 7c
Cc: Turek, Diane - OSHA; [REDACTED] Ex 7c - OSHA
Subject: Re: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

Angie,
Thank you for the information and the clarification on communications.
Pamela

On Mon, 7 Mar 2011 10:17:26 -0500

"Loftus, Angie - OSHA" [REDACTED] Ex 7c wrote:

>
> The attached letter is a request from our office that your future
> questions/inquiries be forwarded to either myself or the Area Director,
> Diane Turek. This should allow us to respond more quickly to your
> questions.

>
> In response to your question:
> Our records indicate that the end date of the 15-working day posting
> time period for the medical access order at the O'Hare Hyatt is March
> 14, 2011.

>
> Angie Loftus
> USDOL/OSHA
> 701 Lee Street, Suite 950
> Des Plaines, Illinois 60016
> 847.803.4800 x 15
> 847.390.8220 FAX
> [REDACTED] Ex 7c

> -----Original Message-----

> From: Pamela Vossenas [REDACTED] Ex 7c
> Sent: Friday, March 04, 2011 10:31 AM
> To: [REDACTED] Ex 7c OSHA
> Cc: vinay.r. [REDACTED] Ex 7c Turek, Diane - OSHA; Loftus, Angie - OSHA
> Subject: Re: Medical Access Order- UNITE HERE Request to Post Notice
> at O'Hare Hyatt

>
> Thank you [REDACTED] Ex 7c
> Do you know when the 14 day posting period ends?
> Vinay is checking on the posting as well.
> Pamela

>
> Fri, 4 Mar 2011 08:36:48 -0500

> [REDACTED] Ex 7c - OSHA" [REDACTED] Ex 7c

>> Good Morning Pamela,

>>
>>

>> Attached is the picture of the medical assess order posted at Hyatt
>> O'Hare. This was verified by me on February 23.

>>
>>

>> [REDACTED] Ex 7c

>>
>>
>>

>> USDOL/OSHA

>>
>> Chicago North Area Office
>>
>> 701 Lee St., Ste. 950
>>
>> Des Plaines IL 60016
>>
>> 847.803.4800
>>
>> 847.390.8220
>>
>>

>>From: Pamela Vossenas [REDACTED] Ex 7c
>> Sent: Thursday, March 03, 2011 7:55 PM
>> To: 'Pamela Vossenas'; [REDACTED] Ex 7c - OSHA
>> Cc: vinay.r. [REDACTED] Ex 7c
>> Subject: RE: Medical Access Order- UNITE HERE Request to
>>Post Notice
>>at O'Hare Hyatt
>>
>>
>>

>> I am resending to Vinay, pls note email address. Also,
>>if you are
>>unable to reach Vinay, please contact me at my numbers
>>below.
>>
>>
>>
>>

>>From: Pamela Vossenas [REDACTED] Ex 7c
>> Sent: Thursday, March 03, 2011 8:54 PM
>> To: [REDACTED] Ex 7c - OSHA
>> Cc: [REDACTED] Ex 7c
>> Subject: RE: Medical Access Order- UNITE HERE Request to
>>Post Notice
>>at O'Hare Hyatt
>>
>>
>>

>> Hello [REDACTED] Ex 7c
>>
>> This is a reminder that UNITE HERE has requested to have
>>the MOA
>>notice posted at the Ohare as we did at the Park Hyatt.
>>
>> I understand there was a miscommunication but as you
>>stated on our
>>call, at no time did we say we wanted the notice to go
>>in the files.
>>
>> Please let me know when it has been posted.
>>
>> Thank you.
>>
>>
>>

>> Pamela Vossenas
>>
>>
>> Pamela Vossenas, MPH
>>
>> Workplace Safety & Health Coordinator/
>>

>> UNITE HERE! International Union

>>

>> Strategic Affairs Department

>>

>> 275 Seventh Avenue, -11flr

>>

>> New York, NY 10001

>>

>> 212-332-9318 direct line

>>

>> **Ex 7c** cell

>>

>> 212-489-0598 fax

>>

>>

>>

>>

>>

>>

>>

>>

>>From: **Ex 7c** - OSHA **Ex 7c**

>> Sent: Wednesday, January 26, 2011 12:12 PM

>> To: Pamela Vossen

>> Subject: Medical Access Order- O'Hare Hyatt

>>

>>

>>

>> Hello Pamela,

>>

>>

>>

>> Attached is the copy of the cover letter and the medical
>>access order

>

>>that was provided to Hyatt Regency O'Hare.

>>

>>

>>

>> I have mailed a hard copy to William Biggerstaff- UNITE
>>HERE Local 450

>

>>location in Forest Park.

>>

>>

>>

>> Please let me know if you would like a hard copy mailed
>>to you as
>>well.

>>

>>

>>

>> Thanks,

>>

>>

>>

>>

>>

>>

>>

>>

>>

>>

>> USDOL/OSHA

>>

>> Chicago North Area Office

>>

>> 701 Lee St., Ste. 950

>>

Ex 7c

>> Des Plaines IL 60016

>>

>> 847.803.4800

>>

>> 847.390.8220

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March 7, 2010

Pamela Vossen, MPH
Workplace Safety & Health Coordinator
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11th Floor
New York, NY 10001

RE: OSHA Inspection #315148270, Hyatt Regency O'Hare, Rosemont, IL

Dear Ms. Vossen:

We would like to request that you forward all future questions and requests regarding the inspection referenced above to the attention of either myself or Angie Loftus, at this office. Since the compliance officer is often engaged in field activities, we want to ensure that we respond to your requests for information in an expeditious manner. You can contact us at the phone number listed on the letterhead or use our e-mail addresses.

Diane M. Turek, Area Director

Ex 7c

Angie Loftus, Assistant Area Director

Ex 7c

We appreciate your assistance and cooperation in this matter.

Sincerely,

for 
Diane M. Turek
Area Director

Ex 5

Ex 5

Ex 5

From: Pamela Vossenas [redacted] **Ex 7c**
Sent: Thursday, March 03, 2011 3:02 PM
To: Connors, Michael - OSHA
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

As has been expressed to me by the compliance officer and others, workers at Ohare most likely will request to be interviewed offsite, as is their right, due to not feeling comfortable being interviewed at the hotel. I can discuss that with the compliance officer. Yes I should have confirmed names in the next few days. Since this is the slow season, a number of workers are laid off and have returned to their home country and are not available.

From: Connors, Michael - OSHA [redacted] **Ex 7c**
Sent: Thursday, March 03, 2011 3:55 PM
To: Pamela Vossenas
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

The IHs will do the field interviews. If you have the names of more people for us to contact please send them to us and we will attempt to contact them.

From: Pamela Vossenas **Ex 7c**
Sent: Wednesday, March 02, 2011 12:51 PM
To: Connors, Michael - OSHA
Cc: Walters, Nick - OSHA; Root, Dana - OSHA; 'Pamela Vossenas'
Subject: Followup Questions to Feb 24 Meeting on Hotel Complaints

Hello Mike,
 Thank you once again for making you and your staff available to discuss the above.

Can you please tell me when Dana Root will be back in Chicago to do worker interviews as we discussed. If unable to get a time for when the workers and Dana can meet, then can we arrange to have the compliance officer interview them?

I am also assembling the additional information we discussed as well.

Pamela

Pamela Vossenas, MPH
 Workplace Safety & Health Coordinator/
 Staff Epidemiologist
 UNITE HERE! International Union
 Strategic Affairs Department
 275 Seventh Avenue, 11flr
 New York, NY 10001
 212-332-9318 direct line
Ex 7c cell
 212-489-0598 fax

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March 7, 2010

Pamela Vossen, MPH
Workplace Safety & Health Coordinator
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11th Floor
New York, NY 10001

RE: OSHA Inspection #315148270, Hyatt Regency O'Hare, Rosemont, IL

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Diane M. Turek, Area Director

Ex 7c

Angie Loftus, Assistant Area Director

Ex 7c

We appreciate your assistance and cooperation in this matter.

Sincerely,

Diane M. Turek
Area Director

Loftus, Angie - OSHA

From: Pamela Vossenas [redacted] **Ex 7c**
Sent: Friday, March 04, 2011 10:31 AM
To: [redacted] **Ex 7c** - OSHA
Cc: vinay.r. [redacted] **Ex 7c** com; Turek, Diane - OSHA; Loftus, Angie - OSHA
Subject: Re: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

Thank you [redacted] **Ex 7c**
Do you know when the 14 day posting period ends?
Vinay is checking on the posting as well.
Pamela

Fri, 4 Mar 2011 08:36:48 -0500

[redacted] **Ex 7c** - OSHA" [redacted] **Ex 7c**

> Good Morning Pamela,
>
>
>
> Attached is the picture of the medical assess order posted at Hyatt
>O'Hare. This was verified by me on February 23.
>
>
>

Ex 7c

> USDOL/OSHA
>
> Chicago North Area Office
>
> 701 Lee St., Ste. 950
>
> Des Plaines IL 60016
>
> 847.803.4800
>
> 847.390.8220
>
>

> **From:** Pamela Vossenas [redacted] **Ex 7c**
> **Sent:** Thursday, March 03, 2011 7:55 PM
> **To:** 'Pamela Vossenas'; [redacted] **Ex 7c** - OSHA
> **Cc:** vinay.r. [redacted] **Ex 7c**
> **Subject:** RE: Medical Access Order- UNITE HERE Request to Post Notice
>at O'Hare Hyatt
>
>

> I am resending to Vinay, pls note email address. Also, if you are
>unable to reach Vinay, please contact me at my numbers below.
>
>
>

> **From:** Pamela Vossenas [redacted] **Ex 7c**
> **Sent:** Thursday, March 03, 2011 8:54 PM
> **To:** [redacted] **Ex 7c** - OSHA'
> **Cc:** [redacted] **Ex 7c**
> **Subject:** RE: Medical Access Order- UNITE HERE Request to Post Notice
>at O'Hare Hyatt

>
>
>
> Hello **Ex 7c**
> This is a reminder that UNITE HERE has requested to have the MOA
>notice posted at the Ohare as we did at the Park Hyatt.
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> I understand there was a miscommunication but as you stated on our
>call, at no time did we say we wanted the notice to go in the files.
>
> Please let me know when it has been posted.

> Thank you.
>
>
> Pamela Vossenas
>
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> Pamela Vossenas, MPH
> Workplace Safety & Health Coordinator/
> Staff Epidemiologist
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> UNITE HERE! International Union
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> New York, NY 10001
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> 212-332-9318 direct line
> **Ex 7c** cell
>
> 212-489-0598 fax
>
>
>
>
>
>

>From: **Ex 7c** - OSHA **Ex 7c**
> Sent: Tuesday, February 01, 2011 11:03 AM
> To: Pamela Vossenas
> Subject: RE: Medical Access Order- O'Hare Hyatt

> Pamela,
>
>
>
> A copy of the access order is in the mail.

> **Ex 7c**

>From: Pamela Vossenas [mailto:pvossenas@unitehere.org]

> Sent: Friday, January 28, 2011 1:58 PM
> To: Ex 7c - OSHA
> Cc: 'Vinay Ravi'
> Subject: FW: Medical Access Order- O'Hare Hyatt

> Ex 7c

> Yes please send me a hard copy.
> Please cc Vinay Ravi from UNITE HERE Local 1 as well.

> Thank you.

> Pamela

> Pamela Vossenas, MPH
> Workplace Safety & Health Coordinator/
> Staff Epidemiologist
> UNITE HERE! International Union
> Strategic Affairs Department
> 275 Seventh Avenue, 11flr
> New York, NY 10001
> 212-332-9318 direct line

> Ex 7c cell

> 212-489-0598 fax

> From: Ex 7c - OSHA Ex 7c

> Sent: Wednesday, January 26, 2011 12:12 PM
> To: Pamela Vossenas
> Subject: Medical Access Order- O'Hare Hyatt

> Hello Pamela,

> Attached is the copy of the cover letter and the medical access order
> that was provided to Hyatt Regency O'Hare.

> I have mailed a hard copy to William Biggerstaff- UNITE HERE Local 450
> location in Forest Park.

> Please let me know if you would like a hard copy mailed to you as

>well.

>

>

>

> Thanks,

>

>

>

Ex 7c

>

>

> USDOL/OSHA

>

> Chicago North Area Office

>

> 701 Lee St., Ste. 950

>

> Des Plaines IL 60016

>

> 847.803.4800

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> 847.390.8220

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>

Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Monday, March 07, 2011 9:17 AM
To: 'Pamela Vossen'; vinay.r [REDACTED] **Ex 7c**
Cc: Turek, Diane - OSHA [REDACTED] **Ex 7c** - OSHA
Subject: RE: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

Attachments: 030711_letter.PDF



030711_letter.PDF
(28 KB)

The attached letter is a request from our office that your future questions/inquiries be forwarded to either myself or the Area Director, Diane Turek. This should allow us to respond more quickly to your questions.

In response to your question:
Our records indicate that the end date of the 15-working day posting time period for the medical access order at the O'Hare Hyatt is March 14, 2011.

Angie Loftus
USDOL/OSHA
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
847.803.4800 x 15
847.390.8220 FAX

Ex 7c

-----Original Message-----

From: Pamela Vossen [REDACTED] **Ex 7c**
Sent: Friday, March 04, 2011 10:31 AM
To: [REDACTED] **Ex 7c** - OSHA
Cc: vinay.r. [REDACTED] **Ex 7c** Turek, Diane - OSHA; Loftus, Angie - OSHA
Subject: Re: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt

Thank you **Ex 7c**
Do you know when the 14 day posting period ends?
Vinay is checking on the posting as well.
Pamela

Fri, 4 Mar 2011 08:36:48 -0500

[REDACTED] **Ex 7c** - OSHA"

Ex 7c

> Good Morning Pamela,
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>O'Hare. This was verified by me on February 23.

Ex 7c

> USDOL/OSHA
>
> Chicago North Area Office

>
> 701 Lee St., Ste. 950
>
> Des Plaines IL 60016
>
> 847.803.4800
>
> 847.390.8220
>
>

>From: Pamela Vossenas [REDACTED] **Ex 7c**
> Sent: Thursday, March 03, 2011 7:55 PM
> To: 'Pamela Vossenas' [REDACTED] **Ex 7c** - OSHA
> Cc: vinay.r. [REDACTED] **Ex 7c**
> Subject: RE: Medical Access Order- UNITE HERE Request to Post Notice
>at O'Hare Hyatt
>
>
>

> I am resending to Vinay, pls note email address. Also, if you are
>unable to reach Vinay, please contact me at my numbers below.
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>
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>From: Pamela Vossenas [REDACTED] **Ex 7c**
> Sent: Thursday, March 03, 2011 8:54 PM
> To: [REDACTED] **Ex 7c** - OSHA
> Cc: [REDACTED] **Ex 7c**
> Subject: RE: Medical Access Order- UNITE HERE Request to Post Notice
>at O'Hare Hyatt
>
>
>

> Hello [REDACTED] **Ex 7c**
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> Please let me know when it has been posted.
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> Thank you.
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> Pamela Vossenas
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> Pamela Vossenas, MPH
> Workplace Safety & Health Coordinator/
> Staff Epidemiologist
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> UNITE HERE! International Union
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> Strategic Affairs Department
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> 275 Seventh Avenue, 11flr
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> 212-332-9318 direct line
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> **Ex 7c** cell
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> From: **Ex 7c** - OSHA **Ex 7c**
> Sent: Tuesday, February 01, 2011 11:03 AM
> To: Pamela Vossenas
> Subject: RE: Medical Access Order- O'Hare Hyatt

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> A copy of the access order is in the mail.

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> **Ex 7c**
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> From: Pamela Vossenas **Ex 7c**
> Sent: Friday, January 28, 2011 1:58 PM
> To: **Ex 7c** - OSHA
> Cc: 'Vinay Ravi'
> Subject: FW: Medical Access Order- O'Hare Hyatt

>
> **Ex 7c**
>
>

> Yes please send me a hard copy.
>
> Please cc Vinay Ravi from UNITE HERE Local 1 as well.
>
> Thank you.
>
> Pamela

>
>
>
> Pamela Vossenas, MPH
>
> Workplace Safety & Health Coordinator/
>
> Staff Epidemiologist
>
> UNITE HERE! International Union
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> Strategic Affairs Department
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> 275 Seventh Avenue, 11flr
>
> New York, NY 10001
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> 212-332-9318 direct line

>
> Ex 7c cell
>
> 212-489-0598 fax

> From: Ex 7c - OSHA Ex 7c
> Sent: Wednesday, January 26, 2011 12:12 PM
> To: Pamela Vossen
> Subject: Medical Access Order- O'Hare Hyatt

> Hello Pamela,

> Attached is the copy of the cover letter and the medical access order
> that was provided to Hyatt Regency O'Hare.

> I have mailed a hard copy to William Biggerstaff- UNITE HERE Local 450
> location in Forest Park.

> Please let me know if you would like a hard copy mailed to you as
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> Thanks,

Ex 7c

> USDOL/OSHA
>
> Chicago North Area Office
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> 701 Lee St., Ste. 950
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> Des Plaines IL 60016
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> 847.803.4800
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Ex 5

From: Pamela Vossenas **Ex 7c**
Sent: Thursday, March 03, 2011 3:02 PM
To: Connors, Michael - OSHA
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

As has been expressed to me by the compliance officer and others, workers at Ohare most likely will request to be interviewed offsite, as is their right, due to not feeling comfortable being interviewed at the hotel. I can discuss that with the compliance officer. Yes I should have confirmed names in the next few days. Since this is the slow season, a number of workers are laid off and have returned to their home country and are not available.

From: Connors, Michael - OSHA **Ex 7c**
Sent: Thursday, March 03, 2011 3:55 PM
To: Pamela Vossenas
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

The IHs will do the field interviews. If you have the names of more people for us to contact please send them to us and we will attempt to contact them.

From: Pamela Vossenas **Ex 7c**
Sent: Wednesday, March 02, 2011 12:51 PM
To: Connors, Michael - OSHA
Cc: Walters, Nick - OSHA; Root, Dana - OSHA; 'Pamela Vossenas'
Subject: Followup Questions to Feb 24 Meeting on Hotel Complaints

Hello Mike,
 Thank you once again for making you and your staff available to discuss the above.

Can you please tell me when Dana Root will be back in Chicago to do worker interviews as we discussed. If unable to get a time for when the workers and Dana can meet, then can we arrange to have the compliance officer interview them?

I am also assembling the additional information we discussed as well.

Pamela

Pamela Vossenas, MPH
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 Strategic Affairs Department
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Ex 5

Ex 5

Ex 5

Ex 5

From: Pamela Vossenas **Ex 7c**

Sent: Thursday, March 03, 2011 3:02 PM

To: Connors, Michael - OSHA

1172

5/27/2011

Subject: RE: Followup Questions to Feb 27 Meeting on Hotel Complaints

As has been expressed to me by the compliance officer and others, workers at Ohare most likely will request to be interviewed offsite, as is their right, due to not feeling comfortable being interviewed at the hotel. I can discuss that with the compliance officer. Yes I should have confirmed names in the next few days. Since this is the slow season, a number of workers are laid off and have returned to their home country and are not available.

From: Connors, Michael - OSHA [REDACTED] **Ex 7c**
Sent: Thursday, March 03, 2011 3:55 PM
To: Pamela Vossenas
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

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Loftus, Angie - OSHA

From: Ex 7c - OSHA
Sent: Friday, March 04, 2011 7:37 AM
To: 'Pamela Vossenas'
Cc: vinay.r. Ex 7c Turek, Diane - OSHA; Loftus, Angie - OSHA
Subject: RE: Medical Access Order- UNITE HERE Request to Post Notice at O'Hare Hyatt
Attachments: osha 003.JPG

Good Morning Pamela,

Attached is the picture of the medical assess order posted at Hyatt O'Hare. This was verified by me on February 23.

Ex 7c

USDOL/OSHA
 Chicago North Area Office
 701 Lee St., Ste. 950
 Des Plaines IL 60016
 847.803.4800
 847.390.8220

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Sent: Thursday, March 03, 2011 7:55 PM
To: 'Pamela Vossenas': Ex 7c - OSHA
Cc: vinay.r. Ex 7c
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Cc: Ex 7c
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Thank you.

Pamela Vossenas

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Subject: FW: Medical Access Order- O'Hare Hyatt

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USDOL/OSHA
 Chicago North Area Office

1177

5/27/2011

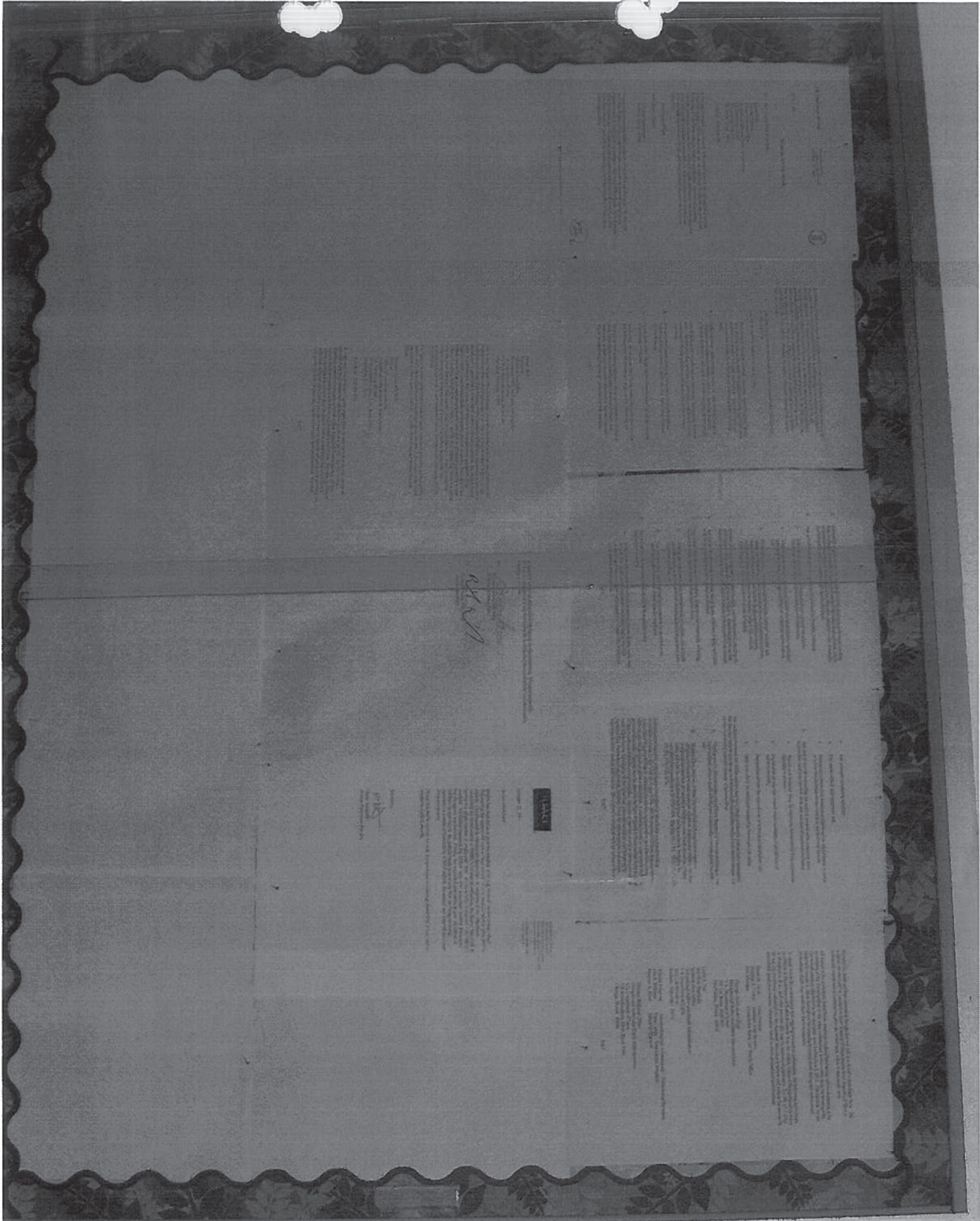
701 Lee St., Ste. 950
Des Plaines IL 60016
847.803.4800
847.390.8220

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Handwritten initials or signature.

Small handwritten mark or signature.







Ex 5




Ex 5

From: Pamela Vossenas  **Ex 7c**
Sent: Thursday, March 03, 2011 3:02 PM
To: Connors, Michael - OSHA
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

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From: Connors, Michael - OSHA  **Ex 7c**
Sent: Thursday, March 03, 2011 3:55 PM
To: Pamela Vossenas
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

The IHs will do the field interviews. If you have the names of more people for us to contact please send them to us and we will attempt to contact them.

From: Pamela Vossenas  **Ex 7c**
Sent: Wednesday, March 02, 2011 12:51 PM
To: Connors, Michael - OSHA
Cc: Walters, Nick - OSHA; Root, Dana - OSHA; 'Pamela Vossenas'
Subject: Followup Questions to Feb 24 Meeting on Hotel Complaints

Hello Mike,
Thank you once again for making you and your staff available to discuss the above.

Can you please tell me when Dana Root will be back in Chicago to do worker interviews as we discussed.

3/4/2011

If unable to get a time for when the workers and Dana can meet, then can we arrange to have the compliance officer interview them?

I am also assembling the additional information we discussed as well.

Pamela

Pamela Vossenias, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

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3/4/2011

1181

Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Thursday, March 03, 2011 2:59 PM
To: Ex 7c - OSHA; Loftus, Angie - OSHA
Subject: FW: Followup Questions to Feb 24 Meeting on Hotel Complaints

FYI

From: Connors, Michael - OSHA
Sent: Thursday, March 03, 2011 2:55 PM
To: 'Pamela Vossenas'
Subject: RE: Followup Questions to Feb 24 Meeting on Hotel Complaints

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1192

5/27/2011

Pamela

Pamela Vossen, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
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275 Seventh Avenue, 11flr
New York, NY 10001
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5/27/2011

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Workplace Safety & Health Coordinator/
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275 Seventh Avenue, 11flr
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Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Wednesday, December 08, 2010 7:32 AM
To: Loftus, Angie - OSHA
Subject: FW: Additional information Ohare
Importance: High

FYI

From: Pamela Vossenas [REDACTED] **Ex 7c**
Sent: Tuesday, December 07, 2010 8:54 PM
To: [REDACTED] **Ex 7c** - OSHA
Cc: Turek, Diane - OSHA
Subject: RE: Additional information Ohare
Importance: High

Hello [REDACTED] **Ex 7c**

Here is the information you requested. Pls let me know if you need anything else.

Pamela

- 1. Hyatt O'Hare # employees: **Ex 4**
- 2. Classifications represented:

Housekeeping (all): Room Attendants, House Attendant, Public Areas, Turndown Attendant,

Food and Beverage (all): Restaurant Server, Restaurant Busser, Room Service Server, Room Service Order Taker, Room Service Busser, Bartender, Barporter, Utility Stewards, Floor Stewards, Banquet Server, Banquet Bartender, Convention Services Houseperson, Cooks,

We DO NOT represent Doormen, Bellman, Painters, Engineers, or Mini-Bar

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
[REDACTED] **Ex 7c** cell
212-489-0598 fax

From: [REDACTED] **Ex 7c** - OSHA [REDACTED] **Ex 7c**
Sent: Friday, December 03, 2010 6:26 PM
To: pvossenas@unitehere.org
Subject: Additional information

Hello Pamela,

I am following up to our conversation this afternoon. When you have a chance, could you provide me with the approximate number of employees at the Hyatt Regency O'Hare, as well as the job categories/titles that Unite represents at that location?

Thanks,

Ex 7c

USDOL/OSHA
Chicago North Area Office
701 Lee St., Ste. 950
Des Plaines IL 60016
847.803.4800
847.390.8220

Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Monday, December 06, 2010 12:50 PM
To: Ex 7c - OSHA; Ex 7c - OSHA; Loftus, Angie - OSHA
Subject: FW: UNITE HERE Local 1 contacts at four hotels

Importance: High

Attachments: UNITE HERE contacts 4 hotels.pdf



UNITE HERE
contacts 4 hotels.p..

FYI

-----Original Message-----

From: Pamela Vossenas Ex 7c
Sent: Friday, December 03, 2010 9:46 PM
To: Donovan, William - OSHA
Cc: Connors, Michael - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA
Subject: UNITE HERE Local 1 contacts at four hotels
Importance: High

Hello Mr. Donovan,
Attached are the Local 1 members and workers at the four hotels where complaints were filed who will serve as a point of contact, with the primary contact listed first. Please call me with any questions.

Sincerely,
Pamela

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

UNITEHERE!

275 Seventh Avenue, 11th Floor, New York, NY 10001 • TEL (212) 265-7000 • FAX (212) 265-3415 • WWW.UNITEHERE.ORG

December 2, 2010

Bill Donovan, Assistant Regional Administrator for Enforcement Programs
OSHA Region 5
230 S. Dearborn, Suite 3244
Chicago, IL 60604

Dear Mr. Donovan,

Below is the list of UNITE HERE Local 1's contacts (primary contact first) at each of the hotels where complaints have been filed. I can identify next week their departments and if interpretation is needed. Please call with any questions.

Sincerely,



Pamela Vossen, MPH
Workplace Safety & Health Coordinator/Staff Epidemiologist
212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

Ex 7c

Ex 7c

Ex 7c

Ex 7c

cc: Diane Turek - Area Director of Chicago North OSHA Office
Gary Anderson - Area Director of Calumet City OSHA Office

JOHN W. WILHELM, PRESIDENT

GENERAL OFFICERS: Sherri Chiesa, Secretary-Treasurer; Peter Ward, Recording Secretary; D. Taylor, General Vice President; Tho Thi Do, General Vice President for Immigration, Civil Rights and Diversity



Loftus, Angie - OSHA

From: Turek, Diane - OSHA
Sent: Monday, December 06, 2010 12:52 PM
To: Ex 7c - OSHA; Ex 7c - OSHA; Loftus, Angie - OSHA
Subject: Fw: meeting at Chicago Regional Office November 30

Attachments: Occ Injury Disparities US Hotel Industry Published.pdf



Occ Injury
Disparities US Hote..

[More](#)

-----Original Message-----

From: Pamela Vossenas Ex 7c
Sent: Friday, December 03, 2010 10:37 PM
To: Newquist, John - OSHA
Cc: Connors, Michael - OSHA; Walters, Nick - OSHA; Donovan, William - OSHA; Turek, Diane - OSHA; Anderson, Gary - OSHA
Subject: RE: Meeting at Chicago Regional Office November 30

Hello,
Here is the published version of the AJIM study.

Thank you again for making time to meet with us earlier this week.

Sincerely,
Pamela
Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
UNITE HERE! International Union
Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001
212-332-9318 direct line
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Occupational Injury Disparities in the US Hotel Industry*

Susan Buchanan, MD, MPH,^{1*} Pamela Vossen, MPH,² Niklas Krause, MD, PhD,³
Joan Moriarty, MS,⁴ Eric Frumin, MA,⁴ Jo Anna M. Shimek, MS,⁵
Franklin Mirer, PhD, CIH,⁶ Peter Orris, MD, MPH,⁷ and Laura Punnett, ScD⁸

Background Hotel employees have higher rates of occupational injury and sustain more severe injuries than most other service workers.

Method OSHA log incidents from five unionized hotel companies for a three-year period were analyzed to estimate injury rates by job, company, and demographic characteristics. Room cleaning work, known to be physically hazardous, was of particular concern.

Results A total of 2,865 injuries were reported during 55,327 worker-years of observation. The overall injury rate was 5.2 injuries per 100 worker-years. The rate was highest for housekeepers (7.9), Hispanic housekeepers (10.6), and about double in three companies versus two others. Acute trauma rates were highest in kitchen workers (4.0/100) and housekeepers (3.9/100); housekeepers also had the highest rate of musculoskeletal disorders (3.2/100). Age, being female or Hispanic, job title, and company were all independently associated with injury risk.

Conclusion Sex- and ethnicity-based disparities in injury rates were only partially due to the type of job held and the company in which the work was performed. *Am. J. Ind. Med.* 53:116–125, 2010. © 2009 Wiley-Liss, Inc.

KEY WORDS: occupational injury; hotel workers; housekeepers; musculoskeletal disorders; health disparities

BACKGROUND

Health disparities between the sexes and between racial/ethnic groups have been documented for a wide spectrum of diseases [Satcher and Higginbotham, 2008] but research on disparities in the rates of injuries and diseases occurring in the workplace is still emerging. Recent studies have shown that Hispanic workers have the highest rate of fatal and non-fatal OSHA-reported injuries in the US, followed by black non-Hispanic workers [Richardson et al., 2003; USBLS, 2007a]. Among agricultural and hospital workers, a disproportionate burden of occupational injury is carried by women, African Americans, and Latinos [McGwin et al., 2000; Simpson and Severson, 2000; McCurdy et al., 2003]. Elevated risks among these groups are partially explained by disproportionate employment in high-risk industries and occupations, but there may also be disparities within the same industry or job classification, perhaps resulting from sex, racial, or ethnic discrimination and other factors.

¹Division of Environmental and Occupational Health Sciences, University of Illinois at Chicago School of Public Health, Chicago, Illinois

²Occupational Safety and Health Program, UNITE HERE, New York, New York

³Division of Occupational and Environmental Medicine, University of California San Francisco, San Francisco, California

⁴Workers United/SEIU, New York, New York

⁵Division of Environmental and Occupational Health Sciences, University of Illinois at Chicago School of Public Health, Chicago, Illinois

⁶Environmental and Occupational Health Sciences, Urban Public Health Program, Hunter College School of Health Sciences, New York, New York

⁷Department of Occupational and Environmental Medicine, University of Illinois at Chicago Medical Center, Chicago, Illinois

⁸Department of Work Environment, University of Massachusetts Lowell, Lowell, Massachusetts

*Work conducted while Joan Moriarty and Eric Frumin were at UNITE HERE.

Contract grant sponsor: UNITE HERE.

*Correspondence to: Susan Buchanan, MD, MPH, 835 S. Wolcott, MC-684, Chicago, IL 60612. E-mail: sbucha3@uic.edu

Accepted 22 May 2009

DOI 10.1002/ajim.20724. Published online in Wiley InterScience (www.interscience.wiley.com)

Within the US hospitality industry, hotels, and motels employ 1.8 million workers [USBLS, 2007b]. In the United States, hotel workers are nearly 40% more likely to be injured on the job than all other service sector workers. Hotel workers also sustain more severe injuries resulting in more days off work, more job transfers, and more medically restricted work compared to other employees in the hospitality industry [USBLS, 2005].

Approximately 25% of hotel workers are employed in housekeeping departments [USBLS, 2007b]. Housekeepers constitute the single largest occupational group in the hotel industry and include room cleaners (maids or room attendants) and housemen. Many room attendants are immigrant or minority women, with a majority being either Asian, Latin American, or African American [Wial and Rickert, 2002]. Thus, they belong to several groups that have been repeatedly identified as having excessive occupational risks: women [Stellman, 1999; NIOSH, 2002; Kauppinen et al., 2003; Messing, 2004; Treaster and Burr, 2004], immigrants [Improving Health and Safety Conditions for California's Immigrant Workers, 2002], ethnic/racial minorities [Frumkin et al., 1999], and low-wage workers [Frumkin and Pransky, 1999]. However, very little is known about occupational injuries among hotel housekeepers; the US Bureau of Labor Statistics (BLS) does not provide rates of occupational injury and illness for single occupations. Among Las Vegas hotel room cleaners, the prevalence of self-reported pain associated with work was 75% during the previous year [Scherzer et al., 2005]; 63% had had severe or very severe low back pain just in the prior month [Krause et al., 2005].

In 1996, the first National Institute for Occupational Safety and Health (NIOSH) research agenda ("NORA") called for innovative occupational health research to determine the extent and severity of disease and injury among special worker populations [NIOSH, 1996]. Ten years later, the revised NORA research agenda targeted the service sector, which accounts for 80% of the US workforce. Hotel workers have been repeatedly identified as an under-researched population with significant problems such as musculoskeletal injuries; even less is known about dishwashers, cooks, and other food service workers.

This study analyzes the rates of OSHA-reported injury within the hotel industry for four leading hotel job categories (hotel housekeepers, cooks/kitchen workers, stewards/dishwashers, and banquet servers), and examines disparities in injury risk by race/ethnicity and sex.

METHODS

Study Population

Institutional Review Board approval was obtained from the University of Illinois at Chicago under the "exempt" classification. The study population consisted of non-

supervisory hotel workers employed for a minimum of 2 weeks in at least 1 year during the study period of 2003–2005, at full-service hotels operated by the five largest hotel companies in the United States. For this study, full-service hotels are defined as properties with at least 100 guest rooms and with a minimum of 10,000 square feet of conference space. These criteria were intended to increase the likelihood that job classifications and workplace exposures to ergonomic and safety hazards would be similar. Luxury chains were excluded because the design and pace of work varies significantly at these properties.

The five companies operate several hotel chains that together make up over 70% of the full-service hotel rooms nationwide, with each company establishing its own standards of service. According to information found on the companies' public websites in February 2007, these companies operate 964 hotel properties in the US that meet the study's definition of full-service hotels. UNITE HERE, the largest hospitality workers union in North America, represents workers at many of these hotels.

Hotel Sampling

Upon request from the union, 71 of the hotels with collectively bargained contracts provided data, which could be utilized for this study. The two largest companies represented an unbalanced proportion of the sample, so a random number generator [Research Randomizer, 1997–2008] was used to select 12 hotels from each of these two. All hotels from the three other companies were included in the data analysis. This produced a sample of 50 hotels with sufficient data from 2003 to 2004 and 45 from 2005 (Table I). Study hotels were dispersed across the country with concentrations in large urban areas including New York City, Chicago, San Francisco, Los Angeles, and Honolulu.

Job Classifications

Job titles are numerous within hotel departments and vary from employer to employer. The authors in collaboration with

TABLE I. Hotel Company Distributions of US Full-Service Hotels and Hotels in the Study Sample

Company	Full-service hotels		Study sample	
	No.	%	No.	%
Company 1	334	35	12	24
Company 2	95	10	12	24
Company 3	10	1	5	10
Company 4	319	33	9	18
Company 5	206	21	12	24
Totals	964	100	50	100

experienced union field staff familiar with the specific job titles, grouped the jobs that share similar tasks and exposures to workplace hazards (e.g., “dishwasher” and “pot washer,” “housekeeping attendant” and “room attendant”). Five key job categories were created—housekeepers, banquet servers, stewards/dishwashers, cooks/kitchen workers, and “other.” Housekeepers perform guest room cleaning including making beds, vacuuming floors, cleaning shower walls and bathroom fixtures, dusting furniture, and pushing carts. Banquet servers provide food service such as carrying plated food from the kitchens to the customers, dispensing drinks, and supplying food to cafeteria and buffet services. Stewards retrieve, sort, load/lift, unload, and return dishes, glasses, pots, utensils and silverware, and provide these items by pushing carts to cafeteria and buffet lines. In addition, stewards maintain cleanliness in food preparation areas. Cooks lift, weigh, measure, mix, cut and grind food ingredients; they cook these ingredients and compose salads and other food for serving [USBLS Occupational Outlook Handbook, 2008–2009]. All remaining jobs were categorized as “other.” Jobs classified as “other” were those that did not share similar job tasks or exposures with the other four key job categories. These included lobby attendant, cashier, door person, host/hostess, among others.

Database Creation

Employee rosters and OSHA 300 log data were provided to the union by the five hotel companies for the period 2003–2005. The employee rosters provided employee name, department, job title, date of birth, date of hire, termination date, sex, and race/ethnicity. Race/ethnicity was defined by the employer based on employee self-report as one of the following five mutually exclusive categories: American Indian, Asian, Black, Hispanic, and White.

The OSHA 300 logs included employee name, department name or location where injury event occurred, job title, date of injury, injury description, days away from work, and days on restricted duty. These data were matched to the employee rosters using employee name and date of birth. The final dataset included a single record for each employee. Up to three injury or illness incidents during the 3-year study period were abstracted for each individual. Employee names were removed from all datasets before data analysis began. A record number was assigned to each injury incident and was subsequently used in all data analyses.

Injury Coding

Nature of injury data was constructed from the injury description section of OSHA log entries and were grouped by the authors into four categories: musculoskeletal disorders (MSDs), acute trauma injuries, other, and not classifiable. MSDs were coded according to the US BLS definition: “an

injury or disorder of the muscles, nerves, tendons, joints, cartilage, or spinal discs. MSDs do not include disorders caused by slips, trips, falls, motor vehicle accidents, or similar accidents” [USBLS, 2007c]. Back pain or pain at other body locations and strain or sprain injuries were coded as MSDs unless the entry referenced stairs or ladders, or the employer-reported description of the injury referenced a slip or fall. “Acute trauma” cases included contusions, fractures, lacerations, heat burns, and sprain or strain injuries with evidence of an injury mechanism that involves acute contact with outside objects (e.g., hit by, struck against) that were not otherwise categorized as an MSD. “Other” incidents included chemical exposures, foreign bodies in the eye, and all other cases. “Not classifiable” injuries had insufficient information to determine the nature of injury.

Statistical Analysis

All data were analyzed using SAS (SAS v. 9.1, 2007. SAS Institute, Cary, NC) and Excel (Microsoft Office 2003, Seattle, Washington). Injury rates and risk ratios were calculated to compare the injury experience of hotel workers by sex, race/ethnicity, and job title for the entire study population and by company. The denominator for all calculations was calculated from the number of workers who met the inclusion criterion of employment for a minimum of 2 weeks during each year of study. As individual employees may be counted in more than one study year, the denominators represent total worker-years of observation. The available data did not provide information on part-time/full-time status. The race and ethnicity characterization was left blank on the employee rosters for <1% of the sample. Therefore, this race/ethnicity “not classified” group was excluded from all data analyses.

Age was computed by subtracting birth date from the last day of the year being analyzed (e.g., in 2003, Age = 12/31/2003 – birth date) divided by 365.25. Only employees aged 18–70 years were included in the analysis. A job tenure variable was similarly created by subtracting termination date from hiring date.

Risk ratios were calculated using the following referent groups: males, whites, and “other” job title. For analyses by hotel company, Company I was chosen as the referent group on the basis of the level of union presence at its hotels, thereby a measure of labor and management’s negotiation of working conditions.

Because we had injury count data and repeated measures (multiple years per subject), we performed multivariable Poisson regression modeling (Loomis et al. 2005) with generalized estimating equations (GEE) using SAS Proc Genmod with a Poisson distribution, unstructured correlations and log link to estimate relative risk. Regression models included age (18–27 years, 28–37 years, 48–57 years, 58–70 years), sex, race/ethnicity, job title, job tenure (0–10

TABLE II. Demographic Breakdown of Hotel Workers* Employed 2003–2005 in 50 Unionized Full-Service Hotels (n = 55,327)

	Total		Housekeeper		Banquet server		Steward/dishwasher		Cook/kitchen worker		Other jobs	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Male	31,135	56.4	269	2.3	3,406	66.8	2,948	85.1	3,269	72.0	20,280	69.2
Female	24,048	43.6	11,320	97.7	1,693	33.2	518	14.9	1,271	28.0	9,008	30.8
White	11,187	20.3	982	8.4	2,137	36.8	286	8.1	882	19.3	6,898	23.3
Asian	13,352	24.2	3,109	26.7	909	15.6	594	16.9	1,202	26.3	7,538	25.4
Black	12,252	22.2	3,439	29.5	712	12.3	962	27.3	872	19.0	6,267	21.1
Hispanic	18,392	33.3	4,118	35.3	2,047	35.3	1,678	47.7	1,622	35.4	8,927	30.1
American Indian	144	<1	12	<1	32	<1	7	<1	10	<1	83	<1
Total (%) ^a	55,327	100.0	11,660	21.1	5,837	10.5	3,527	6.4	4,588	8.3	29,713	53.7

*Total person-years observed, not total employees.

^aTotal excludes race "not specified" (<1% of total).

years, 11–20 years, 21–30 years, 31–40 years, 41–52 years), and hotel company as independent variables. In addition, cross tabulation and regression modeling were performed within the subset of female housekeepers. Similar analyses were not conducted within other subsets of other job classifications; female housekeepers were a particularly large subset.

RESULTS

There were a total of 55,327 worker-years of observation in the sample. Fifty-six percent of the sample was male and 44% female (Table II). By job title, 21% of the employees were housekeepers, 11% were banquet servers, 6% were stewards/dishwashers, 8% were cooks/kitchen workers, and 54% had other jobs. Most of the workers were non-white (Black, Asian, Hispanic), comprising 80% of the sample. American Indians and male housekeepers were very few in number. Hispanics comprised the largest proportion of three job titles: housekeepers, stewards, and cooks. The mean age of the study population was 44.5 years (SD 13.5). The mean job tenure was 9.61 years (SD 8.8).

There were 2,865 injuries recorded on the OSHA 300 logs in 2003–2005 (Table III), for an injury rate of 5.2 injuries per 100 worker-years. Acute trauma accounted for 52% of the injuries, 39% were musculoskeletal injuries, and 9% were "other" or "not classifiable." Women workers had a higher overall injury rate (6.3) than men (4.3).

Housekeepers had the highest overall injury rate and the highest rate of MSDs, at 7.9 and 3.2 per 100 workers, respectively. Acute trauma rates were highest in cooks/kitchen workers and housekeepers. Banquet servers had the lowest injury rates. Excluding the six injuries among American Indians, among housekeepers (Table IV), Hispanic workers had the highest overall injury rate at 10.6, the highest rate of MSDs (4.4), and the highest rate of acute traumas

(4.9). Among cooks (not shown), Asians had the highest rate: 8.4% for all injuries, with 7.9% among males and 10.1% among females.

In each job title of interest (housekeepers, etc.), injuries of the upper extremity were the most common, followed by back injuries and lower extremity injuries. By nature of injury, over 40% of MSDs involved the back, 22% distal upper extremities, and 13% the shoulder. In contrast, 44% of acute traumatic incidents were to the upper extremity, especially the hand.

Women workers overall and Asian and Hispanic men were about 1.5 times more likely to have been injured than their referent groups (Table V). Female American Indians fared the worst, although the number of injuries were so few that the confidence intervals are relatively wide. Hispanic women had almost double the risk of injury than their white female counterparts. Within job categories, non-white female cooks/kitchen workers fared poorly compared to their white counterparts as did non-white male banquet servers. Female housekeepers had about three times the risk of injury than male housekeepers, and Hispanic housekeepers were 70% more likely to be injured than white female housekeepers.

When analyzed by hotel company, the overall injury rates differed markedly by company, with companies 2, 3, and 4 in particular having almost twice the rate of Company 1 (Table VI). Company 2 had the highest rate of injury for housekeepers (10.4). This overall effect was consistent in analysis by injury type, with the lowest rates for both MSDs and acute trauma injuries in Company 1. These same patterns by company were also evident for key demographic groups within the four key jobs. Of the 15 job/race/sex groups with sufficient cases for comparison, Companies 2 and 3 had the highest injury rates for five of them and Company 4 had almost as many. Company 1 had only one such group, and Company 5 had none.

TABLE III. Injury Incidence and Rates* for the Hotel Worker Study Population, by Sex and Job Title, 2003–2005

	Total		Male		Female		Housekeeper		Banquet server		Steward/dishwasher		Cook/kitchen worker		Other jobs ^b	
	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate
MSDs	1,117	2.02	525	1.68	592	2.46	368	3.16	63	1.08	70	1.99	80	1.74	536	1.82
Acute trauma	1,497	2.71	709	2.28	788	3.28	456	3.91	94	1.62	116	3.30	182	3.98	649	2.19
Other injuries	251	0.45	110	0.35	141	0.59	93	0.80	7	0.12	24	0.68	12	0.26	115	3.88
Total injuries	2,865	5.19	1,344	4.32	1,521	6.32	917	7.87	164	2.82	210	5.97	274	5.99	1,300	4.92

*Injury rate is number of cases per 100 person-years.

^bInjuries that were "not classifiable" were collapsed into "other" jobs.

The regression analyses of all hotel workers (Table VII) confirmed the higher injury risk for housekeepers and Hispanic workers, and the lower risk in Company 1, after adjusting for demographic characteristics. Comparison of univariable and multivariable models showed that some of the apparent excess risk in Black, Hispanic, and Asian workers was reduced after adjustment for job title and hotel company. This was consistent with the fact that Blacks were most likely (30%), and Whites least likely (8%), to be employed as housekeepers rather than in other jobs, and that Company 1 had fewer Black and Asian employees. Job tenure had a slight inverted-U effect (risk was highest for 21–30 years of seniority and then decreased) but it was dropped from the multivariable models because the coefficient was very small, the confidence intervals wide, and the type 3 (GEE) score statistics indicated that the variable did not contribute any explanatory power. Among female housekeepers, the predictors of injury were quite similar to those for all hotel workers, with increased risk for being Hispanic or employment at Companies 2, 3, and 4.

DISCUSSION

Several studies have shown that cleaning tasks in various industries demand a high level of physical effort, including high aerobic strain and repetitive movements [Hagner and Hagberg, 1989]; high static muscular loads [Milburn and Barrett, 1999]; high frequency of unsatisfactory postures such as stooping and crouching [Woods et al., 1999]; and subjective experience of strenuous work [Sogaard et al., 1996; Seifert and Messing, 2006]. In hotel workers specifically, guest room cleaning work is marked by time pressure, low job control, low wages, increasing use of contingent employees without job security, and few opportunities for career advancement [Parker, 1999; Lee and Krause, 2002; Wial and Rickert, 2002; Bernhardt et al., 2003; Krause et al., 2005]. The present study is one of the first to quantify the incidence, rates, and risk of injury among hotel workers.

We found that women were more often injured than men and that housekeepers in general suffered the highest injury rate among the four job titles of interest. Moreover, our results show an alarming injury rate among housekeepers in general and Hispanic housekeepers in particular. While close to half of the total workers here are women, they were heavily grouped in the housekeeping category, a set of jobs with very high physical demands. This study strengthens the evidence that job gender stereotyping within the American economy remains a potent defining factor for the workforce and potentially a substantial risk factor for injury [Mergler, 1995; Messing et al., 1998, 2003; Punnett and Herbert, 2000].

Socioeconomic status (SES) in general, and income inequality, education, and job-specific occupational hazards in particular, have all been proposed as possible explanations for racial/ethnic as well as gender health disparities. There is

TABLE IV. Injury Incidence and Rates* for Housekeepers by Race/Ethnicity, 2003–2005

	All injuries		MSDs		Acute trauma		Other/not classifiable	
	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate	Inj no.	Rate
Asian	228	7.33	102	3.28	106	3.41	20	0.64
Black	189	5.50	58	1.69	113	3.29	18	0.52
Hispanic	435	10.56	183	4.44	203	4.93	49	1.19
White	62	6.31	24	2.44	32	3.26	6	0.61
American Indian	6	50.00	1	8.33	5	41.67	None	
Total ^a	920	7.89	368	3.16	459	3.94	93	0.80

*Injury rate is number of cases per 100 person-years.

^aTotal excludes race "not specified" (<1% of total).

consistent epidemiologic evidence that low status jobs are associated with a high burden of disease, injury, and disability [Robinson, 1989; Krause et al., 1997, 2001; Amick et al., 1998; Borg and Kristensen, 2000; Pransky et al., 2000; Berkman and Kawachi, 2002; d'Errico et al., 2007]. This burden falls disproportionately on workers who are multiply disadvantaged in society and who have been under-represented and under-served in occupational health research. Female immigrant cleaners are a typical example of a minority population at the low end of the well-established SES gradient.

As yet, there has been no evaluation of the causes of differential injury rates by race/ethnicity within job title in this industry. One must question whether discrimination in the treatment of such workers—in the form of disproportionate assignment to high-risk jobs, refusal to fix unsafe conditions, or workers' disempowerment—resulting in unwillingness to speak up about such conditions, is at fault. As Murray [2003] noted, previous studies have observed informal systems of work assignments to non-white workers resulting in greater exposures to the hazards therein. Moreover, US BLS has already found that disproportionate employment of Hispanics in specific jobs is not associated with increased risk of injury after controlling for such employment patterns [Richardson et al., 2003]. In essence, race/ethnicity itself is not an indicator of increased risk.

The injury rate for the workers in this sample was 5.19 per 100 workers. For 2004, the US BLS reported a rate of 5.8 per 100 FTEs in hotel workers and 4.2 per 100 FTEs in the service sector overall. The lower overall injury rate reported in our sample may be due to the inability to identify the proportion of part time workers in this sample or that unionized employees work under conditions defined by collective bargaining agreements, which are intended to improve workplace safety. The study sample included only unionized workers, whereas the majority of US hotel employees do not belong to unions. Since unions function as the bargaining agent between the employer and the employee, it is likely that non-unionized hotels, in which

workers do not have a formal means to gain better working conditions, would have even higher injury rates than those reported in this study. Further, it is possible that hotels not providing data were those at which workplace safety is less of a priority and which have higher injury rates than those reported here.

These results also need to be seen in the context of the tendency of many workers not to report their injuries, especially if they are non-unionized, immigrants, or otherwise politically vulnerable [Azaroff et al., 2002, 2004; Brown et al., 2002; Scherzer et al., 2005]. Non-reporting of injuries may be due to language barriers, fear of retaliation, or lack of understanding of legal rights under Workers Compensation laws and OSHA standards. Although our data represent unionized workers who reported their injuries, the results may still represent an under-estimation of the true injury risk.

Other possible limitations to this study include quality of the data, coding, and job grouping errors. Injury data obtained from OSHA 300 logs may have contained inaccuracies. The individual responsible for completing these logs varies by workplace and is not always well trained in correct recording procedures. There may well be systematic differential approaches to OSHA 300 log completion by different hotel companies. Nevertheless, we saw no evidence of frequent recording errors or systemic bias in recording through regular quality control checks as well as consultations with experts on the coding and grouping criteria. Although the high rate of acute injuries in housekeepers may suggest coding errors, the OSHA logs frequently included event/exposure data such as contact with furniture, tripping over sheets, slips in bathtubs, etc. Furthermore, coding error is possible since some acute injuries in housekeeping may have been MSDs. However, the patterns of injury we found are also seen in US BLS data.

The hotels in this study sample were included based on number of rooms and size of meeting space in order to ensure similarity in job task burden among workers in the sample. Working conditions in full-service hotels are determined and standardized in major part by corporate-level policies such as

TABLE V. Injury Rate Ratios* for the Hotel Worker Study Population by Job Title, Sex, and Race/Ethnicity, 2003–2005

Job title	Males					Females				
	All females RR (95% CI)	American Indian RR (95% CI)	Asian RR (95% CI)	Black RR (95% CI)	Hispanic RR (95% CI)	American Indian RR (95% CI)	Asian RR (95% CI)	Black RR (95% CI)	Hispanic RR (95% CI)	
All hotel workers	1.46 (1.35–1.57)	0.41 (0.06–2.87)	1.52 (1.28–1.82)	1.07 (0.87–1.32)	1.54 (1.30–1.82)	2.19 (1.08–4.46)	1.39 (1.15–1.67)	1.14 (0.94–1.38)	1.91 (1.6–2.27)	
Housekeepers	3.19 (1.53–6.64)	n.a.	n.a.	n.a.	n.a.	4.00 (1.65–9.67)	1.19 (0.87–1.62)	0.87 (0.63–1.20)	1.70 (1.26–2.29)	
Banquet servers	1.38 (1.00–1.89)	n.a.	1.65 (n.a.)	1.87 (n.a.)	2.02 (n.a.)	n.a.	0.66 (n.a.)	1.20 (n.a.)	1.14 (n.a.)	
Stewards/ dishwasher	1.42 (1.00–1.97)	n.a.	1.29 (n.a.)	1.46 (n.a.)	1.78 (n.a.)	n.a.	n.a.	0.42 (n.a.)	0.45 (n.a.)	
Cook/kitchen worker	1.34 (1.04–1.72)	n.a.	1.42 (n.a.)	0.51 (n.a.)	0.89 (n.a.)	n.a.	2.77 (n.a.)	2.20 (n.a.)	1.94 (n.a.)	
Other workers	1.05 (0.93–1.19)	0.75 (0.11–5.21)	1.39 (1.12–1.73)	0.95 (0.74–1.22)	1.48 (1.21–1.81)	1.88 (0.70–5.09)	1.11 (0.82–1.50)	1.00 (0.73–1.37)	1.44 (1.08–1.93)	

n.a., insufficient data.

*Referent groups: Males are referent group for females; white males are referent group for American Indian, Asian, Black, and Hispanic males; white females are the referent group for American Indian, Asian, Black, and Hispanic females. Statistically significant results are shown in bold.

TABLE VI. Injury Incidence Rate*, and Rate Ratio for the Hotel Worker Study Population, by Job Title and Hotel Company, 2003–2005

Job titles	Company 1 ^a			Company 2			Company 3			Company 4			Company 5		
	# Inj	Rate	RR (95% CI)	# Inj	Rate	RR (95% CI)	# Inj	Rate	RR (95% CI)	# Inj	Rate	RR (95% CI)	# Inj	Rate	RR (95% CI)
Housekeeper	211	5.47		276	10.36	1.89 (1.59–2.34)	86	9.67	1.78 (1.37–2.32)	211	9.44	1.74 (1.41–2.13)	135	6.18	1.13 (0.89–1.43)
Banquet Server	5	n.a.		56	3.69	n.a.	14	3.97	n.a.	69	4.33	n.a.	20	4.25	n.a.
Steward/ dishwasher	51	4.63		60	7.15	1.55 (1.04–2.31)	32	11.19	2.48 (1.48–4.14)	45	9.15	1.89 (1.29–3.08)	22	2.60	0.56 (0.34–0.93)
Cook/kitchen worker	47	3.90		88	7.48	1.94 (1.35–2.79)	26	12.32	3.29 (2.01–5.40)	59	6.54	1.88 (1.15–2.46)	56	4.94	1.27 (0.86–1.89)
Other workers	258	2.72		317	5.72	2.10 (1.77–2.50)	140	6.23	2.31 (1.84–2.89)	354	5.54	2.04 (1.72–2.42)	232	3.72	1.37 (1.13–1.65)
All jobs	572	3.26		797	6.79	2.10 (1.87–2.36)	298	7.48	2.33 (1.99–2.72)	738	6.36	1.95 (1.74–2.20)	465	4.28	1.31 (1.15–1.49)

n.a., insufficient data.

*Injury rate is the number of injuries per 100 person-years.

^aCompany 1 is the referent group for all other companies.

Statistically significant results are shown in bold.

TABLE VII. Regression Models of Injuries Per Year* to US Unionized Hotel workers, 2003–2005: Risk Ratios and 95% Confidence Intervals

	Unadjusted models (all hotel workers)		Multivariable model (all hotel workers)		Multivariable model (all hotel workers)		Multivariable model (female housekeepers)	
	Odds ratio	95% CI	Odds ratio	95% CI	Odds ratio	95% CI	Odds ratio	95% CI
Age	1.07	1.04–1.09	1.08	1.05–1.11	1.09	1.06–1.12	1.10	1.03–1.18
Job tenure	1.08	1.04–1.12						
Female	1.46	1.35–1.58	1.24	1.12–1.37	1.21	1.09–1.34		
American Indian	1.35	0.67–2.72	1.33	0.68–2.61	1.15	0.60–2.22	2.54	1.05–6.13
Asian	1.46	1.29–1.67	1.25	1.10–1.42	1.11	0.97–1.26	0.97	0.71–1.33
Black	1.15	1.00–1.32	0.97	0.84–1.11	0.85	0.74–0.98	0.75	0.54–1.03
Hispanic	1.70	1.50–1.92	1.50	1.33–1.70	1.42	1.26–1.61	1.50	1.11–2.02
Housekeeper	1.80	1.65–1.97	1.50	1.34–1.68	1.52	1.36–1.70		
Banquet server	0.64	0.54–0.77	0.60	0.50–0.72	0.56	0.47–0.67		
Steward/ dishwasher	1.37	1.17–1.61	1.30	1.11–1.53	1.31	1.12–1.54		
Cook/kitchen worker	1.38	1.20–1.58	1.34	1.17–1.54	1.31	1.15–1.51		
Company 2	2.10	1.87–2.36			2.17	1.94–2.44	1.94	1.59–2.35
Company 3	2.33	1.99–2.72			2.41	2.07–2.81	1.84	1.41–2.39
Company 4	1.95	1.74–2.20			2.06	1.83–2.32	1.74	1.41–2.14
Company 5	1.31	1.15–1.50			1.37	1.20–1.56	1.19	0.94–1.50

Male is the referent group for female; White is the referent group for Black, Hispanic, Asian, and American Indian; “Other jobs” is the referent group for housekeeper, banquet server, steward, and cook/kitchen worker; Company 1 is the referent group.

*Up to three injuries per year per employee; denominators = 55,311 person-years of observation for all hotel workers and 11,375 person-years for female housekeepers.

job task lists and the use of branded products such as luxury beds. Hotels with fewer than 100 rooms would be less likely to have standardized room quotas, which might affect workload pressure and therefore injury risk among housekeepers. Thus, we believe that the inter- and intra-hotel variations in work tasks among job title groups are likely to be minimal in our sample of properties.

There were substantial and consistent differences in injury rates among the five companies. These differences persisted for all injuries, for injuries by job title, and by demographic groups. As this study sought to standardize job tasks between companies, this differential suggests the influence of management policies and practices, meaning that workplace intervention has a significant ability to modify the risks identified in this study. These marked differences between companies demonstrate the potential for sharp improvement by individual companies in injury rates. They also underscore the need for companies with high rates to investigate whether discriminatory workplace practices contribute to these disparities—in order to remedy the discrimination and reduce the injury risk accordingly.

CONCLUSION

Injury rates for hotel workers are higher than those in the service sector as a whole. Characteristics that increased the

injury risk among the workers in our study included female sex, Hispanic ethnicity, housekeeper job title, and hotel company. Hispanic banquet servers had the highest risk amongst men, and American Indian housekeepers had the highest risk among women. Hispanic female housekeepers suffered more injuries than other female room cleaners. Immediate action is needed with respect to the control of hazards to housekeepers, especially those stressing the upper extremities, and to food service workers with respect to acute trauma. The ethnic, gender, and employer differentials deserve further exploration to adequately understand the interaction of social forces with ergonomic and safety hazards in the workplace. Large differences of injury rates between employers indicate a substantial potential for injury prevention in the hotel sector.

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