



FREEDOM OF INFORMATION REQUEST EXEMPTIONS AND EXPLANATIONS

EXEMPTION	EXPLANATION
2a	Internal matters of a relatively trivial nature
b	More substantial internal matters, the disclosure of which would risk circumvention of a legal requirement.
3	Information prohibited from disclosure by another statute.
4	Information that is classified as trade secrets and/or of commercial or financial value obtained from a person and is privileged or a confidential source of information.
5	Inter-agency or intra-agency memoranda or letters that would not be available by law to a party other than an agency in litigation with the agency.
6	This exclusion is intended to exclude from disclosure all personnel and medical files, and all private or personal information contained in other files which, if disclosed to the public would amount to a clearly unwarranted invasion of the privacy of any person, including members of the family of the person to whom the information pertains.
7a	Information contained in investigatory files compiled for law enforcement purposes except to the extent available by law to a party other than an agency.
7c	The identification of a confidential source or confidential information furnished by a confidential source.
7d	Information which could reasonably be expected to disclose the identity of a confidential source, including a state, local or foreign agency or authority which furnished information on a confidential basis
7e	Information that would disclose techniques and procedures for law enforcement investigation or would disclose guidelines for law enforcement investigation if such disclosure could reasonably be expected to risk circumvention of the law.

4pm # 5/26/11

Chos'g cmt:

UNITE-HERE

Ex 7c

Pamela Bossenas

Hyatt O'Hare - Rosemont
(Telephone conf call)

OSHA

Ex 7c

Angie Loftos

1) potential violations #

msp 12/09 start'd - prev'd rec'ds / 300 logs
ee interviews & observed tasks

no citation for ergonomics

task factors → 9 MSDs = erg hazard AL
w/ risk facts & prev'd changes

2) record keeping - 2007-2010

and medic'd rec'ds 2009+2010

• several entries in 2009+2010^{logs} not recorded

• entries incorrectly recorded

not recorded as LT vs RT

days not accurately counted

not rec'ds as RT ~~log~~ but other recordable

• BBP program - no violations rec'd

Report not completed - copy to be sent to UNITE-HERE ??

UNITE HERE Local 1
65 W. Van Buren
5th Flr
Chicago 60605

Mailed to:

Ex 7c

w/a cc: to nat'l union / Pamela in NY

Questions:

• any videotaped?? findings → the HAC will "have
person's practices

Contents of HAC?

^{2/18/88} Protocol undermines force of 5(a)(1) gen'l duty clause
hampers OSHA

undermines the gen'l duty clause

records in the items not recorded?

✓ no types of job tasks or job titles - very random

✓ did any of the ees complain of pain? was this reviewed
or asked?

✓ any training to ees? for reporting injuries?

no instances that were reported + not recorded

✓ letters can be helpful

Loftus, Angie - OSHA

From: Ex 7c OSHA
Sent: Wednesday, May 25, 2011 7:52 AM
To: Ex 7c
Cc: 'Pamela Vossenas'
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: 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

Ex 7c

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

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

5/25/2011

0166



March 7, 2010

Pamela Vossenas, 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. Vossenas:

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,

Diane M. Turek
Area Director



Notice of Alleged Safety or Health Hazards

Wed Feb 23, 2011 10:32am

Complaint Number	208203935
------------------	-----------

Establishment Name	Hyatt Regency O'Hare		
Site Address	9300 West Bryn Mawr Avenue, Rosemont, IL 60018		
	Site Phone	(847) 696-1234	Site FAX (847) 698-0139
Mailing Address	9300 West Bryn Mawr Avenue, Rosemont, IL 60018		
	Mail Phone	(847) 696-1234	Mail FAX (847) 698-0139
Management Official	Marco Kennedy	Telephone	
Type of Business	Hotel	Ownership	
Primary SIC	7011	Primary NAICS	721110

HAZARD DESCRIPTION/LOCATION. Describe briefly the hazard(s) which you believe exist. Include the approximate number of employees exposed to or threatened by each hazard. Specify the particular building or worksite where the alleged violation exists.

DESCRIPTION:

1. The medical access order and its accompanying letter were not prominently displayed.

LOCATION:

Has this condition been brought to the attention of:	Employer
Please Indicate Your Desire: The Undersigned believes that a violation of an Occupational Safety or Health standard exists which is a job safety or health hazard at the establishment named on this form.	Do NOT reveal my name to the Employer B. Representative of Employee

Complainant Name	Ex 7c	Telephone	Ex 7c
Address(Street, City, State, Zip)			
Signature		Date	

If you are an authorized representative of employees affected by this complaint, please state the name of the organization that you represent and your title:

Organization Name: _____ Your Title: _____

OFFICIAL USE ONLY:

Identification	Reporting ID	0524200	Previous Activity	0	Opt. Number	
	Establishment Name Change? <input type="checkbox"/> Yes <input type="checkbox"/> No	Site Address Change? <input type="checkbox"/> Yes <input type="checkbox"/> No	Employer ID	941649123	City Code	County Code
					7502	031
Receipt Information	Received By	Send OSHA-7? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date: 02/19/11	Supervisor(s) Assigned		
			Time: AM PM		U9883	

Industry & Ownership: A. Private Sector

Complaint Evaluation	Evaluated By	Subject/Severity
	Is this a Valid Complaint? -- Yes	Health-Other
	Formality -- Formal	
	Migrant Farmworker Camp? --	

Send Letter	Type	Date Letter Sent	Date Response Due

Received Letter	Type	Date Letter Received	Evaluation	Abatement Date

Complaint Action	Inspection Planned?	If Yes, Priority:	If No, Reason:
	Yes		
	Transfer To (Name)	Transfer Date	
	Transfer To Category		

Strategic Initiatives	
National Emphasis	
Local Emphasis	

Optional Information	Type	ID	Value

Close Complaint	
-----------------	--

COMMENTS

UNITE HERE!
WESTERN REGIONAL OFFICE
243 GOLDEN GATE AVE
SAN FRANCISCO, CA 94102
(415) 621-6820 (FAX)
(415) 553-3282 (VOICE)

FACSIMILE TRANSMITTAL SHEET

TO: Sukhvir Kaur	FROM: Nat Lippert, UNITE HERE
COMPANY: OSHA Chicago North Area Office	DATE: 2/19/11
FAX NUMBER: 847-390-8220	TOTAL NO. OF PAGES INCLUDING COVER: 13
PHONE NUMBER: (847) 803-4800	SENDER'S REFERENCE NUMBER:
RE: UNITE HERE Complaint Against Hyatt Regency O'Hare	YOUR REFERENCE NUMBER:

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

NOTES/COMMENTS:

Please find the attached complaint from Pamela Vossenias, Workplace Safety & Health Coordinator and Staff Epidemiologist for UNITE HERE. You may reach Pamela at 212-332-9318 with any questions or concerns.

Nat Lippert
 Research Analyst
 UNITE HERE



208203935

UNITEHERE!

1775 K STREET, NW, SUITE 620, WASHINGTON, DC 20006 • TEL (202) 393-4373 • FAX (202) 223-6213 • WWW.UNITEHERE.ORG

February 19, 2011

Via Facsimile (847-390-8220)

Ex 7c

Compliance Assistance Specialist
U.S. Department of Labor/Occupational Safety and Health Administration
Chicago North Area Office
701 Lee St., Ste. 950
Des Plaines, IL 60016

Dear **Ex 7c**

Please consider this letter to be a complaint filed by UNITE HERE against the Hyatt Regency O'Hare for violation of the OSHA federal standards.

UNITE HERE Local 450 represents bargaining unit workers at the Hyatt Regency O'Hare. Regarding this matter, Vinay Ravi is the union representative to be contacted regarding onsite issues at

Ex 7c

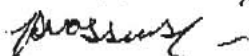
According to 29 CFR 1910.1020(e)(3)(ii) and 1913.10(e)(3) of the federal OSHA regulations, "whenever OSHA seeks access to personally identifiable employee medical information by presenting to the employer a written access order pursuant to 29 CFR 1913.10(d), the employer shall prominently post a copy of the written access order and its accompanying cover letter for at least fifteen (15) working days." OSHA provided the attached medical access order to the Hyatt Regency O'Hare on December 28, 2010.

As of today, neither the medical access order nor its accompanying letter have been prominently displayed in the hotel. The Hyatt Regency O'Hare is in clear violation of its responsibilities under the OSHA regulations. With this complaint, we hope that OSHA will conduct the appropriate investigation, including an on-site inspection, to ensure the Hyatt Regency O'Hare complies with its legal responsibilities and takes immediate corrective action.

The General Manager at the Hyatt Regency O'Hare is David Jacobs.

If you need additional information, please do not hesitate to contact me at **Ex 7c**
Thank you for your time and consideration.

Sincerely yours,



Pamela Vossen, MPH
Workplace Safety & Health Coordinator and Staff Epidemiologist
UNITE HERE International Union

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

0417

cc:

Vinay Ravi
UNITE HERE Local 1

William Biggerstaff
UNITE HERE Local 450

Ex 7c

Calumet City OSHA Area Office

Gary Anderson
Director
Calumet City OSHA Area Office

Michael Connors
Regional Administrator
OSHA Region 5

Richard Fairfax
Deputy Assistant Secretary of Labor
OSHA

DAVIS, COWELL & BOWE LLP
595 Market Street, Suite 1400
San Francisco, CA 94105
Telephone: (415) 597-7200
Facsimile: (415) 597-7201



FAX COVER SHEET

Please deliver the following page(s)

TO: Diane Turek
Chicago North Area Director
FAX NO. 847-390-8220

CC: FAX NO.

FROM: Eric B. Myers

RE: Complaint for Hyatt O'Hare Located in the Chicago North Jurisdiction

DATE: November 9, 2010

MESSAGE: Please see attached. Please note that all appendices will follow in the mail. Thank you for your attention.

Number of pages including this page: 62

This facsimile may contain material that is confidential, privileged and/or attorney work product to be reviewed and used only by the intended recipient. Any review of, reliance on or distribution by others or forwarding without express permission is prohibited. If you are not the intended recipient, please contact the sender and delete all copies.
IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL BACK AS SOON AS POSSIBLE.
TELEPHONE: (415) 597-7200; FACSIMILE: (415) 597-7201

DAVIS, COWELL & BOWE, LLP

Counselors and Attorneys at Law

San Francisco

November 9, 2010

595 Market Street, Suite 1400
San Francisco, California 94105
415.597.7200
Fax 415.597.7201

VIA FACSIMILE (847-390-8220) & U.S. MAIL

- Barry S. Jellison (CA)
- Steven L. Stemberman (CA, NV)
- Richard G. McCracken (CA, NV)
- W. David Holsberry (CA, NV)
- Elizabeth Ann Lawrence (CA, NV, AZ)
- Andrew J. Kahn (CA, NV, AZ)
- John J. Davis, Jr. (CA)
- Florence E. Culp (CA, NV)
- Kristin L. Martin (CA, NV, HI)
- Eric B. Myers (CA, NV)
- Paul L. More (CA, NV)
- Winifred Kao (CA, DC)
- Sarah Varela (CA, AZ)
- Sarah Grossman-Swenson (CA)
- Adam J. Zapala (CA)
- Sophia Lai (CA)

Diane Turek
Chicago North Area Director
U.S. Department of Labor
Occupational Safety and Health Administration
Chicago North Area Director
701 Lee Street-Suite 950
Des Plaines, IL 60016



Re: *Attached Complaints for the Hyatt O'Hare located in the Chicago North Jurisdiction*

Dear Ms. Turek:

As the authorized employee representative for the Hyatt O'Hare Hotel affected employees UNITE HERE is filing a complaint against the hotel. In addition, we are filing complaints against the Hyatt McCormick, the Park Hyatt and the Hyatt Regency Chicago (copies enclosed). These worksites exist in two OSHA jurisdictions and belong to the same employer in the Chicago area. We have identified similar hazards and work practices across the four hotels which we summarize below. We request that OSHA inspects all four hotels in response to our allegations of violations of OSHA regulations including the General Duty Clause. As these four worksites correspond to the same employer in close geographical location, we request that all inspections are coordinated by OSHA at every step from inspection to enforcement to abatement to settlement, in order to identify corporate solutions to corporate-wide hazards.

We wish to participate fully in all stages of the inspection including opening conference, walkthrough, record reviews, employee interviews, industrial hygiene monitoring, and closing conference. We will provide you shortly with a list of union representatives at the hotel to be contacted by the OSHA compliance officer. We request that the OSHA compliance officer contact at least one of the individuals listed as soon as he or she arrives on-site for the inspection. We also request that you postpone the inspection if none of the following individuals can be reached.

1630 S. Commerce Street, Suite A-1
Las Vegas, Nevada 89102
702.386.5107
Fax 702.386.9848

McCracken, Stemberman & Holsberry



DAVIS, COWELL & BOWE, LLP

Diane Turek
Chicago North Area Director
Page 2 of 2

UNITE HERE has specific injury and illness records for these complaint items. Please let me know how your office would want to coordinate this with your compliance officer.

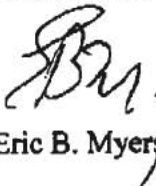
Since groups of employees have different representatives, we request different employee representatives for different phases of the inspection or that more than one employee representative be permitted to accompany the inspector throughout the inspection. Please contact me and let me know when OSHA has begun the opening conference at each hotel.

A bilingual inspector or translator is requested to talk to workers, who speak Spanish or any other language for non-native English speakers.

Attached is the complaint for Hyatt O'Hare Hotel worksite. Please contact Pamela Vossen as primary point of contact in addition to myself. Her contact information is:

Pamela Vossen
Workplace Safety and Health Coordinator
UNITE HERE International Union
275 Seventh Avenue, 11th flr
New York, NY 10001
Tel: 212-332-9318
Fax: 212-489-0598

Very truly yours,


Eric B. Myers

Enclosure

cc: Gary Anderson, Calumet City Area Director
Michael G. Connors - Regional Administrator
Richard E. Fairfax, Director, Federal OSHA Enforcement

UNITE HERE Summary of Alleged Violations of OSHA Regulations including the General Duty Clause at Four Chicago Area Hyatt Hotels

We find similar injuries and hazards across the four Chicago area Hyatt Hotel properties --, Hyatt Regency Chicago, Hyatt McCormick, Park Hyatt and Hyatt O'Hare. Our Hyatt hotel-specific complaints provide details about the working environment and occurrence of injuries in each property. Below we are total number of injuries found across the four Hyatt Hotels by OSHA standards we allege the employer has violated. We have also identified serious recordkeeping irregularities at all four properties. As you will see, with the exception of ergonomic related injuries, all other injury counts are low. These four hotels combined involve approximately 1,600 bargaining unit members that belong to UNITE HERE Local 1 or Local 450. This suggests to us that the ergonomic-related injuries are underreported as well.

1. General Duty Clause 5a1- Failure to provide safe working conditions to housekeepers and other job titles due to ergonomic hazards.

Total All Hotels: 140

2. Walking Working Surfaces and General Duty Clause 5a1. (slips)

Total All Hotels: 10

(Hyatt Regency Chicago excluded due to recordkeeping problem detailed below)

3. Personal Protective Equipment (cuts, foot injuries)

Total All Hotels: 4

4. Bloodborne Pathogen

Total All Hotels: 3

5. Storage

Total All Hotels: 3

6. Recordkeeping Total All Hotels: 113 injuries listed in non-OSHA logs provided by the employer but not reported to OSHA; 18 injuries listed on Form 45s but not on Form 300.

At the Park Hyatt we found 13 injuries listed in a non-OSHA log provided by the employer for 2008 that were not in OSHA 300 logs.

At the Hyatt O'Hare, in 2009, 14 of the 18 injuries (78%) listed in a non-OSHA log maintained by the hotel were not reported to OSHA on the Form 200. In 2008, for the 67 non-redacted injuries listed on the non-OSHA log, 44 (66%) were deemed not reportable to OSHA. In 2007,

for the 75 non-redacted injuries listed on a non-OSHA log, 42 (56%) were deemed not reportable. At both the Park Hyatt and the Hyatt O'Hare, it should be noted that many of the injuries listed as not reportable are virtually indistinguishable from injuries listed as reportable ("back strain from lifting", etc).

Hyatt McCormick has a very low record of injuries, suggesting poor record keeping.

Hyatt Regency Chicago fails to give a description of incidents on the OSHA 300 logs, only lists results but not the cause, e.g. contusion, leg; sprain, back. This makes it impossible to identify the event/exposure causing the injury, reducing the ability to abate the hazard. In addition, there were 18 possible repetitive motion injuries for room attendants that were listed on the Form 45s but not on the OSHA 300 logs.

7. Work practices of concern:

We recently learned that at only at the Park Hyatt are housekeepers provided something like a mop to clean the bathroom. Workers at the Park Hyatt are provided a Swiffer but they report it does not always perform well and they use a rag to clean the floor on their hands and knees. At the other three hotels, workers use a rag or towels to clean the floors. We believe this is a serious hazard and requires OSHA to address it regarding remedies. Enclosed with the complaint is Hyatt Regency Chicago corporate cleaning standard for housekeepers instructing them to clean the floor with a rag and to put a rag on a broom to reach the high areas. This indicates an absence of long handled tools and mops.

For further information contact:

Pamela Vossen
Workplace Safety and Health Coordinator
UNITE HERE International Union
275 Seventh Avenue, 11th flr
New York, NY 10001
Tel: 212-332-9318
Fax: 212-489-0598

UNITED STATES DEPARTMENT OF LABOR
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

In Re: Hyatt Regency O'Hare

**Complaint for Violation of General Duty
Clause and Other Enumerated Health and
Safety Standards**

This complaint is being filed by UNITE HERE against the Hyatt Regency O'Hare, located at 9300 Bryn Mawr Avenue, Rosemont, Illinois (the "Employer" or "the Hotel.") UNITE HERE Local 450 is the authorized bargaining representative for employees at the Hotel.

ALLEGATIONS

**I. GENERAL DUTY CLAUSE— FAILURE TO PROVIDE SAFE WORKING
CONDITIONS TO HOUSEKEEPERS AND OTHER JOB TITLES DUE TO
ERGONOMIC HAZARDS**

The Occupational Health and Safety Review Commission (OSHRC) has recognized that the Secretary of Labor may "utilize [the General Duty Clause] to address lifting and repetitive motion hazards." *Secretary of Labor v. Pepperidge Farm, Inc.*, 17 O.S.H. Cas. (BNA) 1993, 3 (1997). The secretary may issue a citation for a violation of the general duty clause if an activity or condition in the employer's workplace presents a hazard to an employee, either the employer or the industry recognizes the condition or activity as a hazard, the hazard is likely to or actually caused death or serious physical harm, and a feasible means to eliminate or materially reduce the hazard exists.

A. THE HAZARDS OF HOTEL HOUSEKEEPING

The job of hotel room-keeping involves various tasks that require a housekeeper to engage in constant motion. These tasks require the housekeeper to engage in body movements involving bending at the waist (often accompanied by lifting), lifting of heavy objects, twisting while manually moving objections, reaching up, reaching out, pushing, pulling, grasping with the hand, and similar actions. Made repeatedly and over time, these movements can cause musculoskeletal disorders.

1. Bed-making

The task of bed-making is central to the job of housekeeping. A luxury hotel bed consists of various physical elements that require action by the housekeeper. First, it consists of a heavy mattress, weighing around 100 pounds. There are typically two or three large sheets and a "duvet" that is inserted between the sheets. Sheets are tucked "hospital style," which means that the excess sheets must be tucked tightly beneath the mattress. Double beds are often equipped with four pillows each; king beds are equipped with six pillows. The pillows are extra plump and the pillow case fits tightly. The beds are equipped with a throw pillow and a decorative throw blanket usually set along the bottom portion of the bed.

To clean the bed, the housekeeper first pulls off dirty linens, gathering them on the bed and lifting them off. This frequently requires the housekeeper to separate the duvet from the entangled bed sheets by grasping and pulling one away from the other. The housekeeper removes dirty pillow linen by grasping the pillow firmly and pulling it away from the pillow case grasped firmly in the other hand. The housekeeper applies clean linen onto the bed in layers, with each layer tucked in beneath the heavy mattress. First, the housekeeper applies a bottom sheet, throwing it out onto the bed, spreading it, and pulling it so that it hangs from the edges of

the bed. In order to tuck the linen, the housekeeper typically lifts the mattress at various places with one arm, and—as she is doing so—twisting and driving the linen beneath the mattress using her other arm and hand. After the bottom sheet is applied, the housekeeper applies a second sheet, which is spread, pulled and tucked in the same manner as the bottom sheet. The housekeeper then applies the duvet and perhaps a top sheet, which together are spread, pulled and tucked beneath the mattress. The housekeeper applies new pillow linen by grasping the pillow in some manner (sometime by the knees) and pushing or pulling the tight case over the pillow until it fits. The housekeeper folds and applies the pillows and the decorative blanket to the assembled bed. The task of bed-making involves numerous lifts using the back and waist, and continuous exertions using the arms, shoulder, wrists and hands.

2. Cart loading and cart handling

Housekeepers use linen carts to transport supplies to the rooms that they will clean. They supply their carts in a linen room. This requires repetitive folding of numerous items of bath and bed linen so that the necessary work material fits tightly onto the cart. Other cleaning items are loaded onto the cart as well, such as soaps, shampoos, and other room amenities, dusters, rags, chemical sprays and other cleaning supplies, and other items that the housekeeper requires to clean the cart. Time pressure creates an incentive for the housekeeper to load the cart as full as possible to avoid having to make repeat trips from the room to the linen room to replenish supplies. Linen carts, fully loaded, are heavy and cumbersome. Housekeepers must maneuver them over carpeted floors as they move from room to room.

3. Bathroom cleaning

In cleaning bathrooms, housekeepers first gather and remove dirty bath linen, trash and other items, much of which is left on the floor. The housekeeper then must clean and scrub the

floor, walls, bath, toilet and sink. In order to reach high areas, the housekeeper extends her arms high while performing scrubbing motions, sometimes balancing preciously on the tub or toilet. In order to clean low areas, the housekeeper gets down on her hands and knees, again using reaching and scrubbing motions. The housekeeper stacks clean linen and replaces bathroom amenities. Frequently, housekeepers do not have long-handled tools such as mops to perform their work, and when they do, they are nonetheless compelled to get on their hands and knees because it is faster and for fear of not doing a complete job.

4. Room Cleaning

To clean the guest room, the housekeeper must engage in a diversity of actions. She may have to move furniture to their correct location. She may have to move a rollaway bed to its proper position. She cleans glass surfaces such as mirrors, pictures, and large screen televisions by reaching with her arms and performing a polishing motion. She cleans amenities such as trays and holders. She cleans table and desk surfaces. She cleans other room amenities such as telephones, remote control devices, and other items. She vacuums the entire floor surface.

B. INJURIES TO HOUSEKEEPERS

Repetitive motion injuries are classified as those due to repeated motions as routine part of job. Strain/sprain injuries are those due to lifting, pushing, pulling, forceful movements, and material handling which may not be repetitive but does occur regularly as routine part of job. In the Hyatt O'Hare, we found two likely RMIs for Room Attendants in 2007, six likely RMIs for Room Attendants in 2008, and one likely RMI for Room Attendants in 2009. We found ten likely RMI injuries to workers in other classifications during this period. We consider these to

be very low numbers for a hotel with 350 bargaining unit employees, and we question the Employer's recordkeeping practices (see below).¹

Case	Date	Employee	Classification	Description of Incident
6329	2/22/2009	Ex 7c	Room Attendant	Strain/Back
6319	1/21/2009		Cook	Strain/Back and Shoulders
6295	10/17/2008		Room Attendant	Strain/Sprain/Ankle
6287	09/02/2008		Cocktail Server	Strain/Sprain/Ankle
6281	08/14/2008		Room Attendant	Strain, Contusion/NECK & SHOULDER
6276	07/20/2008		Room Attendant	Strain/Sprain/Back
6275	07/19/2008		Room Attendant	Strain/Sprain/Shoulder
6251	03/26/2008		Attendant	Strain/SHOULDER/ARM
6249	03/16/2008		Server	HERNIATED DISC/ARM, NECK
6244	02/21/2008		Attendant	Strain/LOWER BACK
6219	10/29/2007		Lobby Porter	Strain/Sprain/KNEE
6217	10/17/2007		Steward	Strain/Sprain/Back
6216	10/17/2007		Room Attendant	Strain/Back
6184	07/25/2007		Steward	Strain/Sprain/Back
6181	07/12/2007		O/C Bqt Server	Strain/Sprain/Wrist
6178	06/25/2007		Houseperson - C/S	Strain/Sprain/KNEE
6171	05/19/2007		Attendant	Strain/Neck and Back
6168	05/16/2007		Steward	Strain/Back
6157	04/21/2007		Cocktail Server	Tenosynovitis/Wrist

C. THE HAZARDS ASSOCIATED WITH HOUSEKEEPING ARE RECOGNIZED

The occupational hazards associated with hotel housekeeping have been identified both within the industry, the academic community and by enforcement agencies.

¹ Copies of the Employer's OSHA 300 logs are attached hereto as Appendix A.

1. The Hilton Hotels Corporation issued a memorandum in 2005 after performing an ergonomic study on the heavier bedding package that it had recently introduced. The report concluded that “[t]here is excessive lifting of the bed corners to tuck in sheets and blanket;” “there is excessive handling of the sheets and blankets;” “[t]here is excessive walking from one side of the bed to the other.” The report concluded that the “new bed components added additional handling to a job that already requires repetitive activity.” It made a series of recommendations regarding how sheets are delivered and applied, and recommended that employees work in teams to clean rooms
2. William S. Marras, PhD and others have developed an approach for assessing the probability that the performance of a certain work task will place the employee performing the task into a high risk group for back injury. Performing the analysis on a Chicago Full-Service Hotel, the Marras team determined that the overall probability of membership in the high risk group is 88 percent.
3. Ergonomist Gary Orr has performed a National Institute for Occupation Safety and Health (NIOSH) lift index analysis on a double and king sized hotel bed. The analysis concluded that the work of lifting a mattress during bed-making creates an elevated risk for back injuries.
4. A team of researchers led by Susan Buchanan, MD, MPH, authored a study entitled “Occupational Injury Disparities in the US Hotel Industry,” Amer. J. Ind. Med (2009). They studied injury rates and demographic at five major hotel corporations, including the Hyatt. The study found that hotel housekeepers had the highest rate of injuries at 7.9 per 100 worker years, 50% higher than the rate for all hotel workers. (Although not reported by name in the study, hotels operated by Hyatt had the highest injury rate among all

hotels in the study for housekeepers at 10.4 per 100 worker years.) The study found that housekeepers had the highest injury rate among all job classifications for musculoskeletal disorders.

5. Cal-OSHA has published a manual entitled "Working Safer and Easier" (Cal/OSHA Consultation Service, 2005) that identifies many of the hazards and proposes many of the remedies outlined herein.²
6. Cal-OSHA issued a citation pursuant to Title 8 California Code of Regulations section 5110 against the Hilton LAX hotel in Inspection Number 126154765. Cal OSHA found that that the Hotel had failed to adopt and enforce an ergonomic program in the operation of bed-making.

D. REMEDIES

The following administrative and engineering modifications can mitigate the risk of musculoskeletal disorders incurred during hotel housekeeping.

1. Fewer rooms to clean. There are various administrative controls that can be implemented to reduce the number of hazardous exposures. Some hotels have lower room requirements than others; some hotels permit greater reductions in the room requirement when a housekeeper is assigned a certain number of checkout rooms or must change floors to clean rooms; some hotels assign certain duties to housemen, alleviating the stress from housekeepers. Reduction of exposure of hazards is the most efficient control under the hierarchy of controls.
2. Lighter mattresses & safer height of beds. Hotels have increased the weight of mattresses enormously during this decade. In the early to mid 2000s, hotels introduced luxury

² Available at www.dir.ca.gov/dosh/dosh_publications/janitors.pdf.

mattresses weighing approximately over 100 pounds with bedding, a considerable increase over the weight of prior beds that had been considered standard until that time. In addition to their heavy weight, the mattresses are often low to the floor, and could be positioned upward to lessen the distance that the housekeeper must lift in order to tuck sheets.

3. Type and number of sheets: As part of the luxury bedding package, hotels typically use three flat sheets that must be tucked in hospital style. The use of a fitted bottom sheet would cut the number of mattress lifts necessary to make a bed considerably. Such sheets are in use at the Radisson LAX and the Courtyard by Marriott, but are not in use at the Hyatt Regency O'Hare.³
4. Change in work practices for tucking duvets. Some high-end hotels permit housekeepers to place the duvet assembly on top of the bed without tucking beneath the mattress. This is obviously no less aesthetically pleasing because the hotels that employ this approach are high-end competitors to the Hyatt. But the simple fact of permitting the duvet assembly to hang without tucking eliminates several mattress lifts during each bed-changing operation. It also eliminates forceful, repeated hand movements to push thick comforters or duvets between mattresses.
5. Duvets. Many housekeepers complain that handling the duvet is the most difficult part of bed-making. It is bulky and unwieldy and requires a great deal of physical manipulation. Ergonomist Gary Orr estimates it takes 8 rapid, snapping shoulder exertions of duvets that can weigh 14 lbs to place it on the bed. The duvet could easily be replaced by a decorative coverlet about a third the size of a duvet.

³ See Cal-OSHA, *Working Safer and Easier*, p. 29.

6. Pillow & pillow cases. Problems with the pillows include the fact that pillow cases are too small to easily apply to the pillow; there are too many pillows on the bed (up to six on a king size bed), and that sometimes the pillow requires two pillow cases. Pillows that require two cases often use a zippered case that requires a pinch grip to hold, which increases the potential for nerve damage.
7. Lighter vacuum cleaners. Many hotels continue to use bulky heavy vacuum cleaners, where lighter ones with better ergonomic design are available.
8. Mops. The Employer does not provide housekeepers with mops to clean the bathroom floor, but require them to get down on their hands and knees with a rag. Scientific evidence (Lumbar Motion Monitor study, Chicago) shows that cleaning the floor with a rag is associated with membership in the high risk group for lumbar strain. In other cleaning jobs such as custodial services or hospital housekeeping, a mop is provided as the basic tool and safety device necessary to clean a floor.⁴
9. Other long-handled tools. Ergonomically designed dusters, brushes, sponges, and sticky paper rolls to remove hairs can prevent extreme bending. They should be treated as safety devices, and workers permitted sufficient time to use them correctly.⁵
10. Better carts. Maneuvering heavy laundry carts can be a source of injury. The use of electric caddies or motorized carts would alleviate these stresses. Providing carts with adjustable shelves for stacking linens, towels & amenities would allow housekeepers to customize the space on the carts to fit their own height and design their space to reduce awkward movements.

⁴ See *Id.* p. 27-28.

⁵ See *Id.* p. 23.

In summary, remedies exist to abate the hazards identified in the hospitality industry, some of which are specific to this sector and others pertinent to hotel room cleaning that originate in other industries.

OTHER ALLEGATIONS

2. RECORDKEEPING VIOLATIONS

The Union alleges that the Employer has failed to comply with its duty under the Recordkeeping Standard for three reasons.⁶

First, the Employer routinely does not describe the object/substances that directly injured or made the person ill as required by the OSHA 300 log. For example, the Employer records the words writes "strain/back" or "strain/sprain/ankle," but does not provide information that permits any conclusion as to what caused the problem. This makes it impossible to identify the event/exposure causing the injury, reducing the ability to identify other potential violations of other standards and to abate the corresponding hazards. Thus, for example, it is impossible to determine whether employees have suffered acute injuries as a result of slip-and-falls, which would call into doubt the Employer's compliance with the walking working surfaces standard, section 1910.22. The Agency should thoroughly investigate the Employer's recordkeeping practices in this regard.

Second, the Union has strong reason to suspect that the Employer has not recorded all recordable cases. Attached hereto as Appendix B is a series of Employer-generated documents entitled "Year-To-Date Injury Log." These documents were provided by the Employer to the Union. In 2009, 14 of the 18 injuries reported on the "Injury Log" (or 78%) were not reported on the OSHA 300 log. In 2008, 44 of the 67 non-redacted injuries reported on the "Injury Log"

⁶ Copies of the Employer's OSHA 300 logs are attached as Appendix A.

(or 66%) were not recorded on the OSHA 300 log. In 2007, 42 of the 75 non-redacted injuries listed on the "Injury Log" (or 56%) were not recorded on the OSHA 300 log. It should be noted that many of the injuries listed as not reportable are virtually indistinguishable from injuries listed as reportable ("back strain from lifting", etc). The Union suspects that the Employer is erroneously deeming many recordable injuries and illnesses to be non-recordable, and is essentially maintaining a separate set of books that reflect its true injury and illness experience.

Third, the Employer has redacted what appears to be extensive information from its OSHA 300 logs. Entire lines are blacked out. The Employer may believe that the Union has no right to receive information concerning non-bargaining unit employees, but that is obviously incorrect. The Union requests a recordkeeping inspection to ensure compliance with section 1904.35.

3. PERSONAL PROTECTIVE EQUIPMENT

The OSHA 300 logs demonstrate a frequency of lacerations and other injuries that call into question the Employer's compliance with the Personal Protective Equipment Standard, sections 1910.132(d), 1910.136 and 1910.138. Unfortunately, the non-specific reporting on the OSHA 300 logs makes it difficult to identify greater information concerning the cause of the injury.

4. BLOOD-BORNE PATHOGEN EXPOSURE CONTROL PLAN

The OSHA logs show one case of an employee having been suffered a needlestick and potential exposure to bloodborne pathogens.

Case	Date	Employee	Classification	Description of incident
6268	07/10/2008	XXXXXXXXXXXXXX	Room Attendant	PRIVATE/Palm

Employees in the hotel industry frequently have occupational exposure to blood or other potentially infectious materials in the course of their employment. This is particularly true among housekeepers, cleaners, and laundry workers who are stuck by syringes left behind by guests in the trash or in the bed linen. All hospitality industry employers should be in compliance with section 1910.1030 owing to the known risk of exposure. The Agency should investigate to ensure that the Employer has fully complied with its duties under this section.

The Employer violated the recordkeeping standard with respect to this Employee by including his name in the material provided to the Union. We have redacted it in the materials submitted herewith. The Agency should the Employer's action as part of a recordkeeping inspection.

CONCLUSION

The Union asks the Agency to conduct a thorough investigation of the matters raised herein. Please contact me or Pamela Vossen at **Ex 7c** concerning this matter. We have several witnesses who have agreed to speak with you concerning their work as housekeepers.

Dated: November 9, 2010

Respectfully submitted,



Eric B. Myers
DAVIS, COWELL & BOWE, LLP
595 Market Street, Suite 1400
San Francisco, CA 94105
Telephone: 415-597-7200
Facsimile: 415-597-7201

**Copies of Other Hyatt Complaints Filed
(Appendices will follow in the mail)**

DAVIS, COWELL & BOWE, LLP

Counselors and Attorneys at Law

San Francisco

November 9, 2010

595 Market Street, Suite 1400
 San Francisco, California 94105
 415.597.7200
 Fax 415.597.7201

VIA FACSIMILE (708-862-9659) & U.S. MAIL

Gary Anderson
 Calumet City Area Director
 U.S. Department of Labor
 Occupational Safety and Health Administration
 Calumet City Area Office
 1600 167th Street, Suite 9
 Calumet City, Illinois 60409

Re: *Attached Complaints for Hyatt McCormick, Park Hyatt, and Hyatt Chicago Regency, all located in Calumet City Jurisdiction*

Dear Mr. Anderson:

As the authorized employee representative for the Hyatt McCormick, Park Hyatt and Hyatt Regency Chicago affected employees, UNITE HERE is filing one complaint for each of the three captioned hotels. In addition, we are filing a fourth complaint against the Hyatt O'Hare Hotel (copy enclosed). These worksites exist in two OSHA jurisdictions and belong to the same employer in the Chicago area. We have identified similar hazards and work practices across the four hotels which we summarize below. We request that OSHA inspect all four hotels in response to our allegations of violations of OSHA regulations including the General Duty Clause. As these four worksites correspond to the same employer in close geographical location, we request that all inspections are coordinated by OSHA at every step from inspection to enforcement to abatement to settlement, in order to identify corporate solutions to corporate-wide hazards.

We wish to participate fully in all stages of the inspection including opening conference, walkthrough, record reviews, employee interviews, industrial hygiene monitoring, and closing conference. We will provide you shortly with a list of union representatives at the hotel to be contacted by the OSHA compliance officer. We request that the OSHA compliance officer contact at least one of the individuals listed as soon as he or she arrives on-site for the inspection. We also request that you postpone the inspection if none of the following individuals can be reached.

Barry S. Jellison (CA)
 Steven L. Stemerman (CA, NV)
 Richard G. McCracken (CA, NV)
 W. David Holsberry (CA, NV)
 Elizabeth Ann Lawrence (CA, NV, AZ)
 Andrew J. Kahn (CA, NV, AZ)
 John J. Davis, Jr. (CA)
 Florence E. Culp (CA, NV)
 Kristin L. Martin (CA, NV, HI)
 Eric B. Myers (CA, NV)
 Paul L. More (CA, NV)
 Winifred Kao (CA, DC)
 Sarah Varela (CA, AZ)
 Sarah Grossman-Swenson (CA)
 Adam J. Zapata (CA)
 Sophia Lai (CA)

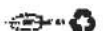
Robert P. Cowell (1931-1980)

of counsel:

Philip Paul Bowe (CA)
 J. Thomas Bowen (CA, NV)
 Mark Brooks (TN)

**McCracken, Stemerman
& Holsberry**

1630 S. Commerce Street, Suite A-1
 Las Vegas, Nevada 89102
 702.386.5107
 Fax 702.386.9848



0447

DAVIS, COWELL & BOWE, LLP

Gary Anderson
Calumet City Area Director
Page 2 of 2

UNITE HERE has specific injury and illness records for these complaint items. Please let me know how your office would want to coordinate this with your compliance officer.

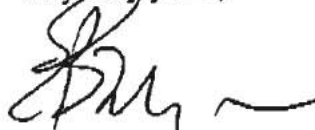
Since groups of employees have different representatives, we request different employee representatives for different phases of the inspection or that more than one employee representative be permitted to accompany the inspector throughout the inspection. Please contact me and let me know when OSHA has begun the opening conference at each hotel.

A bilingual inspector or translator is requested to talk to workers, who speak Spanish or any other language for non-native English speakers.

Attached are the three corresponding complaints. Please contact Pamela Vossen as primary point of contact in addition to myself. Her contact information is:

Pamela Vossen
Workplace Safety and Health Coordinator
UNITE HERE International Union
275 Seventh Avenue, 11th flr
New York, NY 10001
Tel: 212-332-9318
Fax: 212-489-0598

Very truly yours,



Eric B. Myers

Enclosure

cc: Michael G. Connors - Regional Administrator
Diane Turek, Chicago North Area Director
Richard E. Fairfax, Director, Federal OSHA Enforcement

UNITE HERE Summary of Alleged Violations of OSHA Regulations including the General Duty Clause at Four Chicago Area Hyatt Hotels

We find similar injuries and hazards across the four Chicago area Hyatt Hotel properties --, Hyatt Regency Chicago, Hyatt McCormick, Park Hyatt and Hyatt O'Hare. Our Hyatt hotel-specific complaints provide details about the working environment and occurrence of injuries in each property. Below we are total number of injuries found across the four Hyatt Hotels by OSHA standards we allege the employer has violated. We have also identified serious recordkeeping irregularities at all four properties. As you will see, with the exception of ergonomic related injuries, all other injury counts are low. These four hotels combined involve approximately 1,600 bargaining unit members that belong to UNITE HERE Local 1 or Local 450. This suggests to us that the ergonomic-related injuries are underreported as well.

1: General Duty Clause 5a1- Failure to provide safe working conditions to housekeepers and other job titles due to ergonomic hazards.

Total All Hotels: 140

2. Walking Working Surfaces and General Duty Clause 5a1. (slips)

Total All Hotels: 10

(Hyatt Regency Chicago excluded due to recordkeeping problem detailed below)

3. Personal Protective Equipment (cuts, foot injuries)

Total All Hotels: 4

4. Bloodborne Pathogen

Total All Hotels: 3

5. Storage

Total All Hotels: 3

6. Recordkeeping Total All Hotels: 113 injuries listed in non-OSHA logs provided by the employer but not reported to OSHA; 18 injuries listed on Form 45s but not on Form 300.

At the Park Hyatt we found 13 injuries listed in a non-OSHA log provided by the employer for 2008 that were not in OSHA 300 logs.

At the Hyatt O'Hare, in 2009, 14 of the 18 injuries (78%) listed in a non-OSHA log maintained by the hotel were not reported to OSHA on the Form 200. In 2008, for the 67 non-redacted injuries listed on the non-OSHA log, 44 (66%) were deemed not reportable to OSHA. In 2007,

for the 75 non-redacted injuries listed on a non-OSHA log, 42 (56%) were deemed not reportable. At both the Park Hyatt and the Hyatt O'Hare, it should be noted that many of the injuries listed as not reportable are virtually indistinguishable from injuries listed as reportable ("back strain from lifting", etc).

Hyatt McCormick has a very low record of injuries, suggesting poor record keeping.

Hyatt Regency Chicago fails to give a description of incidents on the OSHA 300 logs, only lists results but not the cause, e.g. contusion, leg; sprain, back. This makes it impossible to identify the event/exposure causing the injury, reducing the ability to abate the hazard. In addition, there were 18 possible repetitive motion injuries for room attendants that were listed on the Form 45s but not on the OSHA 300 logs.

7. Work practices of concern

We recently learned that at only at the Park Hyatt are housekeepers provided something like a mop to clean the bathroom. Workers at the Park Hyatt are provided a Swiffer but they report it does not always perform well and they use a rag to clean the floor on their hands and knees. At the other three hotels, workers use a rag or towels to clean the floors. We believe this is a serious hazard and requires OSHA to address it regarding remedies. Enclosed in with the complaint is Hyatt Regency Chicago corporate cleaning standard for housekeepers instructing them to clean the floor with a rag and to put a rag on a broom to reach the high areas. This indicates an absence of long handled tools and mops.

For further information contact:

Pamela Vossenas
Workplace Safety and Health Coordinator
UNITE HERE International Union
275 Seventh Avenue, 11th flr
New York, NY 10001
Tel: 212-332-9318
Fax: 212-489-0598

UNITED STATES DEPARTMENT OF LABOR
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

In Re: Hyatt Regency McCormick Place

**Complaint for Violation of General Duty
Clause and Other Enumerated Health and
Safety Standards**

This complaint is being filed by UNITE HERE against the Hyatt Regency McCormick Place, located at 2233 South Martin L. King Drive, Chicago, Illinois (the "Employer" or "the Hotel.") UNITE HERE Local 1 is the authorized bargaining representative for employees at the Hotel.

ALLEGATIONS

**1. GENERAL DUTY CLAUSE—FAILURE TO PROVIDE SAFE WORKING
CONDITIONS TO HOUSEKEEPERS AND OTHER JOB TITLES DUE TO
ERGONOMIC HAZARDS**

The Occupational Health and Safety Review Commission (OSHRC) has recognized that the Secretary of Labor may "utilize [the General Duty Clause] to address lifting and repetitive motion hazards." *Secretary of Labor v. Pepperidge Farm, Inc.*, 17 O.S.H. Cas. (BNA) 1993, 3 (1997). The secretary may issue a citation for a violation of the general duty clause if an activity or condition in the employer's workplace presents a hazard to an employee, either the employer or the industry recognizes the condition or activity as a hazard, the hazard is likely to or actually caused death or serious physical harm, and a feasible means to eliminate or materially reduce the hazard exists.

A. THE HAZARDS OF HOTEL HOUSEKEEPING

The job of hotel room-keeping involves various tasks that require a housekeeper to engage in constant motion. These tasks require the housekeeper to engage in body movements involving bending at the waist (often accompanied by lifting), lifting of heavy objects, twisting while manually moving objections, reaching up, reaching out, pushing, pulling, grasping with the hand, and similar actions. Made repeatedly and over time, these movements can cause musculoskeletal disorders.

1. Bed-making

The task of bed-making is central to the job of housekeeping. A luxury hotel bed consists of various physical elements that require action by the housekeeper. First, it consists of a heavy mattress, weighing around 100 pounds. There are typically two or three large sheets and a "duvet" that is inserted between the sheets. Sheets are tucked "hospital style," which means that the excess sheets must be tucked tightly beneath the mattress. Double beds are often equipped with four pillows each; king beds are equipped with six pillows. The pillows are extra plump and the pillow case fits tightly. The beds are equipped with a throw pillow and a decorative throw blanket usually set along the bottom portion of the bed.

To clean the bed, the housekeeper first pulls off dirty linens, gathering them on the bed and lifting them off. This frequently requires the housekeeper to separate the duvet from the entangled bed sheets by grasping and pulling one away from the other. The housekeeper removes dirty pillow linen by grasping the pillow firmly and pulling it away from the pillow case grasped firmly in the other hand. The housekeeper applies clean linen onto the bed in layers, with each layer tucked in beneath the heavy mattress. First, the housekeeper applies a bottom sheet, throwing it out onto the bed, spreading it, and pulling it so that it hangs from the edges of

the bed. In order to tuck the linen, the housekeeper typically lifts the mattress at various places with one arm, and—as she is doing so—twisting and driving the linen beneath the mattress using her other arm and hand. After the bottom sheet is applied, the housekeeper applies a second sheet, which is spread, pulled and tucked in the same manner as the bottom sheet. The housekeeper then applies the duvet and perhaps a top sheet, which together are spread, pulled and tucked beneath the mattress. The housekeeper applies new pillow linen by grasping the pillow in some manner (sometime by the knees) and pushing or pulling the tight case over the pillow until it fits. The housekeeper folds and applies the pillows and the decorative blanket to the assembled bed. The task of bed-making involves numerous lifts using the back and waist, and continuous exertions using the arms, shoulder, wrists and hands.

2. Cart loading and cart handling

Housekeepers use linen carts to transport supplies to the rooms that they will clean. They supply their carts in a linen room. This requires repetitive folding of numerous items of bath and bed linen so that the necessary work material fits tightly onto the cart. Other cleaning items are loaded onto the cart as well, such as soaps, shampoos, and other room amenities, dusters, rags, chemical sprays and other cleaning supplies, and other items that the housekeeper requires to clean the cart. Time pressure creates an incentive for the housekeeper to load the cart as full as possible to avoid having to make repeat trips from the room to the linen room to replenish supplies. Linen carts, fully loaded, are heavy and cumbersome. Housekeepers must maneuver them over carpeted floors as they move from room to room.

3. Bathroom cleaning

In cleaning bathrooms, housekeepers first gather and remove dirty bath linen, trash and other items, much of which is left on the floor. The housekeeper then must clean and scrub the

floor, walls, bath, toilet and sink. In order to reach high areas, the housekeeper extends her arms high while performing scrubbing motions, sometimes balancing preciously on the tub or toilet. In order to clean low areas, the housekeeper gets down on her hands and knees, again using reaching and scrubbing motions. The housekeeper stacks clean linen and replaces bathroom amenities. Frequently, housekeepers do not have long-handled tools such as mops to perform their work, and when they do, they are nonetheless compelled to get on their hands and knees because it is faster and for fear of not doing a complete job.

4. Room Cleaning

To clean the guest room, the housekeeper must engage in a diversity of actions. She may have to move furniture to their correct location. She may have to move a rollaway bed to its proper position. She cleans glass surfaces such as mirrors, pictures, and large screen televisions by reaching with her arms and performing a polishing motion. She cleans amenities such as trays and holders. She cleans table and desk surfaces. She cleans other room amenities such as telephones, remote control devices, and other items. She vacuums the entire floor surface.

B. INJURIES TO HOUSEKEEPERS

Repetitive motion injuries are classified as those due to repeated motions as routine part of job. Strain/sprain injuries are those due to lifting, pushing, pulling, forceful movements, and material handling which may not be repetitive but does occur regularly as routine part of job. In Hyatt Regency McCormick, we found sprain, strain and repetitive motion injuries occurring to housekeepers (7) including Turndown attendants, as well as to a Cook and a Convention Services Houseperson. We suspect that these recorded incidents do not reflect the actual number

of cases in light of what appears to be significant under-compliance with the record-keeping requirements (see allegation #2 below).¹

Case	Date	Employee	Classification	Description of incident (no sentences, key words)
09-1	1/1/2009	Ex 7c	Room Attendant	Left hip strain, improper movement
09-5	7/1/2009		Turndown Attendant	Left and Right wrist strain, lifting refrigerator
09-7	7/24/2009		Turndown Attendant	Left and Right wrist strain, lifting refrigerator
08-7	8/24/2008		Cook	Lower back pain, bending to pick up object
08-9	10/26/2008		Room Attendant	Lower back strain, putting bed skirt on mattress
08-11	10/28/2008		CS Houseperson	Knee bursitis, pushing cart of tables
07-3	7/8/2007		Turndown Attendant	Pain in back, lifting linen
07-4	08/24/2007		Turndown Attendant	Abdominal strain, lifting rollaway bed on the 19th floor landing
06-5	8/27/2006		Room Attendant	Neck and lower back sprain, pulling linen to clean room

C. THE HAZARDS ASSOCIATED WITH HOUSEKEEPING ARE RECOGNIZED

The occupational hazards associated with hotel housekeeping have been identified both within the industry, the academic community and by enforcement agencies.

1. The Hilton Hotels Corporation issued a memorandum in 2005 after performing an ergonomic study on the heavier bedding package that it had recently introduced. The report concluded that "[t]here is excessive lifting of the bed corners to tuck in sheets and

¹ Copies of the McCormick's OSHA 300 logs are attached as Appendix A.

blanket;" "there is excessive handling of the sheets and blankets;" [t]here is excessive walking from one side of the bed to the other." The report concluded that the "new bed components added additional handling to a job that already requires repetitive activity." It made a series of recommendations regarding how sheets are delivered and applied, and recommended that employees work in teams to clean rooms.

2. William S. Marras, PhD and others have developed an approaching for assessing the probability that the performance of a certain work task will place the employee performing the task into a high risk group for back injury. Performing the analysis on a Chicago Full-Service Hotel, the Marras team determined that the overall probability of membership in the high risk group is 88 percent.
3. Ergonomist Gary Orr has performed a National Institute for Occupation Safety and Health (NIOSH) lift index analysis on a double and king sized hotel bed. The analysis concluded that the work of lifting a mattress during bed-making creates an elevated risk for back injuries.
4. A team of researchers led by Susan Buchanan, MD, MPH, authored a study entitled "Occupational Injury Disparities in the US Hotel Industry," Amer. J. Ind. Med (2009). They studied injury rates and demographic at five major hotel corporations, including the Hyatt. The study found that hotel housekeepers had the highest rate of injuries at 7.9 per 100 worker years, 50% higher than the rate for all hotel workers. (Although not reported by name in the study, hotels operated by Hyatt had the highest injury rate among all hotels in the study for housekeepers at 10.4 per 100 worker years.) The study found that housekeepers had the highest injury rate among all job classifications for musculoskeletal disorders.

5. Cal-OSHA has published a manual entitled "Working Safer and Easier" (Cal/OSHA Consultation Service, 2005) that identifies many of the hazards and proposes many of the remedies outlined herein.²
6. Cal-OSHA issued a citation pursuant to Title 8 California Code of Regulations section 5110 against the Hilton LAX hotel in Inspection Number 126154765. Cal OSHA found that that the Hotel had failed to adopt and enforce an ergonomic program in the operation of bed-making.

D. REMEDIES

The following administrative and engineering modifications can mitigate the risk of musculoskeletal disorders incurred during hotel housekeeping.

1. Fewer rooms to clean. There are various administrative controls that can be implemented to reduce the number of hazardous exposures. Some hotels have lower room requirements than others; some hotels permit greater reductions in the room requirement when a housekeeper is assigned a certain number of checkout rooms or must change floors to clean rooms; some hotels assign certain duties to housemen, alleviating the stress from housekeepers. Reduction of exposure of hazards is the most efficient control under the hierarchy of controls.
2. Lighter mattresses & safer height of beds. Hotels have increased the weight of mattresses enormously during this decade. In the early to mid 2000s, hotels introduced luxury mattresses weighing approximately over 100 pounds with bedding, a considerable increase over the weight of prior beds that had been considered standard until that time.

² Available at www.dir.ca.gov/dosh/dosh_publications/janitors.pdf.

In addition to their heavy weight, the mattresses are often low to the floor, and could be positioned upward to lessen the distance that the housekeeper must lift in order to tuck sheets.

3. Type and number of sheets: As part of the luxury bedding package, hotels typically use three flat sheets that must be tucked in hospital style. The use of a fitted bottom sheet would cut the number of mattress lifts necessary to make a bed considerably. Such sheets are in use at the Radisson LAX and the Courtyard by Marriott, but are not in use at the Hyatt Regency McCormick Place.³
4. Change in work practices for tucking duvets. Some high-end hotels permit housekeepers to place the duvet assembly on top of the bed without tucking beneath the mattress. This is obviously no less aesthetically pleasing because the hotels that employ this approach are high-end competitors to the Hyatt. But the simple fact of permitting the duvet assembly to hang without tucking eliminates several mattress lifts during each bed-changing operation. It also eliminates forceful, repeated hand movements to push thick comforters or duvets between mattresses.
5. Duvets. Many housekeepers complain that handling the duvet is the most difficult part of bed-making. It is bulky and unwieldy and requires a great deal of physical manipulation. Ergonomist Gary Orr estimates it takes 8 rapid, snapping shoulder exertions of duvets that can weigh 14 lbs to place it on the bed. The duvet could easily be replaced by a decorative coverlet about a third the size of a duvet.
6. Pillow & pillow cases. Problems with the pillows include the fact that pillow cases are too small to easily apply to the pillow; there are too many pillows on the bed (up to six on

³ See Cal-OSHA, *Working Safer and Easier*, p. 29.

a king size bed), and that sometimes the pillow requires two pillow cases. Pillows that require two cases often use a zippered case that requires a pinch grip to hold, which increases the potential for nerve damage.

7. Lighter vacuum cleaners. Many hotels continue to use bulky heavy vacuum cleaners, where lighter ones with better ergonomic design are available.
8. Mops. The Employer does not provide housekeepers with mops to clean the bathroom floor, but requires them to get down on their hands and knees with a rag. Scientific evidence (Lumbar Motion Monitor study, Chicago) shows that cleaning the floor with a rag is associated with membership in the high risk group for lumbar strain. In other cleaning jobs such as custodial services or hospital housekeeping, a mop is provided as the basic tool and safety device necessary to clean a floor.⁴
9. Other long-handled tools. Ergonomically designed dusters, brushes, sponges, and sticky paper rolls to remove hairs can prevent extreme bending. They should be treated as safety devices, and workers permitted sufficient time to use them correctly.⁵
10. Better carts. Maneuvering heavy laundry carts can be a source of injury. The use of electric caddies or motorized carts would alleviate these stresses. Providing carts with adjustable shelves for stacking linens, towels & amenities would allow housekeepers to customize the space on the carts to fit their own height and design their space to reduce awkward movements.

⁴ See *Id.* p. 27-28.

⁵ See *Id.* p. 23.

In summary, remedies exist to abate the hazards identified in the hospitality industry, some of which are specific to this sector and others pertinent to hotel room cleaning that originate in other industries.

OTHER ALLEGATIONS

2. RECORDING AND REPORTING OCCUPATIONAL INJURIES AND ILLNESSES (SECTION 1904)

The Employer records a comparatively small number of cases on its OSHA 300 logs. This is an 800 room property with approximately 350 bargaining unit employees. But in 2007, Hyatt McCormick recorded only four work-related injuries, in 2008 only eleven, and in 2009 only twelve. The Hyatt Regency Chicago has approximately 3.5 times the number of employees as the Hyatt McCormick. But it had 61 recorded cases in 2007 (a factor of 15 greater than the McCormick), 53 cases in 2008 (a factor of 5 greater), and 54 cases in 2009 (a factor of 4.5 greater). We request a recordkeeping inspection at the Hyatt McCormick hotel to understand if this variance is due to different numbers of actual injuries or simply insufficient recordkeeping.

3. WALKING-WORKING SURFACES (1910.22)

There are eight slip injuries on the Hyatt McCormick OSHA 300 log occurring in a variety of departments and job titles. The Employer's OSHA 300 logs bear this out in the following recorded cases:

Case	Date	Employee	Classification	Description of incident
10-3	4/15/2010	Ex 7c	Banquet Server	R wrist, shoulder strain, slipped on food on floor
10-5	4/17/2010		Room Attendant	R knee strain, slipped on water cleaning guest bathroom
10-6	6/5/2010		CS Houseman	Slipped on water
10-10	8/11/2010		Banquet Steward	Slipped off loading dock
10-12	9/30/2010		Room Attendant	Slipped on wet floor cleaning showers

09-6	7/3/2009	Ex 7c	Coffee Shop Attendant	Slip and fall on water
09-8	8/8/2009		Rom Attendant	Slipped while cleaning tub
08-4	7/1/2008		Bell Attendant	Sprain to right foot

OSHA should scrutinize the Employer's compliance with 1910.22 through thorough on-site investigations. This is particularly true in the housekeeping department as all three injuries occurred in a guest room bathroom.

4. PERSONAL PROTECTIVE EQUIPMENT

The OSHA 300 logs indicate lacerations that call into question the Employer's compliance with the Personal Protective Equipment Standard, 1910.132d, 1910.136 and 1910.138.

i. Cuts to hand

Case#	Date	Employee	Classification	Description of incident
	4/4/2009	Ex 7c	Sous Chef	Laceration to left index finger, knife
	1/11/2008		Cook	Laceration to left thumb

Employees are using knives and are not being provided cut resistant gloves in violation of section 1910.138 Hand Protection. The repeated occurrence of these injuries indicates the Employer's failure to provide an adequate hazard assessment as required under section 1910.132d.

ii. Slips and Foot Injuries

The eight slip injuries mentioned previously under the Walking Working Surfaces section are also incidents of non-compliance with section 1910.132(b) (Personal Protective Equipment); section 1910.136 (Foot Protection Standards); and section 1910.132(d) (Hazard Assessment). Slip resistant shoes should be required to reduce the risk of employee injuries on wet walking

surfaces. These are low numbers of such injuries and we believe it is due to recordkeeping irregularities.

5. STORAGE ITEMS THAT FALL OFF SHELVES AND STRIKE WORKERS CAUSING LACERATIONS AND FRACTURES

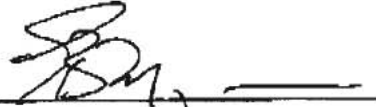
Case	Date	Employee	Classification	Description of Incident
7	6/6/2010	Ex 7c	Steward	Hand laceration, falling dishes
8	6/27/2010		Cashier/Barista	Wrist fracture, case of beer falling from shelf

CONCLUSION

The Union asks the Agency to conduct a thorough investigation of the matters raised herein. Please contact me or Pamela Vossen (202) 332-9318 concerning this matter. We have several witnesses who have agreed to speak with you concerning their work as housekeepers.

Dated: November 9, 2010

Respectfully submitted,



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UNITED STATES DEPARTMENT OF LABOR
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

In Re: Park Hyatt Chicago

Complaint for Violation of General Duty Clause and Other Enumerated Health and Safety Standards

This complaint is being filed by UNITE HERE against the Park Hyatt Chicago, 800 North Michigan Avenue, Chicago, Illinois (the "Employer" or "the Hotel.") UNITE HERE Local 1 is the authorized bargaining representative for employees at the Hotel.

ALLEGATIONS

1. **GENERAL DUTY CLAUSE—FAILURE TO PROVIDE SAFE WORKING CONDITIONS TO HOUSEKEEPERS AND OTHER JOB TITLES DUE TO ERGONOMIC HAZARDS**

The Occupational Health and Safety Review Commission (OSHRC) has recognized that the Secretary of Labor may "utilize [the General Duty Clause] to address lifting and repetitive motion hazards." *Secretary of Labor v. Pepperidge Farm, Inc.*, 17 O.S.H. Cas. (BNA) 1993, 3 (1997). The secretary may issue a citation for a violation of the general duty clause if an activity or condition in the employer's workplace presents a hazard to an employee, either the employer or the industry recognizes the condition or activity as a hazard, the hazard is likely to or actually caused death or serious physical harm, and a feasible means to eliminate or materially reduce the hazard exists.

A. THE HAZARDS OF HOTEL HOUSEKEEPING

The job of hotel room-keeping involves various tasks that require a housekeeper to engage in constant motion. These tasks require the housekeeper to engage in body movements involving bending at the waist (often accompanied by lifting), lifting of heavy objects, twisting while manually moving objections, reaching up, reaching out, pushing, pulling, grasping with the hand, and similar actions. Made repeatedly and over time, these movements can cause musculoskeletal disorders.

1. Bed-making

The task of bed-making is central to the job of housekeeping. A luxury hotel bed consists of various physical elements that require action by the housekeeper. First, it consists of a heavy mattress, weighing around 100 pounds. There are typically two or three large sheets and a "duvet" that is inserted between the sheets. Sheets are tucked "hospital style," which means that the excess sheets must be tucked tightly beneath the mattress. Double beds are often equipped with four pillows each; king beds are equipped with six pillows. The pillows are extra plump and the pillow case fits tightly. The beds are equipped with a throw pillow and a decorative throw blanket usually set along the bottom portion of the bed.

To clean the bed, the housekeeper first pulls off dirty linens, gathering them on the bed and lifting them off. This frequently requires the housekeeper to separate the duvet from the entangled bed sheets by grasping and pulling one away from the other. The housekeeper removes dirty pillow linen by grasping the pillow firmly and pulling it away from the pillow case grasped firmly in the other hand. The housekeeper applies clean linen onto the bed in layers, with each layer tucked in beneath the heavy mattress. First, the housekeeper applies a bottom sheet, throwing it out onto the bed, spreading it, and pulling it so that it hangs from the edges of

the bed. In order to tuck the linen, the housekeeper typically lifts the mattress at various places with one arm, and—as she is doing so—twisting and driving the linen beneath the mattress using her other arm and hand. After the bottom sheet is applied, the housekeeper applies a second sheet, which is spread, pulled and tucked in the same manner as the bottom sheet. The housekeeper then applies the duvet and perhaps a top sheet, which together are spread, pulled and tucked beneath the mattress. The housekeeper applies new pillow linen by grasping the pillow in some manner (sometime by the knees) and pushing or pulling the tight case over the pillow until it fits. The housekeeper folds and applies the pillows and the decorative blanket to the assembled bed. The task of bed-making involves numerous lifts using the back and waist, and continuous exertions using the arms, shoulder, wrists and hands.

2. Cart loading and cart handling

Housekeepers use linen carts to transport supplies to the rooms that they will clean. They supply their carts in a linen room. This requires repetitive folding of numerous items of bath and bed linen so that the necessary work material fits tightly onto the cart. Other cleaning items are loaded onto the cart as well, such as soaps, shampoos, and other room amenities, dusters, rags, chemical sprays and other cleaning supplies, and other items that the housekeeper requires to clean the cart. Time pressure creates an incentive for the housekeeper to load the cart as full as possible to avoid having to make repeat trips from the room to the linen room to replenish supplies. Linen carts, fully loaded, are heavy and cumbersome. Housekeepers must maneuver them over carpeted floors as they move from room to room.

3. Bathroom cleaning

In cleaning bathrooms, housekeepers first gather and remove dirty bath linen, trash and other items, much of which is left on the floor. The housekeeper then must clean and scrub the

floor, walls, bath, toilet and sink. In order to reach high areas, the housekeeper extends her arms high while performing scrubbing motions, sometimes balancing preciously on the tub or toilet. In order to clean low areas, the housekeeper gets down on her hands and knees, again using reaching and scrubbing motions. The housekeeper stacks clean linen and replaces bathroom amenities. Frequently, housekeepers do not have long-handled tools such as mops to perform their work, and when they do, they are nonetheless compelled to get on their hands and knees because it is faster and for fear of not doing a complete job.

4. Room Cleaning

To clean the guest room, the housekeeper must engage in a diversity of actions. She may have to move furniture to their correct location. She may have to move a rollaway bed to its proper position. She cleans glass surfaces such as mirrors, pictures, and large screen televisions by reaching with her arms and performing a polishing motion. She cleans amenities such as trays and holders. She cleans table and desk surfaces. She cleans other room amenities such as telephones, remote control devices, and other items. She vacuums the entire floor surface.

B. INJURIES TO HOUSEKEEPERS

We are still developing a full model of the injury experience of housekeepers at this Hotel, and have been hampered in doing so by what appears to be under-reporting on the OSHA 300 logs. See allegation #2 below.

C. THE HAZARDS ASSOCIATED WITH HOUSEKEEPING ARE RECOGNIZED

The occupational hazards associated with hotel housekeeping have been identified both within the industry, the academic community and by enforcement agencies.

1. The Hilton Hotels Corporation issued a memorandum in 2005 after performing an ergonomic study on the heavier bedding package that it had recently introduced. The

report concluded that “[t]here is excessive lifting of the bed corners to tuck in sheets and blanket;” “there is excessive handling of the sheets and blankets;” [t]here is excessive walking from one side of the bed to the other.” The report concluded that the “new bed components added additional handling to a job that already requires repetitive activity.” It made a series of recommendations regarding how sheets are delivered and applied, and recommended that employees work in teams to clean rooms.

2. William S. Marras, PhD and others have developed an approach for assessing the probability that the performance of a certain work task will place the employee performing the task into a high risk group for back injury. Performing the analysis on a Chicago Full-Service Hotel, the Marras team determined that the overall probability of membership in the high risk group is 88 percent.
3. Ergonomist Gary Orr has performed a National Institute for Occupation Safety and Health (NIOSH) lift index analysis on a double and king sized hotel bed. The analysis concluded that the work of lifting a mattress during bed-making creates an elevated risk for back injuries.
4. A team of researchers led by Susan Buchanan, MD, MPH, authored a study entitled “Occupational Injury Disparities in the US Hotel Industry,” Amer. J. Ind. Med (2009). They studied injury rates and demographic at five major hotel corporations, including the Hyatt. The study found that hotel housekeepers had the highest rate of injuries at 7.9 per 100 worker years, 50% higher than the rate for all hotel workers. (Although not reported by name in the study, hotels operated by Hyatt had the highest injury rate among all hotels in the study for housekeepers at 10.4 per 100 worker years.) The study found that

housekeepers had the highest injury rate among all job classifications for musculoskeletal disorders.

5. Cal-OSHA has published a manual entitled "Working Safer and Easier" (Cal/OSHA Consultation Service, 2005) that identifies many of the hazards and proposes many of the remedies outlined herein.¹
6. Cal-OSHA issued a citation pursuant to Title 8 California Code of Regulations section 5110 against the Hilton LAX hotel in Inspection Number 126154765. Cal OSHA found that that the Hotel had failed to adopt and enforce an ergonomic program in the operation of bed-making.

D. REMEDIES

The following administrative and engineering modifications can mitigate the risk of musculoskeletal disorders incurred during hotel housekeeping.

1. Fewer rooms to clean. There are various administrative controls that can be implemented to reduce the number of hazardous exposures. Some hotels have lower room requirements than others; some hotels permit greater reductions in the room requirement when a housekeeper is assigned a certain number of checkout rooms or must change floors to clean rooms; some hotels assign certain duties to housemen, alleviating the stress from housekeepers. Reduction of exposure of hazards is the most efficient control under the hierarchy of controls.
2. Lighter mattresses & safer height of beds. Hotels have increased the weight of mattresses enormously during this decade. In the early to mid 2000s, hotels introduced luxury mattresses weighing approximately over 100 pounds with bedding, a considerable

¹ Available at www.dir.ca.gov/dosh/dosh_publications/janitors.pdf.

increase over the weight of prior beds that had been considered standard until that time. In addition to their heavy weight, the mattresses are often low to the floor, and could be positioned upward to lessen the distance that the housekeeper must lift in order to tuck sheets.

3. Type and number of sheets: As part of the luxury bedding package, hotels typically use three flat sheets that must be tucked in hospital style. The use of a fitted bottom sheet would cut the number of mattress lifts necessary to make a bed considerably. Such sheets are in use at the Radisson LAX and the Courtyard by Marriott, but are not in use at the Park Hyatt Chicago.²
4. Change in work practices for tucking duvets. Some high-end hotels permit housekeepers to place the duvet assembly on top of the bed without tucking beneath the mattress. This is obviously no less aesthetically pleasing because the hotels that employ this approach are high-end competitors to the Hyatt. But the simple fact of permitting the duvet assembly to hang without tucking eliminates several mattress lifts during each bed-changing operation. It also eliminates forceful, repeated hand movements to push thick comforters or duvets between mattresses.
5. Duvets. Many housekeepers complain that handling the duvet is the most difficult part of bed-making. It is bulky and unwieldy and requires a great deal of physical manipulation. Ergonomist Gary Orr estimates it takes 8 rapid, snapping shoulder exertions of duvets that can weigh 14 lbs to place it on the bed. The duvet could easily be replaced by a decorative coverlet about a third the size of a duvet.

² See Cal-OSHA, *Working Safer and Easier*, p. 29.

6. Pillow & pillow cases. Problems with the pillows include the fact that pillow cases are too small to easily apply to the pillow; there are too many pillows on the bed (up to six on a king size bed), and that sometimes the pillow requires two pillow cases. Pillows that require two cases often use a zippered case that requires a pinch grip to hold, which increases the potential for nerve damage.
7. Lighter vacuum cleaners. Many hotels continue to use bulky heavy vacuum cleaners, where lighter ones with better ergonomic design are available.
8. Mops. The Employer provides housekeepers with a "Swiffer" as an option to clean bathroom floors. However, many housekeepers get down on their hands and knees to clean the floors for fear missing hair on the floor and because it is faster in light of the heavy workload. The Employer condones these unsafe practices, which increase the risk of injury. Scientific evidence (Lumbar Motion Monitor study, Chicago) shows that cleaning the floor with a rag is associated with membership in the high risk group for lumbar strain. In other cleaning jobs such as custodial services or hospital housekeeping, a mop is provided as the basic tool and safety device necessary to clean a floor.³
9. Other long-handled tools. Ergonomically designed dusters, brushes, sponges, and sticky paper rolls to remove hairs can prevent extreme bending. They should be treated as safety devices, and workers permitted sufficient time to use them correctly.⁴
10. Better carts. Maneuvering heavy laundry carts can be a source of injury. The use of electric caddies or motorized carts would alleviate these stresses. Providing carts with adjustable shelves for stacking linens, towels & amenities would allow housekeepers to

³ See *Id.* p. 27-28.

⁴ See *Id.* p. 23

customize the space on the carts to fit their own height and design their space to reduce awkward movements.

In summary, remedies exist to abate the hazards identified in the hospitality industry, some of which are specific to this sector and others pertinent to hotel room cleaning that originate in other industries.

OTHER ALLEGATIONS

2. RECORDKEEPING VIOLATIONS

We currently only have OSHA logs from this Employer for 2008. When we have received the additional logs, we will perform a more complete analysis of the numbers of injured workers. But it is clear that the Employer's recordkeeping practices thwart a true accounting of the number of injuries. In all of 2008, the Employer reported only 5 cases, which gives it an unrealistically low injury rate of 2.0 based on the total number of employee hours worked. A copy of the Employer's 2008 OSHA log is attached as Appendix A. Two of these five recorded cases involved musculoskeletal injuries to housekeepers. The Employer unlawfully deleted all information on the sixth case, in violation of the Union's right to full access to information on the OSHA 300 logs. The Employer has also provided to the Union a separate log of injuries that includes 18 non-redacted cases, of which only 5 cases are recorded on the OSHA logs. This raises the question of whether the Employer is adhering to the proper recording criteria. A copy of this separate injury log is attached as Appendix B. We request a recordkeeping investigation in conjunction with this complaint.

3. BLOOD-BORNE PATHOGEN EXPOSURE CONTROL PLAN

The OSHA logs show one case of an employee having been suffered a needlestick and potential exposure to bloodborne pathogens.

Case	Date	Employee	Classification	Description of incident
08-5	9/14/2008	Privacy	Housekeeping	Needle Stick sustained on right index finger while pulling off bedsheets

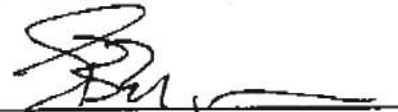
Employees in the hotel industry frequently have occupational exposure to blood or other potentially infectious materials in the course of their employment. This is particularly true among housekeepers, cleaners, and laundry workers who are stuck by syringes left behind by guests in the trash or in the bed linen. All hospitality industry employers should be in compliance with section 1910.1030 owing to the known risk of exposure. The Agency should investigate to ensure that the Employer has fully complied with its duties under this section.

CONCLUSION

The Union asks the Agency to conduct a thorough investigation of the matters raised herein. Please contact me or Pamela Vossenias (202) 332-9318 concerning this matter. We have several witnesses who have agreed to speak with you concerning their work as housekeepers.

Dated: November 9, 2010

Respectfully submitted,



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**UNITED STATES DEPARTMENT OF LABOR
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION**

In Re: Hyatt Regency Chicago

**Complaint for Violation of General Duty
Clause and Other Enumerated Health and
Safety Standards**

This complaint is being filed by UNITE HERE against the Hyatt Regency Chicago, located at 151 East Wacker Drive, Chicago, Illinois (the "Employer" or "the Hotel.") UNITE HERE Local 1 is the authorized bargaining representative for employees at the Hotel.

ALLEGATIONS

**1. GENERAL DUTY CLAUSE—FAILURE TO PROVIDE SAFE WORKING
CONDITIONS TO HOUSEKEEPERS AND OTHER JOB TITLES DUE TO
ERGONOMIC HAZARDS**

The Occupational Health and Safety Review Commission (OSHRC) has recognized that the Secretary of Labor may "utilize [the General Duty Clause] to address lifting and repetitive motion hazards." *Secretary of Labor v. Pepperidge Farm, Inc.*, 17 O.S.H. Cas. (BNA) 1993, 3 (1997). The secretary may issue a citation for a violation of the general duty clause if an activity or condition in the employer's workplace presents a hazard to an employee, either the employer or the industry recognizes the condition or activity as a hazard, the hazard is likely to or actually caused death or serious physical harm, and a feasible means to eliminate or materially reduce the hazard exists.

A. THE HAZARDS OF HOTEL HOUSEKEEPING

The job of hotel room-keeping involves various tasks that require a housekeeper to engage in constant motion.¹ These tasks require the housekeeper to engage in body movements involving bending at the waist (often accompanied by lifting), lifting of heavy objects, twisting while manually moving objections, reaching up, reaching out, pushing, pulling, grasping, with the hand, and similar actions. Made repeatedly and over time, these movements can cause musculoskeletal disorders.

1. Bed-making

The task of bed-making is central to the job of housekeeping. A luxury hotel bed consists of various physical elements that require action by the housekeeper. First, it consists of a heavy mattress, weighing around 100 pounds. There are typically two or three large sheets and a "duvet" that is inserted between the sheets. Sheets are tucked "hospital style," which means that the excess sheets must be tucked tightly beneath the mattress. Double beds are often equipped with four pillows each; king beds are equipped with six pillows. The pillows are extra plump and the pillow case fits tightly. The beds are equipped with a throw pillow and a decorative throw blanket usually set along the bottom portion of the bed.

To clean the bed, the housekeeper first pulls off dirty linens, gathering them on the bed and lifting them off. This frequently requires the housekeeper to separate the duvet from the entangled bed sheets by grasping and pulling one away from the other. The housekeeper removes dirty pillow linen by grasping the pillow firmly and pulling it away from the pillow case grasped firmly in the other hand. The housekeeper applies clean linen onto the bed in layers, with each layer tucked in beneath the heavy mattress. First, the housekeeper applies a bottom

¹ Housekeepers are also commonly called "room attendants."

sheet, throwing it out onto the bed, spreading it, and pulling it so that it hangs from the edges of the bed. In order to tuck the linen, the housekeeper typically lifts the mattress at various places with one arm, and—as she is doing so—twisting and driving the linen beneath the mattress using her other arm and hand. After the bottom sheet is applied, the housekeeper applies a second sheet, which is spread, pulled and tucked in the same manner as the bottom sheet. The housekeeper then applies the duvet and perhaps a top sheet, which together are spread, pulled and tucked beneath the mattress. The housekeeper applies new pillow linen by grasping the pillow in some manner (sometime by the knees) and pushing or pulling the tight case over the pillow until it fits. The housekeeper folds and applies the pillows and the decorative blanket to the assembled bed. The task of bed-making involves numerous lifts using the back and waist, and continuous exertions using the arms, shoulder, wrists and hands.²

2. Cart loading and cart handling

Housekeepers use linen carts to transport supplies to the rooms that they will clean. They supply their carts in a linen room. This requires repetitive folding of numerous items of bath and bed linen so that the necessary work material fits tightly onto the cart. Other cleaning items are loaded onto the cart as well, such as soaps, shampoos, and other room amenities, dusters, rags, chemical sprays and other cleaning supplies, and other items that the housekeeper requires to clean the cart. Time pressure creates an incentive for the housekeeper to load the cart as full as possible to avoid having to make repeat trips from the room to the linen room to replenish supplies. Linen carts, fully loaded, are heavy and cumbersome. Housekeepers must maneuver them over carpeted floors as they move from room to room.

² For the Employer's own description of what it considers proper Bed-making, see the HRC Cleaning Standards, attached hereto as Appendix A, p. 7.

3. Bathroom cleaning

In cleaning bathrooms, housekeepers first gather and remove dirty bath linen, trash and other items, much of which is left on the floor. The housekeeper then must clean and scrub the floor, walls, bath, toilet and sink. In order to reach high areas, the housekeeper extends her arms high while performing scrubbing motions, sometimes balancing preciously on the tub or toilet. In order to clean low areas, the housekeeper gets down on her hands and knees, again using reaching and scrubbing motions. The housekeeper stacks clean linen and replaces bathroom amenities. Frequently, housekeepers do not have long-handled tools such as mops to perform their work, and when they do, they are nonetheless compelled to get on their hands and knees because it is faster and for fear of not doing a complete job.³

4. Room Cleaning

To clean the guest room, the housekeeper must engage in a diversity of actions. She may have to move furniture to their correct location. She may have to move a rollaway bed to its proper position. She cleans glass surfaces such as mirrors, pictures, and large screen televisions by reaching with her arms and performing a polishing motion. She cleans amenities such as trays and holders. She cleans table and desk surfaces. She cleans other room amenities such as telephones, remote control devices, and other items. She vacuums the entire floor surface.

³ At the Hyatt Regency, housekeepers are not provided with any long-handled tool to clean the bathroom floor. Rather, the Hotel's Cleaning Standards instruct employees to use a rag. See HRC Cleaning Standards Appendix A, p. 7.

B. INJURIES TO HOUSEKEEPERS

1. Recorded Injuries

Repetitive motion injuries are classified as those due to repeated motions as routine part of job. Strain/sprain injuries are those due to lifting, pushing, pulling, forceful movements, and material handling which may not be repetitive but does occur regularly as routine part of job. Both types of injuries may be described as musculoskeletal disorders (MSDs). Based upon a review of the Employer's OSHA 300 logs and the Employer's First Report of Injury Forms (Form 45), we have classified the incidents as "potential MSDs" where they involve strains, pain or other description indicating a cumulative trauma or repetitive motion injury.

- 17 potential MSDs for Room Attendants in 2007;
- 27 potential MSDs for Room Attendants in 2008;
- 14 potential MSDs for Room Attendants in 2009; and
- 12 potential MSDs for Room Attendants in 2010 (so far)

The following cases demonstrate potential MSDs suffered by housekeepers. The majority of these cases were culled from the OSHA 300 logs.⁴ 18 additional cases were found on the Form 45 First Report of Injury Forms, but did not appear on the OSHA 300 logs. As detailed the next allegation, the failure to include these 18 cases on the 300 logs suggests that the Employer is not complying with its recordkeeping obligations. But for the present purposes, it is important to consider evidence of MSDs from all available sources. The cases with an asterisk are those that are missing from the OSHA 300 logs.

⁴ Copies of the 2007-2010 logs are attached hereto as Appendix B.

Case Number	Date of Injury	Job Title	Name	Description
09-0380	9/28/2010	Room Attendant	Ex 7c	Strain, right wrist, stocking sheets
09-0376	9/30/2010	Room Attendant		Strain, Lower Back, Mattress
09-0373	9/21/2010	Room Attendant		Pulled muscle, right shoulder, bed mattress
09-0313	6/9/2010	Room Attendant		Strain, lower back and arm, tub
09-0298	5/20/2010	Room Attendant		Strain, lower back, bed
09-0283	4/28/2010	Room Attendant		Tucking, lower back, bed
09-0282	4/30/2010	Room Attendant		Strain, lower back, cart
09-0275	4/15/2010	Room Attendant		Strain, both forearm and finger(s), bed
09-0269	3/12/2010	Room Attendant		Strain, right ribs, bed
09-0257	3/9/2010	Room Attendant		Bent, Lower back and left leg, bed
09-0251	2/25/2010	Room Attendant		Strain, right shoulder, mattress
09-0243	1/25/2010	Room Attendant		Strain, right shoulder, bed
09-0229	12/18/2009	Room Attendant		Pain, right shoulder and arm, hskpg supply cart
09-0207	11/6/2009	Room Attendant		Hurt left shoulder while lifting mattress
09-0197	10/6/2009	Room Attendant		Pain, left thumb, mattress
09-0185	10/7/2009	Room Attendant		Pain, left arm, cart
09-0146	9/19/2009	Room Attendant		Pain, left wrist and arm, cart
09-0144	9/16/2009	Room Attendant		Pain, right shoulder and finger tips, cleaning
09-0130	8/20/2009	Room Attendant		Strain, right wrist, sheets
09-0098	6/21/2009	Room Attendant		Pain, right shoulder, linen
09-0097	6/20/2009	Room Attendant	Pain in left knee and ankle after bending to clean floor	
09-0088	6/6/2009	Room Attendant	Strain, Lower Back, Bathtub	
09-0087*	6/6/2009	Room Attendant	Right knee sprain	
09-0039	3/15/2009	Room Attendant	Strain, lower back, vacuum cleaner	
09-0038	3/8/2009	Room Attendant	Strain, lower back,	

				housekeeping supply cart
09-0029	2/24/2009	Room Attendant	Ex 7c	Strain, left shoulder, comforter
08-0259*	12/28/2008	Room Attendant		Sprain of right ring finger while tucking sheets
08-0258*	12/27/2008	Room Attendant		Strain in lower back while cleaning bathroom
08-0249*	12/7/2008	Room Attendant		Sharp pain in right ring finger while retrieving towels
08-0239	11/13/2008	Room Attendant		Pain, lower back, bed
08-0238	11/11/2008	Room Attendant		Pain, lower back, bathtub
08-0211*	9/27/2008	Room Attendant		Sharp pain in right index finger while removing dirty linens from bed
08-0203	9/11/2008	Room Attendant		Sharp pain in left shoulder while making bed
08-0155*	7/9/2008	Room Attendant		While reaching for linen she strained her back
08-0139*	6/3/2008	Room Attendant		Pain in left shoulder while cleaning shower well
08-0131*	6/6/2008	Room Attendant		Pain in lower back while lifting mattress
08-0103*	3/15/2008	Room Attendant		Sharp pain in left foot and traveling up to knee while pushing housekeeping cart
08-0092	4/27/2008	Room Attendant		Sharp pain in left arm while making beds
08-0089*	4/23/2008	Room Attendant		Sprain in right arm from pushing and pulling cart
08-0081	4/19/2008	Room Attendant		Pain in upper right arm while fluffing sheets
08-0077*	3/27/2008	Room Attendant		Pain in right wrist and fingers while tucking mattress
08-0068	4/1/2008	Room Attendant		Strain, Right Shoulder, Linen
08-0067	3/29/2008	Room Attendant		Strain, Lower Back, Bed
08-0062	3/14/2008	Room Attendant		Strain, Lower Back, Mattress
08-0052	3/8/2008	Room Attendant		Strain, Right Wrist, Mattress
08-0051	3/8/2008	Room Attendant		Strain, Lower Back, Mattress
08-0046	3/5/2008	Room Attendant		Strain, Lower Back, Bathtub
08-0038	2/17/2008	Room Attendant		Strain, Lower Back, Bathtub

08-0032*	2/16/2008	Room Attendant	Ex 7c	Sharp pain in left hand while lifting mattress
08-0013	1/14/2008	Room Attendant		Strain, Right Back, Leg, Housekeeping Supply Cart
08-0009	1/12/2008	Room Attendant		Sprain, Right Pinky Finger, Mattress
08-0007	1/10/2008	Room Attendant		Strain, Left Ankle, Floor
08-0002	1/4/2008	Room Attendant		Pain, Right Wrist, Mattress
07-0219*	11/9/2007	Room Attendant		Left shoulder strain, making bed
07-0216	11/6/2007	Room Attendant		Lower lumbar strain, making bed
07-0193	10/7/2007	Room Attendant		Sprain, right elbow, mattress
07-0188	10/3/2007	Room Attendant		Strain, right wrist, bed
07-0180	9/27/2007	Room Attendant		Lower lumbar strain, making bed
07-0163	8/31/2007	Room Attendant		Strain, right shoulder, garbage bag
07-0145	8/16/2007	Room Attendant		Lumbar strain, housekeeping cart
07-0141	8/6/2007	Room Attendant		Strain, left shoulder, bathtub
07-0140	8/6/2007	Room Attendant		Strain, left shoulder, linen
07-0126	7/21/2007	Room Attendant		Strain, left back, linen
07-0099	6/21/2007	Room Attendant		Pain, lower right back while tucking sheets
07-0098	6/19/2007	Room Attendant		Sprain, left wrist, bed
07-0062	5/15/2007	Room Attendant		Sprain, left wrist, making bed
07-0060	5/8/2007	Room Attendant		Strain, left wrist, mattress
07-0049	4/20/2007	Room Attendant		Strain, lower back, linen
07-0045	4/17/2007	Room Attendant	Strain, lower back, hskpg supply cart	
07-0038	4/9/2007	Room Attendant	Strain, lower back, sheets	

2. Recorded Injuries to Other Classifications

In addition to housekeepers, workers in other classifications experienced numerous sprains, strains and repetitive motion injuries, although not at the rate of housekeepers. Listed below are potential MSDs among non-housekeepers from 2007 through 2010.

Case Number	Date of Injury	Job Title	Name	Description
07-0003	1/23/2007	J's Deli Attendant	Ex 7c	Acute lumbosacral strain, coffee urn
07-0005	1/27/2007	Conv Serv Attendant		Lumbar strain, lifting platform
07-0014	2/18/2007	Public Areas Attendant		Strain, left shoulder and lower back, garbage
07-0035	4/3/2007	Conv Serv Attendant		Lower lumbar strain, table
07-0050	4/22/2007	Door Attendant		Lower lumbar strain, loading luggage
07-0056	5/2/2007	Conv Serv Attendant		Strain, lower back, water urn
07-0089	6/14/2007	Servibar Attendant		Strain, left shoulder and left calf, cart
07-0164	9/3/2007	Servibar Attendant		Strain, lower back, cart
07-0166	9/6/2007	Door Attendant		Lumbar strain, lifting luggage
07-0173	9/7/2007	Storeroom attendant		Strain, lower back, skid
07-0217	11/5/2007	Public areas attendant		Right inguinal hernia, pushing table
07-0220	11/10/2007	Steward		Lower lumbar strain, lifting heavy pot
07-0223	11/16/2007	Servibar Attendant		Strain, lower back, bar
08-0012	1/14/2008	Storeroom attendant		Strain, lower back, beer tub
08-0070	4/3/2008	Houseperson		Sharp pain in middle of chest and down right side of back while lifting tables
08-0133	6/20/2008	Public areas attendant		Pain, lower back and neck, cart
08-0137	6/12/2008	Storeroom attendant		Pain, lower back, box
08-0169	7/25/2008	Deli attendant		Pain, lower back, supplies
08-0208	9/22/2008	Buffet attendant		Pain, lower back, cart

08-0220	10/23/2008	Admin assistant	Ex 7c	Pain, back, box
08-0250	12/15/2008	Banquet server		Pain, neck and back, tray of plates
09-0007	1/19/2009	Engineer		Carpal tunnel, both wrists, unknown
09-0027	2/20/2009	Cafeteria Attendant		Strain, lower back, sack of potatoes
09-0073	6/15/2009	Steward		Strain, lower back, glass rack
09-0094	6/16/2009	Houseperson		Strain, right torso/oblique, cabinet
09-0123	8/25/2009	Cook		Pain, lower back, soup kettle
09-0136	8/24/2009	Steward		Pain, middle and lower back, garbage bag
09-0139	9/1/2009	Bar attendant		Pain, middle back, ice buckets
09-0143	9/14/2009	Cafeteria Attendant		Strain, left upper arm, chairs
09-0145	7/23/2009	Engineer		Strain, left shoulder, door
09-0147	9/19/2009	Cook V - Prep		Pain, lower back, dish cart
09-0213	11/27/2009	Conv Svcs Supervisor		Pain, right knee, risers
09-0284	4/28/2010	Server		Strain/Therapy, Left Shoulder, Tray of plates
09-0328	6/18/2010	Cook I-VI		Strain, lower back, pan(s)
09-0336	6/26/2010	Engineer		Strain, lower back, box
09-0337	6/22/2010	Door Attendant		Strain, left leg, luggage
09-0348	7/20/2010	Cook I-VI		Strain, lower back, case of food
09-0377	9/29/2010	Server Assistant		Strain, right groin and leg, trays of dishes
09-0382	9/24/2010	Engineer		Strain, right elbow and shoulder, furniture
09-1090	10/7/2009	Cook I-VI	Pain, lower back and right leg, unknown	
09-0359	2/27/2010	Engineer	Pain in right leg	

C. THE HAZARDS ASSOCIATED WITH HOTEL HOUSEKEEPING ARE RECOGNIZED

The occupational hazards associated with hotel housekeeping have been identified both within the industry, the academic community and by enforcement agencies.

1. The Hilton Hotels Corporation issued a memorandum in 2005 after performing an ergonomic study on the heavier bedding package that it had recently introduced. The report concluded that “[t]here is excessive lifting of the bed corners to tuck in sheets and blanket;” “there is excessive handling of the sheets and blankets;” [t]here is excessive walking from one side of the bed to the other.” The report concluded that the “new bed components added additional handling to a job that already requires repetitive activity.” It made a series of recommendations regarding how sheets are delivered and applied, and recommended that employees work in teams to clean rooms. (See Appendix C.)
2. William S. Marras, PhD and others have developed an approach for assessing the probability that the performance of a certain work task will place the employee performing the task into a high risk group for back injury. Performing the analysis on a Chicago Full-Service Hotel, the Marras team determined that the overall probability of membership in the high risk group is 88 percent. (See Appendix D.)
3. Ergonomist Gary Orr has performed a National Institute for Occupation Safety and Health (NIOSH) lift index analysis on a double and king sized hotel bed. The analysis concluded that the work of lifting a mattress during bed-making creates an elevated risk for back injuries. (See Appendix E.)
4. A team of researchers led by Susan Buchanan, MD, MPH, authored a study entitled “Occupational Injury Disparities in the US Hotel Industry,” Amer. J. Ind. Med (2009).

They studied injury rates and demographic at five major hotel corporations, including the Hyatt. The study found that hotel housekeepers had the highest rate of injuries at 7.9 per 100 worker years, 50% higher than the rate for all hotel workers. (Although not reported by name in the study, hotels operated by Hyatt had the highest injury rate among all hotels in the study for housekeepers at 10.4 per 100 worker years.) The study found that housekeepers had the highest injury rate among all job classifications for musculoskeletal disorders. (See Appendix F.)

5. Cal-OSHA has published a manual entitled "Working Safer and Easier" (Cal/OSHA Consultation Service, 2005) that identifies many of the hazards and proposes many of the remedies outlined herein.⁵
6. Cal-OSHA issued a citation pursuant to Title 8 California Code of Regulations section 5110 against the Hilton LAX hotel in Inspection Number 126154765. Cal OSHA found that that the Hotel had failed to adopt and enforce an ergonomic program in the operation of bed-making. (See Appendix G.)

D. REMEDIES

The following administrative and engineering modifications can mitigate the risk of musculoskeletal disorders incurred during hotel housekeeping.

1. Fewer rooms to clean. There are various administrative controls that can be implemented to reduce the number of hazardous exposures. Some hotels have lower room requirements than others; some hotels permit greater reductions in the room requirement when a housekeeper is assigned a certain number of checkout rooms or must change floors to clean rooms; some hotels assign certain duties to housemen, alleviating the

⁵ Available at www.dir.ca.gov/dosh/dosh_publications/janitors.pdf.

- stress from housekeepers. Reduction of exposure of hazards is the most efficient control under the hierarchy of controls.
2. Lighter mattresses & safer height of beds. Hotels have increased the weight of mattresses enormously during this decade. In the early to mid 2000s, hotels introduced luxury mattresses weighing approximately over 100 pounds with bedding, a considerable increase over the weight of prior beds that had been considered standard until that time. In addition to their heavy weight, the mattresses are often low to the floor, and could be positioned upward to lessen the distance that the housekeeper must lift in order to tuck sheets.
 3. Type and number of sheets: As part of the luxury bedding package, hotels typically use three flat sheets that must be tucked in hospital style. The use of a fitted bottom sheet would cut the number of mattress lifts necessary to make a bed considerably. Such sheets are in use at the Radisson LAX and the Courtyard by Marriott, but are not in use at the Hyatt Regency Chicago.⁶
 4. Change in work practices for tucking duvets. Some high-end hotels permit housekeepers to place the duvet assembly on top of the bed without tucking beneath the mattress. This is obviously no less aesthetically pleasing because the hotels that employ this approach are high-end competitors to the Hyatt. But the simple fact of permitting the duvet assembly to hang without tucking eliminates several mattress lifts during each bed-changing operation. It also eliminates forceful, repeated hand movements to push thick comforters or duvets between mattresses.

⁶ See Cal-OSHA, *Working Safer and Easier*, p. 29.

5. **Duvets.** Many housekeepers complain that handling the duvet is the most difficult part of bed-making. It is bulky and unwieldy and requires a great deal of physical manipulation. Ergonomist Gary Orr estimates it takes 8 rapid, snapping shoulder exertions to place duvets weighing 14 lbs on the bed. The duvet could easily be replaced by a decorative coverlet about a third the size of a duvet.
6. **Pillow & pillow cases.** Problems with the pillows include the fact that pillow cases are too small to easily apply to the pillow; there are too many pillows on the bed (up to six on a king size bed), and that sometimes the pillow requires two pillow cases. Pillows that require two cases often use a zippered case that requires a pinch grip to hold, which increases the potential for nerve damage. In January 2006, the Employer doubled the number of pillows on all beds, from 3 to 6 on a king bed and from 2 to 4 on queen and double beds.
7. **Lighter vacuum cleaners.** Many hotels continue to use bulky heavy vacuum cleaners, where lighter ones with better ergonomic design are available.
8. **Mops.** The Employer does not provide housekeepers with mops to clean the bathroom floor. Housekeepers get down on their hands and knees with a rag or cloth. Scientific evidence (Lumbar Motion Monitor study, Chicago) shows that cleaning the floor with a rag is associated with membership in the high risk group for lumbar strain. In other cleaning jobs such as custodial services or hospital housekeeping, a mop is provided as the basic tool and safety device necessary to clean a floor.⁷

⁷ See *Id.* p. 27-28

9. Other long-handled tools. Ergonomically designed dusters, brushes, sponges, and sticky paper rolls to remove hairs can prevent extreme bending. They should be treated as safety devices, and workers permitted sufficient time to use them correctly.⁸
10. Better carts. Maneuvering heavy laundry carts can be a source of injury. The use of electric caddies or motorized carts would alleviate these stresses. Providing carts with adjustable shelves for stacking linens, towels & amenities would allow housekeepers to customize the space on the carts to fit their own height and design their space to reduce awkward movements.

In summary, remedies exist to abate the hazards identified in the hospitality industry, some of which are specific to this sector and others pertinent to hotel room cleaning that originate in other industries.

OTHER ALLEGATIONS

2. RECORDING AND REPORTING OCCUPATIONAL INJURIES AND ILLNESSES (SECTION 1904)

The Union has compared cases listed on the Employer's OSHA 300 logs with cases that appear on the Employer's Illinois Form 45 (First Report of Injury Form). The Union detected 18 cases from 2007 through the present that appear on the Form 45, but that do not appear on the OSHA 300 logs. A copy of these Form 45s are attached as Appendix H. A review of the description of the incident on the Form 45 indicates that the majority should have been recorded on the OSHA 300 logs because they resulted in medical treatment. These 18 cases are also significant because they appear to be musculoskeletal disorders affecting housekeepers. The

⁸ See *Id.* p. 23

Union requests a thorough investigation into the Employer's rationale for not including these cases as recordable events on its OSHA 300 logs.

The Union has entered information from the Form 45 as follows.

Case Number	Date of Injury	Job Title	Name	Description
07-0062	5/15/2007	Room Attendant	Ex 7c	Strain, left wrist, making bed
07-0099	6/21/2007	Room Attendant		Strain, lower right back while tucking sheets
07-0145	8/16/2007	Room Attendant		Lumbar strain, housekeeping cart
07-0180	9/27/2007	Room Attendant		Lower lumbar strain, making bed
07-0216	11/6/2007	Room Attendant		Lower lumbar strain, making bed
07-0219	11/9/2007	Room Attendant		Left shoulder strain, making bed
08-0032	2/16/2008	Room Attendant		Sharp pain in left hand while lifting mattress
08-0077	3/27/2008	Room Attendant		Pain in right wrist and fingers while tucking mattress
08-0089	4/23/2008	Room Attendant		Strain in right arm from pushing and pulling cart
08-0103	3/15/2008	Room Attendant		Sharp pain in left foot and traveling up to knee while pushing housekeeping cart
08-0131	6/6/2008	Room Attendant		Pain in lower back while lifting mattress
08-0139	6/3/2008	Room Attendant		Pain in left shoulder while cleaning shower well
08-0155	7/9/2008	Room Attendant		While reaching for linen she strained her back
08-0211	9/27/2008	Room Attendant		Sharp pain in right index finger while removing dirty linens from bed
08-0249	12/7/2008	Room Attendant		Sharp pain in right ring finger while retrieving towels
08-0258	12/27/2008	Room Attendant	Strain in lower back while cleaning bathroom	

08-0259	12/28/2008	Room Attendant	Ex 7c	Sprain of right ring finger while tucking sheets
09-0087	6/6/2009	Room Attendant		Right knee sprain

Moreover, the Employer has provided the Union with OSHA logs with names and all other information redacted. (See Appendix B.) Presumably, the Employer felt the Union was not entitled to information concerning non-bargaining unit employees. That is clearly wrong, and the redactions appear to violate the recordkeeping standard section 1904.35.

3. BLOOD-BORNE PATHOGEN EXPOSURE CONTROL PLAN

The OSHA logs a case of an employee having been suffered needlesticks and potential exposure to bloodborne pathogens.

Case	Date	Employee	Classification	Description of injury
09-0358	7/31/2010	Ex 7c		Body fluid exposure, left middle finger, needle

Employees in the hotel industry frequently have occupational exposure to blood or other potentially infectious materials in the course of their employment. This is particularly true among housekeepers, cleaners, and laundry workers who are stuck by syringes left behind by guests in the trash or in the bed linen. All hospitality industry employers should be in compliance with section 1910.1030 owing to the known risk of exposure. Furthermore, the Employer is in violation of 1904.29(b)(6) by entering and redacting the employee's name rather than listing it as a privacy case. The Agency should investigate to ensure that the Employer has fully complied with its duties under this section.

CONCLUSION

The Union asks the Agency to conduct a thorough investigation of the matters raised herein. Please contact me or Pamela Vossen (202) 332-9318 concerning this matter. We have several witnesses who have agreed to speak with you concerning their work as housekeepers.

Dated: November 9, 2010

Respectfully submitted,



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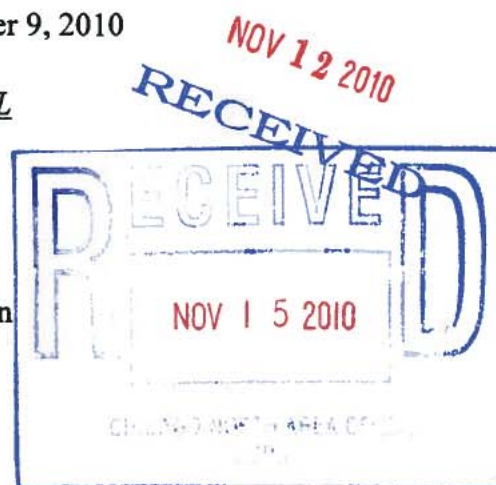
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November 9, 2010

VIA FACSIMILE (847-390-8220) & U.S. MAIL

Diane Turek
Chicago North Area Director
U.S. Department of Labor
Occupational Safety and Health Administration
Chicago North Area Director
701 Lee Street-Suite 950
Des Plaines, IL 60016



Re: *Attached Complaints for the Hyatt O'Hare located in the Chicago North Jurisdiction*

Dear Ms. Turek:

As the authorized employee representative for the Hyatt O'Hare Hotel affected employees UNITE HERE is filing a complaint against the hotel. In addition, we are filing complaints against the Hyatt McCormick, the Park Hyatt and the Hyatt Regency Chicago (copies enclosed). These worksites exist in two OSHA jurisdictions and belong to the same employer in the Chicago area. We have identified similar hazards and work practices across the four hotels which we summarize below. We request that OSHA inspects all four hotels in response to our allegations of violations of OSHA regulations including the General Duty Clause. As these four worksites correspond to the same employer in close geographical location, we request that all inspections are coordinated by OSHA at every step from inspection to enforcement to abatement to settlement, in order to identify corporate solutions to corporate-wide hazards.

We wish to participate fully in all stages of the inspection including opening conference, walkthrough, record reviews, employee interviews, industrial hygiene monitoring, and closing conference. We will provide you shortly with a list of union representatives at the hotel to be contacted by the OSHA compliance officer. We request that the OSHA compliance officer contact at least one of the individuals listed as soon as he or she arrives on-site for the inspection. We also request that you postpone the inspection if none of the following individuals can be reached.

Diane Turek
Chicago North Area Director
Page 2 of 2

UNITE HERE has specific injury and illness records for these complaint items. Please let me know how your office would want to coordinate this with your compliance officer.

Since groups of employees have different representatives, we request different employee representatives for different phases of the inspection or that more than one employee representative be permitted to accompany the inspector throughout the inspection. Please contact me and let me know when OSHA has begun the opening conference at each hotel.

A bilingual inspector or translator is requested to talk to workers, who speak Spanish or any other language for non-native English speakers.

Attached is the complaint for Hyatt O'Hare Hotel worksite. Please contact Pamela Vossen as primary point of contact in addition to myself. Her contact information is:

Pamela Vossen
Workplace Safety and Health Coordinator
UNITE HERE International Union
275 Seventh Avenue, 11th flr
New York, NY 10001
Tel: 212-332-9318
Fax: 212-489-0598

Very truly yours,



Eric B. Myers

Enclosure

cc: Gary Anderson, Calumet City Area Director
Michael G. Connors - Regional Administrator
Richard E. Fairfax, Director, Federal OSHA Enforcement

UNITE HERE Summary of Alleged Violations of OSHA Regulations including the General Duty Clause at Four Chicago Area Hyatt Hotels

We find similar injuries and hazards across the four Chicago area Hyatt Hotel properties --, Hyatt Regency Chicago, Hyatt McCormick, Park Hyatt and Hyatt O'Hare. Our Hyatt hotel-specific complaints provide details about the working environment and occurrence of injuries in each property. Below we are total number of injuries found across the four Hyatt Hotels by OSHA standards we allege the employer has violated. We have also identified serious recordkeeping irregularities at all four properties. As you will see, with the exception of ergonomic related injuries, all other injury counts are low. These four hotels combined involve approximately 1,600 bargaining unit members that belong to UNITE HERE Local 1 or Local 450. This suggests to us that the ergonomic-related injuries are underreported as well.

1. General Duty Clause 5a1- Failure to provide safe working conditions to housekeepers and other job titles due to ergonomic hazards.

Total All Hotels: 140

2. Walking Working Surfaces and General Duty Clause 5a1. (slips)

Total All Hotels: 10

(Hyatt Regency Chicago excluded due to recordkeeping problem detailed below)

3. Personal Protective Equipment (cuts, foot injuries)

Total All Hotels: 4

4. Bloodborne Pathogen

Total All Hotels: 3

5. Storage

Total All Hotels: 3

6. Recordkeeping Total All Hotels: 113 injuries listed in non-OSHA logs provided by the employer but not reported to OSHA; 18 injuries listed on Form 45s but not on Form 300.

At the Park Hyatt we found 13 injuries listed in a non-OSHA log provided by the employer for 2008 that were not in OSHA 300 logs.

At the Hyatt O'Hare, in 2009, 14 of the 18 injuries (78%) listed in a non-OSHA log maintained by the hotel were not reported to OSHA on the Form 200. In 2008, for the 67 non-redacted injuries listed on the non-OSHA log, 44 (66%) were deemed not reportable to OSHA. In 2007,

for the 75 non-redacted injuries listed on a non-OSHA log, 42 (56%) were deemed not reportable. At both the Park Hyatt and the Hyatt O'Hare, it should be noted that many of the injuries listed as not reportable are virtually indistinguishable from injuries listed as reportable ("back strain from lifting", etc).

Hyatt McCormick has a very low record of injuries, suggesting poor record keeping.

Hyatt Regency Chicago fails to give a description of incidents on the OSHA 300 logs, only lists results but not the cause, e.g. contusion, leg; sprain, back. This makes it impossible to identify the event/exposure causing the injury, reducing the ability to abate the hazard. In addition, there were 18 possible repetitive motion injuries for room attendants that were listed on the Form 45s but not on the OSHA 300 logs.

7. Work practices of concern:

We recently learned that at only at the Park Hyatt are housekeepers provided something like a mop to clean the bathroom. Workers at the Park Hyatt are provided a Swiffer but they report it does not always perform well and they use a rag to clean the floor on their hands and knees. At the other three hotels, workers use a rag or towels to clean the floors. We believe this is a serious hazard and requires OSHA to address it regarding remedies. Enclosed with the complaint is Hyatt Regency Chicago corporate cleaning standard for housekeepers instructing them to clean the floor with a rag and to put a rag on a broom to reach the high areas. This indicates an absence of long handled tools and mops.

For further information contact:

Pamela Vossen
Workplace Safety and Health Coordinator
UNITE HERE International Union
275 Seventh Avenue, 11th flr
New York, NY 10001
Tel: 212-332-9318
Fax: 212-489-0598

UNITED STATES DEPARTMENT OF LABOR
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

In Re: Hyatt Regency O'Hare

**Complaint for Violation of General Duty
Clause and Other Enumerated Health and
Safety Standards**

This complaint is being filed by UNITE HERE against the Hyatt Regency O'Hare, located at 9300 Bryn Mawr Avenue, Rosemont, Illinois (the "Employer" or "the Hotel.") UNITE HERE Local 450 is the authorized bargaining representative for employees at the Hotel.

ALLEGATIONS

**1. GENERAL DUTY CLAUSE— FAILURE TO PROVIDE SAFE WORKING
CONDITIONS TO HOUSEKEEPERS AND OTHER JOB TITLES DUE TO
ERGONOMIC HAZARDS**

The Occupational Health and Safety Review Commission (OSHRC) has recognized that the Secretary of Labor may "utilize [the General Duty Clause] to address lifting and repetitive motion hazards." *Secretary of Labor v. Pepperidge Farm, Inc.*, 17 O.S.H. Cas. (BNA) 1993, 3 (1997). The secretary may issue a citation for a violation of the general duty clause if an activity or condition in the employer's workplace presents a hazard to an employee, either the employer or the industry recognizes the condition or activity as a hazard, the hazard is likely to or actually caused death or serious physical harm, and a feasible means to eliminate or materially reduce the hazard exists.

A. THE HAZARDS OF HOTEL HOUSEKEEPING

The job of hotel room-keeping involves various tasks that require a housekeeper to engage in constant motion. These tasks require the housekeeper to engage in body movements involving bending at the waist (often accompanied by lifting), lifting of heavy objects, twisting while manually moving objections, reaching up, reaching out, pushing, pulling, grasping with the hand, and similar actions. Made repeatedly and over time, these movements can cause musculoskeletal disorders.

1. Bed-making

The task of bed-making is central to the job of housekeeping. A luxury hotel bed consists of various physical elements that require action by the housekeeper. First, it consists of a heavy mattress, weighing around 100 pounds. There are typically two or three large sheets and a “duvet” that is inserted between the sheets. Sheets are tucked “hospital style,” which means that the excess sheets must be tucked tightly beneath the mattress. Double beds are often equipped with four pillows each; king beds are equipped with six pillows. The pillows are extra plump and the pillow case fits tightly. The beds are equipped with a throw pillow and a decorative throw blanket usually set along the bottom portion of the bed.

To clean the bed, the housekeeper first pulls off dirty linens, gathering them on the bed and lifting them off. This frequently requires the housekeeper to separate the duvet from the entangled bed sheets by grasping and pulling one away from the other. The housekeeper removes dirty pillow linen by grasping the pillow firmly and pulling it away from the pillow case grasped firmly in the other hand. The housekeeper applies clean linen onto the bed in layers, with each layer tucked in beneath the heavy mattress. First, the housekeeper applies a bottom sheet, throwing it out onto the bed, spreading it, and pulling it so that it hangs from the edges of

the bed. In order to tuck the linen, the housekeeper typically lifts the mattress at various places with one arm, and—as she is doing so—twisting and driving the linen beneath the mattress using her other arm and hand. After the bottom sheet is applied, the housekeeper applies a second sheet, which is spread, pulled and tucked in the same manner as the bottom sheet. The housekeeper then applies the duvet and perhaps a top sheet, which together are spread, pulled and tucked beneath the mattress. The housekeeper applies new pillow linen by grasping the pillow in some manner (sometime by the knees) and pushing or pulling the tight case over the pillow until it fits. The housekeeper folds and applies the pillows and the decorative blanket to the assembled bed. The task of bed-making involves numerous lifts using the back and waist, and continuous exertions using the arms, shoulder, wrists and hands.

2. Cart loading and cart handling

Housekeepers use linen carts to transport supplies to the rooms that they will clean. They supply their carts in a linen room. This requires repetitive folding of numerous items of bath and bed linen so that the necessary work material fits tightly onto the cart. Other cleaning items are loaded onto the cart as well, such as soaps, shampoos, and other room amenities, dusters, rags, chemical sprays and other cleaning supplies, and other items that the housekeeper requires to clean the cart. Time pressure creates an incentive for the housekeeper to load the cart as full as possible to avoid having to make repeat trips from the room to the linen room to replenish supplies. Linen carts, fully loaded, are heavy and cumbersome. Housekeepers must maneuver them over carpeted floors as they move from room to room.

3. Bathroom cleaning

In cleaning bathrooms, housekeepers first gather and remove dirty bath linen, trash and other items, much of which is left on the floor. The housekeeper then must clean and scrub the

floor, walls, bath, toilet and sink. In order to reach high areas, the housekeeper extends her arms high while performing scrubbing motions, sometimes balancing preciously on the tub or toilet. In order to clean low areas, the housekeeper gets down on her hands and knees, again using reaching and scrubbing motions. The housekeeper stacks clean linen and replaces bathroom amenities. Frequently, housekeepers do not have long-handled tools such as mops to perform their work, and when they do, they are nonetheless compelled to get on their hands and knees because it is faster and for fear of not doing a complete job.

4. Room Cleaning

To clean the guest room, the housekeeper must engage in a diversity of actions. She may have to move furniture to their correct location. She may have to move a rollaway bed to its proper position. She cleans glass surfaces such as mirrors, pictures, and large screen televisions by reaching with her arms and performing a polishing motion. She cleans amenities such as trays and holders. She cleans table and desk surfaces. She cleans other room amenities such as telephones, remote control devices, and other items. She vacuums the entire floor surface.

B. INJURIES TO HOUSEKEEPERS

Repetitive motion injuries are classified as those due to repeated motions as routine part of job. Strain/sprain injuries are those due to lifting, pushing, pulling, forceful movements, and material handling which may not be repetitive but does occur regularly as routine part of job. In the Hyatt O'Hare, we found two likely RMIs for Room Attendants in 2007, six likely RMIs for Room Attendants in 2008, and one likely RMI for Room Attendants in 2009. We found ten likely RMI injuries to workers in other classifications during this period. We consider these to

be very low numbers for a hotel with 350 bargaining unit employees, and we question the Employer's recordkeeping practices (see below).¹

Case	Date	Employee	Classification	Description of Incident
6329	2/22/2009	Ex 7c	Room Attendant	Strain/Back
6319	1/21/2009		Cook	Strain/Back and Shoulders
6295	10/17/2008		Room Attendant	Strain/Sprain/Ankle
6287	09/02/2008		Cocktail Server	Strain/Sprain/Ankle
6281	08/14/2008		Room Attendant	Strain, Contusion/NECK & SHOULDER
6276	07/20/2008		Room Attendant	Strain/Sprain/Back
6275	07/19/2008		Room Attendant	Strain/Sprain/Shoulder
6251	03/26/2008		Attendant	Strain/SHOULDER/ARM
6249	03/16/2008		Server	HERNIATED DISC/ARM, NECK
6244	02/21/2008		Attendant	Strain/LOWER BACK
6219	10/29/2007		Lobby Porter	Strain/Sprain/KNEE
6217	10/17/2007		Steward	Strain/Sprain/Back
6216	10/17/2007		Room Attendant	Strain/Back
6184	07/25/2007		Steward	Strain/Sprain/Back
6181	07/12/2007		O/C Bqt Server	Strain/Sprain/Wrist
6178	06/25/2007		Houseperson - C/S	Strain/Sprain/KNEE
6171	05/19/2007		Attendant	Strain/Neck and Back
6168	05/16/2007		Steward	Strain/Back
6157	04/21/2007		Cocktail Server	Tenosynovitis/Wrist

C. THE HAZARDS ASSOCIATED WITH HOUSEKEEPING ARE RECOGNIZED

The occupational hazards associated with hotel housekeeping have been identified both within the industry, the academic community and by enforcement agencies.

¹ Copies of the Employer's OSHA 300 logs are attached hereto as Appendix A.

1. The Hilton Hotels Corporation issued a memorandum in 2005 after performing an ergonomic study on the heavier bedding package that it had recently introduced. The report concluded that “[t]here is excessive lifting of the bed corners to tuck in sheets and blanket;” “there is excessive handling of the sheets and blankets;” [t]here is excessive walking from one side of the bed to the other.” The report concluded that the “new bed components added additional handling to a job that already requires repetitive activity.” It made a series of recommendations regarding how sheets are delivered and applied, and recommended that employees work in teams to clean rooms
2. William S. Marras, PhD and others have developed an approach for assessing the probability that the performance of a certain work task will place the employee performing the task into a high risk group for back injury. Performing the analysis on a Chicago Full-Service Hotel, the Marras team determined that the overall probability of membership in the high risk group is 88 percent.
3. Ergonomist Gary Orr has performed a National Institute for Occupation Safety and Health (NIOSH) lift index analysis on a double and king sized hotel bed. The analysis concluded that the work of lifting a mattress during bed-making creates an elevated risk for back injuries.
4. A team of researchers led by Susan Buchanan, MD, MPH, authored a study entitled “Occupational Injury Disparities in the US Hotel Industry,” Amer. J. Ind. Med (2009). They studied injury rates and demographic at five major hotel corporations, including the Hyatt. The study found that hotel housekeepers had the highest rate of injuries at 7.9 per 100 worker years, 50% higher than the rate for all hotel workers. (Although not reported by name in the study, hotels operated by Hyatt had the highest injury rate among all

hotels in the study for housekeepers at 10.4 per 100 worker years.) The study found that housekeepers had the highest injury rate among all job classifications for musculoskeletal disorders.

5. Cal-OSHA has published a manual entitled “Working Safer and Easier” (Cal/OSHA Consultation Service, 2005) that identifies many of the hazards and proposes many of the remedies outlined herein.²
6. Cal-OSHA issued a citation pursuant to Title 8 California Code of Regulations section 5110 against the Hilton LAX hotel in Inspection Number 126154765. Cal OSHA found that that the Hotel had failed to adopt and enforce an ergonomic program in the operation of bed-making.

D. REMEDIES

The following administrative and engineering modifications can mitigate the risk of musculoskeletal disorders incurred during hotel housekeeping.

1. Fewer rooms to clean. There are various administrative controls that can be implemented to reduce the number of hazardous exposures. Some hotels have lower room requirements than others; some hotels permit greater reductions in the room requirement when a housekeeper is assigned a certain number of checkout rooms or must change floors to clean rooms; some hotels assign certain duties to housemen, alleviating the stress from housekeepers. Reduction of exposure of hazards is the most efficient control under the hierarchy of controls.
2. Lighter mattresses & safer height of beds. Hotels have increased the weight of mattresses enormously during this decade. In the early to mid 2000s, hotels introduced luxury

² Available at www.dir.ca.gov/dosh/dosh_publications/janitors.pdf.

mattresses weighing approximately over 100 pounds with bedding, a considerable increase over the weight of prior beds that had been considered standard until that time. In addition to their heavy weight, the mattresses are often low to the floor, and could be positioned upward to lessen the distance that the housekeeper must lift in order to tuck sheets.

3. Type and number of sheets: As part of the luxury bedding package, hotels typically use three flat sheets that must be tucked in hospital style. The use of a fitted bottom sheet would cut the number of mattress lifts necessary to make a bed considerably. Such sheets are in use at the Radisson LAX and the Courtyard by Marriott, but are not in use at the Hyatt Regency O'Hare.³
4. Change in work practices for tucking duvets. Some high-end hotels permit housekeepers to place the duvet assembly on top of the bed without tucking beneath the mattress. This is obviously no less aesthetically pleasing because the hotels that employ this approach are high-end competitors to the Hyatt. But the simple fact of permitting the duvet assembly to hang without tucking eliminates several mattress lifts during each bed-changing operation. It also eliminates forceful, repeated hand movements to push thick comforters or duvets between mattresses.
5. Duvets. Many housekeepers complain that handling the duvet is the most difficult part of bed-making. It is bulky and unwieldy and requires a great deal of physical manipulation. Ergonomist Gary Orr estimates it takes 8 rapid, snapping shoulder exertions of duvets that can weigh 14 lbs to place it on the bed. The duvet could easily be replaced by a decorative coverlet about a third the size of a duvet.

³ See Cal-OSHA, *Working Safer and Easier*, p. 29.

6. Pillow & pillow cases. Problems with the pillows include the fact that pillow cases are too small to easily apply to the pillow; there are too many pillows on the bed (up to six on a king size bed), and that sometimes the pillow requires two pillow cases. Pillows that require two cases often use a zippered case that requires a pinch grip to hold, which increases the potential for nerve damage.
7. Lighter vacuum cleaners. Many hotels continue to use bulky heavy vacuum cleaners, where lighter ones with better ergonomic design are available.
8. Mops. The Employer does not provide housekeepers with mops to clean the bathroom floor, but require them to get down on their hands and knees with a rag. Scientific evidence (Lumbar Motion Monitor study, Chicago) shows that cleaning the floor with a rag is associated with membership in the high risk group for lumbar strain. In other cleaning jobs such as custodial services or hospital housekeeping, a mop is provided as the basic tool and safety device necessary to clean a floor.⁴
9. Other long-handled tools. Ergonomically designed dusters, brushes, sponges, and sticky paper rolls to remove hairs can prevent extreme bending. They should be treated as safety devices, and workers permitted sufficient time to use them correctly.⁵
10. Better carts. Maneuvering heavy laundry carts can be a source of injury. The use of electric caddies or motorized carts would alleviate these stresses. Providing carts with adjustable shelves for stacking linens, towels & amenities would allow housekeepers to customize the space on the carts to fit their own height and design their space to reduce awkward movements.

⁴ See *Id.* p. 27-28.

⁵ See *Id.* p. 23.

In summary, remedies exist to abate the hazards identified in the hospitality industry, some of which are specific to this sector and others pertinent to hotel room cleaning that originate in other industries.

OTHER ALLEGATIONS

2. RECORDKEEPING VIOLATIONS

The Union alleges that the Employer has failed to comply with its duty under the Recordkeeping Standard for three reasons.⁶

First, the Employer routinely does not describe the object/substances that directly injured or made the person ill as required by the OSHA 300 log. For example, the Employer records the words writes “strain/back” or “strain/sprain/ankle,” but does not provide information that permits any conclusion as to what caused the problem. This makes it impossible to identify the event/exposure causing the injury, reducing the ability to identify other potential violations of other standards and to abate the corresponding hazards. Thus, for example, it is impossible to determine whether employees have suffered acute injuries as a result of slip-and-falls, which would call into doubt the Employer’s compliance with the walking working surfaces standard, section 1910.22. The Agency should thoroughly investigate the Employer’s recordkeeping practices in this regard.

Second, the Union has strong reason to suspect that the Employer has not recorded all recordable cases. Attached hereto as Appendix B is a series of Employer-generated documents entitled “Year-To-Date Injury Log.” These documents were provided by the Employer to the Union. In 2009, 14 of the 18 injuries reported on the “Injury Log” (or 78%) were not reported on the OSHA 300 log. In 2008, 44 of the 67 non-redacted injuries reported on the “Injury Log”

⁶ Copies of the Employer’s OSHA 300 logs are attached as Appendix A.

(or 66%) were not recorded on the OSHA 300 log. In 2007, 42 of the 75 non-redacted injuries listed on the "Injury Log" (or 56%) were not recorded on the OSHA 300 log. It should be noted that many of the injuries listed as not reportable are virtually indistinguishable from injuries listed as reportable ("back strain from lifting", etc). The Union suspects that the Employer is erroneously deeming many recordable injuries and illnesses to be non-recordable, and is essentially maintaining a separate set of books that reflect its true injury and illness experience.

Third, the Employer has redacted what appears to be extensive information from its OSHA 300 logs. Entire lines are blacked out. The Employer may believe that the Union has no right to receive information concerning non-bargaining unit employees, but that is obviously incorrect. The Union requests a recordkeeping inspection to ensure compliance with section 1904.35.

3. PERSONAL PROTECTIVE EQUIPMENT

The OSHA 300 logs demonstrate a frequency of lacerations and other injuries that call into question the Employer's compliance with the Personal Protective Equipment Standard, sections 1910.132(d), 1910.136 and 1910.138. Unfortunately, the non-specific reporting on the OSHA 300 logs makes it difficult to identify greater information concerning the cause of the injury.

4. BLOOD-BORNE PATHOGEN EXPOSURE CONTROL PLAN

The OSHA logs show one case of an employee having been suffered a needlestick and potential exposure to bloodborne pathogens.

Case	Date	Employee	Classification	Description of incident
6268	07/10/2008	xxxxxxxxxxxxxx	Room Attendant	PRIVATE/Palm

Employees in the hotel industry frequently have occupational exposure to blood or other potentially infectious materials in the course of their employment. This is particularly true among housekeepers, cleaners, and laundry workers who are stuck by syringes left behind by guests in the trash or in the bed linen. All hospitality industry employers should be in compliance with section 1910.1030 owing to the known risk of exposure. The Agency should investigate to ensure that the Employer has fully complied with its duties under this section.

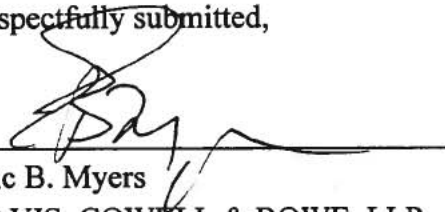
The Employer violated the recordkeeping standard with respect to this Employee by including his name in the material provided to the Union. We have redacted it in the materials submitted herewith. The Agency should the Employer's action as part of a recordkeeping inspection.

CONCLUSION

The Union asks the Agency to conduct a thorough investigation of the matters raised herein. Please contact me or Pamela Vossen (202) 332-9318 concerning this matter. We have several witnesses who have agreed to speak with you concerning their work as housekeepers.

Dated: November 9, 2010

Respectfully submitted,



Eric B. Myers
DAVIS, COWELL & BOWE, LLP
595 Market Street, Suite 1400
San Francisco, CA 94105
Telephone: 415-597-7200
Facsimile: 415-597-7201

Appendix A

NOTE: This form is required by Public Law 91-506 and must be kept in the establishment for 5 years. Failure to maintain and post can result in the issuance of citations and assessment of penalties.

RECORDABLE CASES: You are required to record information about every occupational death, every nonfatal occupational illness, and every nonfatal occupational injury which involves one or more of the following: loss of consciousness, restriction of job

Company Name
Establishment Name
Establishment Address

Hyatt Regency O'Hare
Hyatt Regency O'Hare
9300 W Bryn Mawr
Rosemont, IL 60018

Case Number (A)	Date of Injury or Onset of Illness (B)	Employee's Name (C)	Occupation (D)	Department (E)	Description of Injury or Illness (F)	Extent and Outcome of INJURY				Type, Extent, and Outcome of ILLNESS								Extents and Outcome of INJURY											
						Facilities	Nonfatal Injuries		Injuries With Lost Workdays		Inj. Lost or Rest. Duty (8)	Type of Illness								Nonfatal Illnesses		Injuries With Lost Workdays							
						Related Date of Death (1)	Any Work Lost or Rest. Duty (4)	Any Work Lost (5)	# of Days from Rest. Duty (6)	# of Days from Rest. Duty (7)	(7a)	(7b)	(7c)	(7d)	(7e)	(7f)	(7g)	(7h)	Illness Related Date of Death (9)	Any Work Lost or Rest. Duty (10)	# of Days from Rest. Duty (11)	# of Days from Rest. Duty (12)	Ill. Lost or Rest. Duty (13)	Totals through page					
6237	01/15/2006		Server	Hyatt Regency O'Hare	Contusion/WRIST, HIF, SHOULDER																								
6239	02/08/2006		Server	Hyatt Regency O'Hare	Contusion/RIBS & LIP																								
6245	02/23/2006		Cook	Hyatt Regency O'Hare	Laceration/Thumb																								
6249	03/18/2006		Server	Hyatt Regency O'Hare	HEMNATED DISCARIA, NECK																								
6250	03/28/2006		Server	Hyatt Regency O'Hare	Bruise/CHEST/SHOULDER/NECK																								
6253	04/05/2006		Server	Hyatt Regency O'Hare	Contusion/Shin																								
6255	04/09/2006		Houseperson	Hyatt Regency O'Hare	Contusion/Finger(s)																								
6257	04/15/2006		Room Attendant	Hyatt Regency O'Hare	Contusion/KNEE																								
6258	05/23/2006		Server	Hyatt Regency O'Hare	Laceration/Thumb																								
6262	06/25/2006		Server	Hyatt Regency O'Hare	Laceration/Middle Finger																								
6268	07/10/2006		Room Attendant	Hyatt Regency O'Hare	PRIVATE/Prm																								
6274	07/18/2006		Room Attendant	Hyatt Regency O'Hare	Strain/Sprain/Shoulder																								
	07/20/2006		Room Attendant	Hyatt Regency O'Hare	Strain/Sprain/Back																								
	08/05/2006		Cook	Hyatt Regency O'Hare	Dislocation/MIDDLE TOE																								
6281	08/14/2006		Room Attendant	Hyatt Regency O'Hare	Strain, Contusion/NECK & SHOULDER																								
6287	08/02/2006		Cocktail Server	Hyatt Regency O'Hare	Strain/Sprain/Ankle																								
6288	08/13/2006		Server	Hyatt Regency O'Hare	Laceration/Hand																								
6293	10/07/2006		Server	Hyatt Regency O'Hare	Bruise/Shin																								
6294	10/11/2006		Cook	Hyatt Regency O'Hare	abrasion & bruise/nose																								
6295	10/17/2006		Room Attendant	Hyatt Regency O'Hare	Strain/Sprain/Ankle																								
6329	10/20/2006		Server	Hyatt Regency O'Hare	Contusion/Shoulder																								
6296	11/01/2006		OIC Bqt Server	Hyatt Regency O'Hare	Contusion/KNEE																								

EX 7c

Totals through page

F	O	L	D																			
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Certification of Annual

Summary Totals By _____ Title _____ Date _____

OSHA No. 200 POST ONLY THIS PORTION OF THE LAST PAGE NO LATER THAN FEBRUARY 1

Appendix B

YTD Injury Log

2009

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

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
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	Back	Bruise	Fall, Slip, Trip	Bath tub	Incident	N
02/06/2008		Stewarding	Right RIBS & LIP	RIBS & LIP	Contusion	Fall, Slip, Trip	PLASTIC MAT	Medical Only	Y
02/09/2008		Stewarding	Right Eye(s)	Eye(s)	Burn	Splashed	SOAPY WATER	Incident	N
02/11/2008		Housekeeping	Head	Head	Contusion	Fall, Slip, Trip	Icy Sidewalk	Medical Only	N
02/23/2008		Housekeeping	Right Finger(s)	Finger(s)	Abrasion	HITTING	MINIBAR	Incident	N
02/23/2008		Kitchen	Left Thumb	Thumb	Laceration	Slicing/Cutting	ONION	Medical Only	Y
03/15/2008		Housekeeping	Upper Head	Head	Contusion	HITTING	LAMP	Medical Only	N
03/16/2008		Banquets	Right ARM, NECK	ARM, NECK	HERNIATED DISC	Lifting	Tray	Indemnity	Y
03/17/2008		Stewarding	Right Arm	Arm	Bruise	Lifting	Pot	Incident	N
03/28/2008	Banquets	Upper CHEST/SHOULDER/NECK	CHEST/SHOULDER/NECK	Bruise	Fall, Slip, Trip	Luggage	Medical Only	Y	
03/28/2008	Housekeeping	Upper Head	Head	Concussion	Falling Object	TRASH BIN LID	Medical Only	N	
04/05/2008	Stewarding	Left Shin	Shin	Contusion	Fall, Slip, Trip	PIPE	Incident	Y	
04/09/2008	Housekeeping	Left Toe(s)	Toe(s)	Laceration	Falling Object	Broken Glass	Other	N	
04/09/2008	Convention Services	Left Finger(s)	Finger(s)	Contusion	Moving	MIRROR	Medical Only	Y	
04/10/2008	Banquets	Both Back	Back	Strain/Sprain	Lifting	Silverware	Medical Only	N	
04/15/2008	Housekeeping	Right KNEE	KNEE	Contusion	Hit Object	Nightstand	Medical Only	Y	
04/15/2008	RED BAR	Upper Head	Head	Cut	Hit Object	table	Incident	N	
04/25/2008	Housekeeping	Middle Pelvic Region/Thigh	Pelvic Region/Thigh	Pulled Muscle	Falling Object	Cart	Incident	N	
05/08/2008	RED BAR	Upper Forehead	Forehead	Bruise	Hit Object	Door	Incident	N	
05/14/2008	Stewarding	Both Hand	Hand	Bruise	CLOSING DOOR	Dishwasher	Incident	N	
05/23/2008	Stewarding	Right Thumb	Thumb	Laceration	Cleaning	Glass	Medical Only	Y	
05/28/2008	Stewarding	Left Ankle	Ankle	Bruise	Pulling	Wire	Incident	N	
06/11/2008	Kitchen	Lower Back	Back	Strain/Sprain	Moving	Box(es)	Indemnity	N	
06/19/2008	Housekeeping	Lower Back	Back	Strain/Sprain	Pushing	Cart	Medical Only	N	
06/22/2008	Laundry/Valet	Lower Back	Back	Back Pain	Pulling	Linen Cart	Incident	N	

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 Records file?
06/25/2008		Room Service	Right	Middle Finger	Laceration	W/PIPING	PIPE	Medical Only	Y
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
03/2008		Rooms	Left	Wrist	Contusion	Hit Object	Wall	Medical Only	N
08/03/2008		Kitchen		Teeth	BROKEN	Eating	Food	Incident	N
08/06/2008		Purchasing	Left	MIDDLE TOE	Dislocation	struck	SKID	Medical Only	Y
08/09/2008		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	Stair(s)	Indemnity	Y
09/13/2008		Banquets		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		Nose	abrasion & bruise	Falling Object	Tray	Medical Only	Y
10/11/2008		Housekeeping	Right	Elbow	Bruise	Vacuuming	Door	Incident	N
14/2008		Housekeeping	Left	KNEE	Bruise	Fall, Slip, Trip	Floor	Incident	N
10/17/2008		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

Date of Injury	Employee Name	Section	Body Part Location	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	OSHA Records filed?
11/17/2008	EX 7c	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

YTD Injury Log

2007

Date of Injury	Employee Name	Section	Body Part	Body Part	Nature of Injury	Cause of Injury	Object of Injury	Claim Type	O&HA 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	Left	KNEE	Fracture	Struck By	Unknown	Medical Only	Y
02/05/2007		Kitchen	Left	KNEE	Burn	Picking UP	Curling Iron	Incident	N
02/12/2007		Housekeeping	Right	Hand	Burn	Pulling	pan	Medical Only	N
02/14/2007		Munchies	Right	Arm	Bruise	Fall, Slip, Trip	Ice	First Aid	N
02/20/2007		Housekeeping	Both	KNEE	Bruise	Picking UP	Broken Glass	First Aid	N
02/22/2007		Knuckles Sports Bar	Right	Finger	Cut	Moving	SHEETS	First Aid	N
02/23/2007		Housekeeping	Left	Ankle	abrasion & bruise	CHANGING	SHEETS	Medical Only	Y
02/25/2007		Housekeeping	Both	Arm	Dematitis	Fall, Slip, Trip	floor mat	Incident	N
02/26/2007		Kitchen	Both	arm, elbow, leg, knee	Bruise	Fall, Slip, Trip	lev Sidewalk	Incident	N
02/26/2007		Kitchen	Left	Shoulder	Bruise	Fall, Slip, Trip	lev Sidewalk	Incident	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	Strain	Lifting	Table	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	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	
04/21/2007	Restaurants	Left	Wrist	Tenosynovitis	Lifting	Tray	Medical Only	Y	
04/24/2007	RED BAR	Right	TOOTH	Fracture	BITTING DOWN	FORIEGN 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	Contusion	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	Position	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
08/04/2007		RED BAR	Both	Back	Exposure	Splashed	Chemical	Medical Only	N
06/13/2007		Stewarding	Middle	Nose	Bruise	Falling Object	Ice Bucket	Incident	N
08/14/2007		Kitchen	Right	Arm	Burn	Pulling	Truck	Incident	N
08/25/2007		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
07/28/2007		Housekeeping	Right	Finger(s)	Bruise	Fall, Slip, Trip	Wall	Incident	N
07/29/2007		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	Thurnb	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	Right	Middle Finger	Puncture	Picking UP	Needle	Medical Only	Y
08/31/2007		Convention Services	Left	Hand	Crushed	CLOSING DOOR	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	Thurnb	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
10/05/2007		Banquets	Upper	Respiory	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	Eyel(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	Eyel(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

Correspondence with UNITE!

Loftus, Angie - OSHA

From: Loftus, Angie - OSHA
Sent: Friday, April 29, 2011 8:13 AM
To: 'Bill Biggerstaff'
Subject: RE: Vinay Ravi

This will confirm that we have received your attached representation letter.

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

From: Bill Biggerstaff **Ex 7c**
Sent: Thursday, April 28, 2011 4:17 PM
To: Loftus, Angie - OSHA
Cc: Vinay Ravi
Subject: Vinay Ravi

Angie, please see attached.

UNITEHERE! LOCAL 450



General Office and Clubroom: 7238 West Roosevelt Road, P.O. Box 166, Forest Park, Illinois 60130-0166

Suburban Phone
(708) 771-8700 - 8701



Chicago Phone
(773) 242-1250

Angie Loftus
USDOL/OSHA
Chicago North Area Office

Dear Angie,

This letter is to inform that Vinay Ravi is an authorized union representative of UNITE HERE LOCAL 450 and is authorized to discuss all matters regarding OSHA on behalf of Local 450.

Sincerely,

Bill Biggerstaff
Financial Secretary Treasurer
UNITE HERE LOCAL 450

Ex 7c - OSHA

From: Ex 7c - OSHA
Sent: Wednesday, May 25, 2011 10:59 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.

Ex 7c

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

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

Hello 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 Vossenas

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

>

> 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**

>
> **Ex 7c**

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

Ex 7c - 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** 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

0524

6/10/2011

Ex 7c - OSHA

From: Ex 7c - OSHA
Sent: Tuesday, May 24, 2011 12:07 PM
To: 'Vinay Ravi'
Subject: RE: Scheduling Closing Conference

Yes, that would be fine. I will set up a conference call for Thursday, May 26, 2011 at 4 pm CST. I will send the call information as soon as I have it available.

Ex 7c

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
847-390-8220

Ex 7c - OSHA

From: **Ex 7c** - OSHA
Sent: Friday, March 04, 2011 7:37 AM
To: 'Pamela Vossenas'
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

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: Thursday, March 03, 2011 7:55 PM
To: 'Pamela Vossenas'; **Ex 7c** OSHA
Cc: vinay.r.ravi@gmail.com
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 **Ex 7c**
Sent: Thursday, March 03, 2011 8:54 PM
To: **Ex 7c** OSHA'
Cc: **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. 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
Ex 7c cell
212-489-0598 fax

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

Pamela,

A copy of the access order is in the mail.

Ex 7c

From: Pamela Vossen 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 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

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

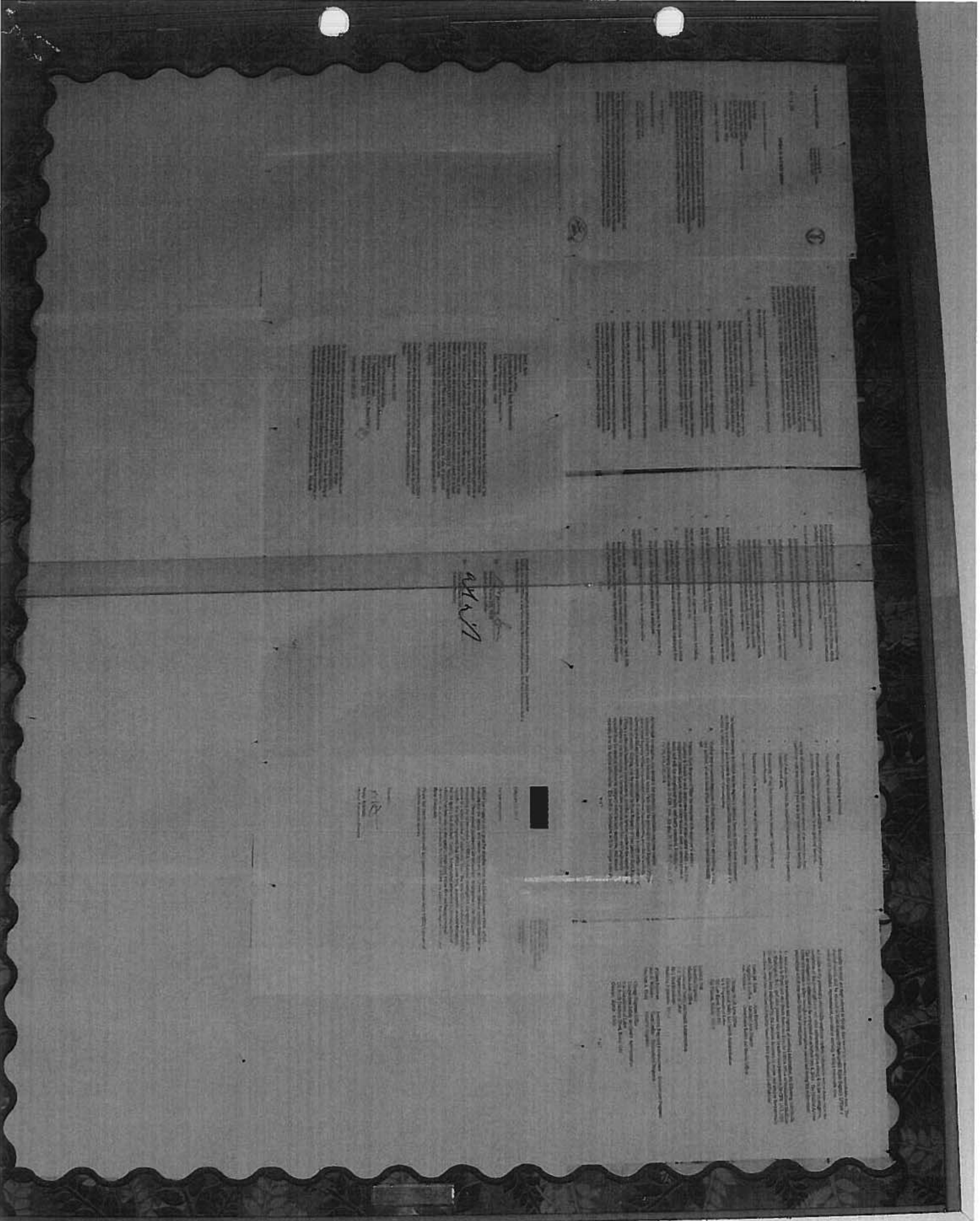
USDOL/OSHA
Chicago North Area Office
701 Lee St., Ste. 950
Des Plaines IL 60016
847.803.4800
847.390.8220

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Ex 5

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: [REDACTED] **Ex 7c**
Subject: Additional information

Hello Pamela,

0530

12/8/2010

*EBS
 covered*

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**

U.S. Department of Labor

Occupational Safety and Health Administration
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800 Fax: (847) 390-8220



February 1, 2011

Pamela Vossen
Workplace Safety & Health Coordinator
UNITE HERE! International Union
275 Seventh Ave.
New York, NY 10001

Re: OSHA Inspection at Hyatt Regency O'Hare

Dear Ms. Vossen:

As requested, enclosed is a copy of the Medical Access Order and the cover letter provided to Hyatt Regency O'Hare. Please feel free to contact me at 847-803-4800 should you have any questions about it.

Ex 7c

Industrial Hygienist

Cc: Vinay Ravi

U.S. Department of Labor

Occupational Safety and Health Administration
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
(847) 803-4800 Fax: (847) 390-8220



January 26, 2011

William Biggerstaff
Secretary-Treasurer
UNITE HERE!
7238 W. Roosevelt
Forest Park, IL 60130

Re: OSHA Inspection at Hyatt Regency O'Hare

Dear Mr. Biggerstaff:

Enclosed is a copy of the Medical Access Order and the cover letter provided to Hyatt Regency O'Hare. Please feel free to contact me at 847-803-4800 should you have any questions about it.

Thanks,

Ex 7c

Industrial Hygienist

Loftus, Angie - OSHA

From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Wednesday, April 20, 2011 1:35 PM
To: Loftus, Angie - OSHA
Subject: Re: update with UNITE HERE on Ohare Inspection

Hi Angie,
Thanks for your phone message and the update. We'll see if we can arrange for the interviews of those three OHare workers by phone or other arrangements. I'll be speaking to Vinay on Friday.
Pamela

Memo-to-file
4/14/11 @ 7¹³am
left a voice message for Pamela V @ UNITE HERE @ (212) 332-9318
no video or observations of the cleaning of a play over room w/ double double beds was conducted @ this time; and we have no plans to return to the site to do so
A. Loftus

Loftus, Angie - OSHA

FILE COPY

From: Loftus, Angie - OSHA
Sent: Monday, March 07, 2011 9:17 AM
To: 'Pamela Vossen'; [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)

FILE COPY

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
loftus.angie@dol.gov

-----Original Message-----
From: Pamela Vossen [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 wrote:

> 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: 'vrvav. [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

> **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**

>
>
> 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
> 212-332-9318 direct line

>
> **Ex 7c** cell
>
> 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

> 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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>

U.S. Department of Labor

Occupational Safety and Health Administration
Chicago North Area Office
701 Lee Street, Suite 950
Des Plaines, IL 60016 (847) 803-4800
Website www.osha.gov



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 Angie Loftus
Diane M. Turek
Area Director

Kaur, Sukhvir - OSHA

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
Attachments: MAO.PDF

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
 847.390.8220

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Ex 7c - OSHA

From: Pamela Vossenas **Ex 7c**
Sent: Thursday, March 03, 2011 6:56 PM
To: **Ex 7c** - OSHA
Subject: Interviewing workers at Hyatt Ohare

Hello **Ex 7c**

We have contacted workers from the Hyatt Ohare to be interviewed by you, both onsite and offsite. I hope to have confirmed names and dates for 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: 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.
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Thank you.
Pamela

Pamela Vossenas, MPH
Workplace Safety & Health Coordinator/
Staff Epidemiologist
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Strategic Affairs Department
275 Seventh Avenue, 11flr
New York, NY 10001

212-332-9318 direct line
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Ex 7c - OSHA

From: Pamela Vossenas **Ex 7c**
Sent: Thursday, March 03, 2011 7:54 PM
To: **Ex 7c** - OSHA
Cc: vrav **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. 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
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 212-332-9318 direct line
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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/

0545

4/25/2011

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
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To: Pamela Vossen
Subject: Medical Access Order- O'Hare Hyatt

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Thanks,

Ex 7c

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Ex 7c - OSHA

From: Pamela Vossenas **Ex 7c**
Sent: Thursday, March 03, 2011 7:55 PM
To: 'Pamela Vossenas'; **Ex 7c**
Cc: vinay.r **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 **Ex 7c**
Sent: Thursday, March 03, 2011 8:54 PM
To: **Ex 7c** - OSHA'
Cc: 'vrvav' **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. 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
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'

0547

4/25/2011

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 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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Thanks,

Ex 7c

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4/25/2011

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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 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: Wednesday, March 09, 2011 9:03 AM
To: Pamela Vossenas
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
loftus.angie@dol.gov

-----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: pvossenas [redacted] **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 [redacted] **Ex 7c**
Date: Mon, 7 Mar 2011 20:54:23
To: Diane - OSHA Turek<Turek.Diane@dol.gov>
Reply-To: pvossenas [redacted] **Ex 7c**
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

Ex 7c - 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
loftus.angie@dol.gov

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To: Loftus, Angie - OSHA
Cc: Turek, Diane - OSHA; **Ex 7c** - OSHA
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Importance: High

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loftus.angie@dol.gov

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Subject: FW: 3 interviews onsite at Ohare thurs mar 10

FYI

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

From: pvossenas **Ex 7c** **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: pvossen@ Ex 7c
Cc: Michael - OSHA Connors Ex 7c
Subject: 3 interviews onsite at Ohare thurs mar 10

Diane,

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Ex 7c - OSHA

From: Pamela Vossenas **Ex 7c**
Sent: Monday, March 14, 2011 4:52 PM
To: Loftus, Angie - OSHA
Cc: Turek, Diane - OSHA; **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,

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, **Ex 7c** is a **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
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212-489-0598 fax

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Cc: Turek, Diane - OSHA; **Ex 7c** - OSHA
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847.803.4800 x15
847.390.8220 FAX
loftus.angie@dol.gov

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From: Turek, Diane - OSHA
Sent: Wednesday, March 09, 2011 7:33 AM
To: [REDACTED] Ex 7c - OSHA; [REDACTED] 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: pvossenae [REDACTED] Ex 7c
Date: Mon, 7 Mar 2011 20:54:23
To: Diane - OSHA Turek [REDACTED] Ex 7c
Reply-To: pvossenae [REDACTED] Ex 7c
Cc: Michael - OSHA Connors [REDACTED] Ex 7c
Subject: 3 interviews onsite at Ohare thurs mar 10

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Pamela

[REDACTED] Ex 7c

Sent via BlackBerry by AT&T

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** observe as a shop steward 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 Chiesa, 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	

*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 SOAPY WATER	Incident	N
02/09/2008	Stewarding	Right	Eye(s)	Burn	Splashed	Key Sidewalk	Incident Medical Only	N
02/11/2008	Housekeeping		Head	Contus ion	Fall, Slip, Trip		Incident Medical Only	N
02/23/2008	Housekeeping	Right	Finger(s)	Abrasi on	HITTING	MINIBAR	Incident	N
03/15/2008	Housekeeping	Upper	Head	Contus ion	HITTING	LAMP	Incident Medical Only	N
03/17/2008	Stewarding	Right	Arm	Bruise	Lifting	Pot TRASH BIN	Incident Medical Only	N
03/28/2008	Housekeeping	Upper	Head	Concus sion	Falling Object	LID	Incident Medical Only	N
04/07/2008	Housekeeping	Left	Toe(s)	Lacerat ion	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 Medical Only	N
06/19/2008	Housekeeping	Lower	Back	Strain/ Sprain	Pushing	Cart	Incident 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*

Date	Department	Location	Body Part	Injury Type	Activity	Object	Incident Type	Count
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	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	Manchies	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	BRUISES & SWELLING	LIFTING & TWISTING	Plate	Incident	N

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		EX 7c													
02/04/2007	Housekeeping	Left	Hand	CELL ULTTI S	medical condition	Unknown	Medical Only	N							
02/12/2007	Housekeeping	Right	Hand	Burn	Picking UP	Curling Iron	Incident Medical Only	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	Sports Bar	Left	Index Finger	Bruise	Pinch	Queen Mary pan	First Aid Medical Only	N							
03/13/2007	Kitchen	Left	Hand	Burn	Picking UP	pan	Medical Only	N							
03/13/2007	Convention Services	Right	Hip Neck and Back	Strain	Lifting	Table	Medical Only	N							
03/15/2007	Stewarding	Middle	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 Medical Only	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 Medical	N							
04/24/2007	Stewarding	Upper	Head	Bruise	Falling Object	CUTTING BOARD	Medical Only	N							

0564

*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 Ohare Hotel Not Recordable Per Employer Spreadsheet*

		EX 7c									
Date	Department	Hand	Wrist	Injury	Repetitive Action	Grease	Medical				
05/07/2007	Kitchen	Both					Only	N			
05/16/2007	RED BAR	Lower	Back	Strain/Sprain	STEAMING	Bar area	Medical Only	N			
05/16/2007	PERKS	Left	Hand	Burn	MILK CLOSING DOOR	Steam	Incident	N			
05/25/2007	Stewarding	Right	Hand	Abrasion		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 ULTIM S	WIPPING	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			

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Hyatt Ohare Hotel Not Recordable Per Employer Spreadsheet*

Date	Activity	Location	Body Part	Body Part	Injury Description	Event	Broken Glass	First Aid	Recordable
09/15/2007	Banquets	Left	Thumb	Cut	Allergic Reaction	Fall, Slip, Trip	Broken Glass	First Aid	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

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Ex 7c - OSHA

From: Pamela Vossenas **Ex 7c**
Sent: Thursday, March 24, 2011 3:10 PM
To: Turek, Diane - OSHA
Cc: Loftus, Angie - OSHA; **Ex 7c** - OSHA; Sciolaro, Lisa - OSHA; Connors, Michael - OSHA; vinay.r. **Ex 7c**
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
Ex 7c cell
212-489-0598 fax

Ex 7c - OSHA

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

Ex 7c - OSHA

From: Pamela Vossenas [REDACTED] **Ex 7c**
Sent: Friday, March 25, 2011 3:55 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

Then can someone else give me an update in the meantime, early next week, please?

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

From: Turek, Diane - OSHA [REDACTED] **Ex 7c**
Sent: Friday, March 25, 2011 1:42 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

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

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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 [REDACTED] **Ex 7c**
Subject: RE: update call with UNITE HERE on Ohare Inspection

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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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To: 'Turek, Diane - OSHA'
Cc: 'Loftus, Angie - OSHA'; [REDACTED] **Ex 7c** - OSHA'; 'Sciolaro, Lisa - OSHA'; 'Connors, Michael - OSHA'; 'vinay.r [REDACTED] **Ex 7c**
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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

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212-489-0598 fax

Kaur, Sukhvir - OSHA

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
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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

-----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

I will Angie call you.

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

From: Pamela Vossenas [REDACTED] Ex 7c
Sent: Friday, March 25, 2011 3:55 PM
To: Turek, Diane - OSHA
Cc: Loftus, Angie - OSHA; [REDACTED] Ex 7c - OSHA; Sciolaro, Lisa - OSHA; Connors, Michael - OSHA; vinay.r. [REDACTED] Ex 7c
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To: Pamela Vossenas
Cc: Loftus, Angie - OSHA; [REDACTED] Ex 7c - OSHA; Sciolaro, Lisa - OSHA; Connors, Michael - OSHA; vinay.r. [REDACTED] Ex 7c
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To: 'Pamela Vossenas'; Turek, Diane - OSHA
Cc: Loftus, Angie - OSHA; [REDACTED] Ex 7c - OSHA; Sciolaro, Lisa - OSHA; Connors, Michael - OSHA; vinay.r. [REDACTED] Ex 7c
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Cc: 'Loftus, Angie - OSHA'; **Ex 7c** - OSHA'; 'Sciolaro, Lisa - OSHA'; 'Connors, Michael - OSHA'; 'vinay.r.' **Ex 7c**
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212-332-9318 direct line
Ex 7c cell
212-489-0598 fax

Ex 7c - OSHA

From: Turek, Diane - OSHA
Sent: Tuesday, March 15, 2011 1:57 PM
To: **Ex 7c** - OSHA
Subject: FW: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

OK?

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

From: Pamela Vossenas **Ex 7c**
Sent: Tuesday, March 15, 2011 1:16 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

Yes, that is my understanding.

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: Tuesday, March 15, 2011 2:14 PM
To: pvossenas **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: pvossenas **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" **Ex 7c**
Date: Tue, 15 Mar 2011 08:43:35
To: Pamela Vossenas **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 **Ex 7c**
Sent: Monday, March 14, 2011 4:52 PM
To: Loftus, Angie - OSHA

Cc: Turek, Diane - OSHA; **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, **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 Vossen, MPH
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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.

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18. We will be on-site full days, on the 16th and 18th; and 1/2 day on the 17th. On all
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Angie Loftus, Assistant Area Director
USDOL/OSHA
701 Lee Street, Suite 950
Des Plaines, Illinois 60016
847.803.4800 x15
847.390.8220 FAX
loftus.angie@dol.gov

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

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

FYI

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

From: pvossena [REDACTED] 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

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

Diane,

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Pamela

[REDACTED] Ex 7c

Sent via BlackBerry by AT&T

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Ex 7c - OSHA

From: Turek, Diane - OSHA
Sent: Tuesday, March 15, 2011 3:33 PM
To: Ex 7c OSHA
Subject: FW: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

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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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Most welcome
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-----Original Message-----

From: "Turek, Diane - OSHA" Ex 7c
Date: Tue, 15 Mar 2011 08:43:35
To: Pamela Vossenas 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

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

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Ex 7c

From: Turek, Diane - OSHA
Sent: Tuesday, March 15, 2011 3:47 PM
To: 'Pamela Vossenas'
Subject: RE: confirmation of housekeepers on schedule March 16, 17, 18 & additional requests, information RE: 3 interviews onsite at Ohare thurs mar 10

Thanks

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

From: Pamela Vossenas **Ex 7c**
Sent: Tuesday, March 15, 2011 3:46 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

Whenever you have time, I'd like to discuss that list of non-recordables. But I think you may be busy already with this week's visit and I can wait for your earliest convenience.

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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From: Turek, Diane - OSHA **Ex 7c**
Sent: Tuesday, March 15, 2011 4:33 PM
To: Pamela Vossenas
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.

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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.

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Sent: Tuesday, March 15, 2011 2:14 PM
To: pvossenas [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

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Cc: Turek, Diane - OSHA; [REDACTED] **Ex 7c** - OSHA; Connors, Michael - OSHA
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-----Original Message-----

From: Loftus, Angie - OSHA [REDACTED] **Ex 7c**
Sent: Wednesday, March 09, 2011 9:03 AM
To: Pamela Vossen
Cc: Turek, Diane - OSHA; Kaur, Sukhvir - OSHA
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Reply-To: pvossen [REDACTED] **Ex 7c**
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Sent: Tuesday, March 15, 2011 4:19 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 have communicated with Ohare who the shop stewards are.

Pamela Vossenas, MPH
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275 Seventh Avenue, 11flr
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From: Turek, Diane - OSHA
Sent: Wednesday, March 16, 2011 7:15 AM
To: Ex 7c - 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

Ex 7c - OSHA

From: Turek, Diane - OSHA
Sent: Wednesday, March 16, 2011 7:30 AM
To: **Ex 7c** OSHA
Subject: FW: additional Hyatt O'hare housekeepers to be interviewed & work practices of concern
Attachments: Turek March1516032011_00000.pdf



Turek
i1516032011_00000

-----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

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.

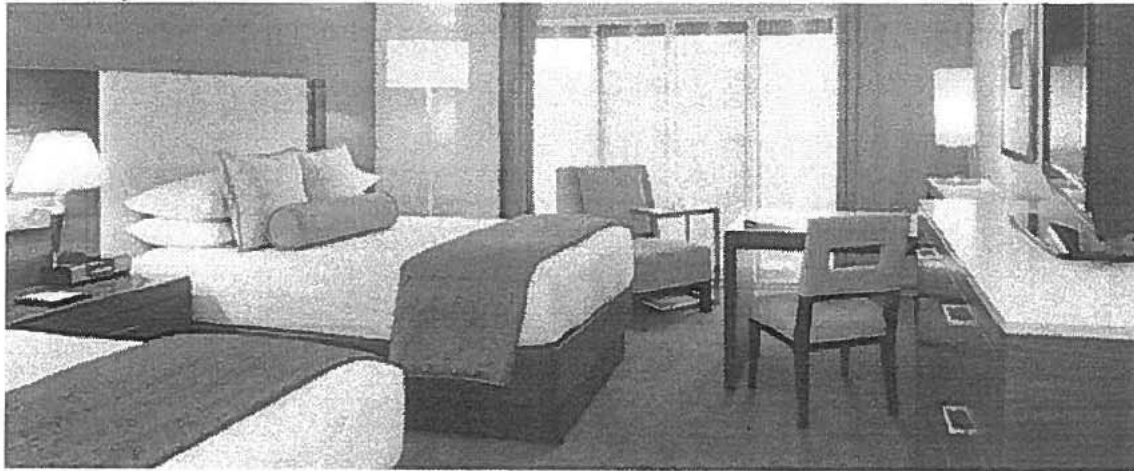
The list to date includes:

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
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Barry S. Jellison (CA)
Steven L. Stemerma (CA, NV)
Richard G. McCracken (CA, NV)
W. David Holsberry (CA, NV)
Elizabeth Ann Lawrence (CA, NV, AZ)
Andrew J. Kahn (CA, NV, AZ)
John J. Davis, Jr. (CA)
Florence E. Culp (CA, NV)
Kristin L. Martin (CA, NV, HI)
Eric B. Myers (CA, NV)
Paul L. More (CA, NV, MA)
Sarah Varela (CA, AZ)
Sarah Grossman-Swenson (CA, NV)
Adam J. Zapala (CA)
Elizabeth Q. Hinckle (CA)
Yuval Miller (CA)

Robert P. Cowell (1931-1980)

of counsel:


Philip Paul Bowe (CA)
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McCracken, Stemerma
& Holsberry

1630 S. Commerce Street, Suite A-1
Las Vegas, Nevada 89102
702.386.5107
Fax 702.386.9848

MEMORANDUM

To: Richard Fairfax (via email and U.S. Mail)
David Michaels (via email)
Jordan Barab (via email)
David Michaels (via email)
Michael Connors (via email and U.S. Mail)
Gary Anderson (via email and U.S. Mail)
Jeffrey Funke (via email and U.S. Mail)
Diane Turek (via email and U.S. Mail)
Brett Besser (via email)
Dana Root (via email)

From: Eric B. Myers 

Date: May 11, 2011



Please find enclosed a copy of a memorandum concerning Hyatt Hotel Corporation's recognition of the hazards of bedmaking and other hotel housekeeping staff that I recently submitted to Cal-OSHA at the request of that agency. It is being submitted on behalf of my client UNITE HERE, the complaining party at the Chicago Regency, the Chicago O'Hare and the Chicago Park Hyatt, and on behalf of my individual clients at the Hyatt Grand San Antonio and the Hyatt Regency San Antonio. I am submitting these documents by email to all staff who may have an interest in the material, and will send a hard copy to your respective office locations. Please contact me or Pamela Vossen as of UNITE HERE if you have any questions. Thank you for your attention.

cc: Pamela Vossen as, UNITE HERE

*Cal OSHA
Info*

DAVIS, COWELL & BOWE, LLP

Counselors and Attorneys at Law

San Francisco

595 Market Street, Suite 1400
San Francisco, California 94105
415.597.7200
Fax 415.597.7201

MEMORANDUM

To: State of California, Department of Industrial Relations, Division of Occupational Safety and Health, Staff

From: Complaining parties in cases concerning Hyatt hotels

Re: Hyatt Hotels Corporation's Recognition of Bed-making and Other Housekeeping Hazards

Date: May 6, 2011

Barry S. Jellison (CA)
Steven L. Stemerma (CA, NV)
Richard G. McCracken (CA, NV)
W. David Holsberry (CA, NV)
Elizabeth Ann Lawrence (CA, NV, AZ)
Andrew J. Kahn (CA, NV, AZ)
John J. Davis, Jr. (CA)
Florence E. Culp (CA, NV)
Kristin L. Martin (CA, NV, HI)
Eric B. Myers (CA, NV)
Paul L. More (CA, NV, MA)
Sarah Varela (CA, AZ)
Sarah Grossman-Swenson (CA, NV)
Adam J. Zapala (CA)
Elizabeth Q. Hinckle (CA)
Yuval Miller (CA)

Robert P. Cowell (1931-1980)

of counsel:

Philip Paul Bowe (CA)
J. Thomas Bowen (CA, NV)
Mark Brooks (TN)

**McCracken, Stemerma
& Holsberry**

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The purpose of this memorandum is to review documents and other evidence establishing that Hyatt Hotels Corporation ("Hyatt") has recognized the occupational hazard associated with the duties of hotel housekeeping.

The evidence establishes that Hyatt recognizes that bed-making, bathroom cleaning and other housekeeping tasks pose risks of ergonomic injury and that Hyatt's recognition of these hazards is corporate-wide. The evidence refutes Hyatt's position that it has not studied or analyzed the risk of occupational injury posed by the duties associated with hotel housekeeping.¹ To the contrary, Hyatt has studied the hazards associated with housekeeping and bed-making intensively, acknowledges the risk of injuries associated with these operations, and has proposed ergonomic controls that it theorizes should mitigate the hazard. Hyatt's recognition of the hazards faced by housekeepers is consistent with a growing industry acknowledgement of the problem.

¹ In a letter dated March 2, 2011 pertaining to hotel properties represented by UNITE HERE, legal counsel for Hyatt stated that Hyatt has not performed any study or analysis of the risk of occupational injury or illness by any aspect of the duties performed by hotel housekeepers, and that, while some hotels have performed time/motion studies and functional job analyses "to improve employee comfort and efficiency," Hyatt allegedly does not track such initiatives. Hyatt also denied having studied any bed-making device such as a bed wedge and indicated that it neither tracks studies that individual properties may have pursued relating to such devices nor maintains relevant documents regarding such initiatives.

I. **HYATT'S RECOGNITION OF ERGONOMIC HAZARDS ASSOCIATED WITH BED-MAKING**

Hyatt's recognition of the hazards of bed-making can be determined from various corporate documents and statements as follows:

A. **Hyatt's August 16, 2006 Memorandum on the Risks of Bed-making**

On August 16, 2006, Hyatt's Area Vice President of Operations Walter Brindell distributed a memorandum to all general managers entitled "Housekeeping Best Practice Recommendations Recommended Cleaning Tools and Safety Checklist" (attached as Exhibit 1). Hyatt identified several ergonomic practices for housekeepers that the corporation advised were necessary to reduce the risk of ergonomic injury. The relevant provisions of the August 16, 2006 memorandum are reproduced below. Double underlines have been added to indicate Hyatt's ergonomic recommendations:

Check-out/Full Service Room Cleaning

Please follow these best practice standards for a checkout or full service occupied room to ensure that proper safety standards are in place when associates are cleaning the guestroom.

Making the bed (check out or full service)

- Pull soiled sheets off the bed at the corners to allow any items left behind by guests to fall out. This will also remove any unnecessary work on the shoulders, back and knees.
- Put soiled sheets/linen into a bundle on the bed and carry to the cart. Picking up sheets from the floor puts a strain on your back and they are a trip hazard.
- Place blankets, decorative throw and all pillows on a table or chair. This will negate the need to bend and pick them off the floor.
- Lift the mattress by bending your legs and keeping your back straight.
- Keep your wrists straight when tucking in the sheets and blanket
- Put a pillow in a case by folding the pillow in half (perpendicular) and then putting it in the case. Keep the pillow and case as close to the body as possible

While the complaining parties consider these recommendations insufficient to address the hazard, they constitute recognition by Hyatt that the task of bed-making poses an occupational hazard.

B. Hyatt's Use of Fitted Bed Sheets

Using fitted sheets as bottom sheets rather than flat sheets eliminates at least four mattress lifts per bed, and many dozens of mattress lifts per day. This, coupled with a practice of allowing the duvet assembly to hang rather be tucked in (a cost-free practice adopted by many high end hotels), would eliminate many thousands of mattress lifts over the course of a year. Cal-OSHA Consultation Service has recommended the use of fitted sheets rather than flat sheets for this very purpose. Working Safer and Easier for Janitors, Custodians, and Housekeepers, (Cal-OSHA Consultation Service 2005), p. 29, www.dir.ca.gov/dosh/dosh_publications/Janitors.pdf. Despite industry rhetoric about the operational costs of switching to fitted sheets, Bob Amano, the Executive Director of the Hotel Association of Los Angeles, has indicated that many hotels have switched to flat sheets. Housekeepers find it a tremendous benefit.²

Hyatt denies any safety value in using fitted sheets, despite the obvious fact that using them eliminates mattress lifts and despite Hyatt's acknowledgement of the importance of eliminating any "unnecessary work on the shoulders, back and knees." (Exhibit 1). Still, Hyatt has acknowledged using fitted bed sheets at three properties: Grand Hyatt San Antonio, Hyatt Regency Princeton, and Hyatt Toronto King Street. The use of fitted sheets at these properties belies the argument that it is infeasible to do so from an operational standpoint.

C. Hyatt's Utilization of Regional Health Managers

Hyatt's insistence that the hazards of bed-making are studied only on an *ad hoc* basis at the local level is contradicted by the Hyatt's maintenance of a rigorous corporate-wide program for assessing occupational dangers. Hyatt employs a cadre of regional "occupational health managers" whose job it is to study injuries suffered by Hyatt employees on a regional basis across all hotel properties. (See Exhibit 2.) Hyatt's active, top-down risk management approach contradicts its insistence that any efforts to analyze the occupational hazards of housekeeping are limited to *ad hoc* and untracked efforts by individual hotel properties. In fact, evidence cited below shows that Hyatt's regional health managers have taken an active role in studying the hazard.

D. Hyatt's Patented Bed-Making Device

On August 15, 2006, a team of inventors including Hyatt's Occupational Health Manager for its Northwest Region as well as an ergonomist associated with PreCare Inc., a consulting firm which had done work at one or more Hyatt hotels, filed an application with the U.S. Patent Office to patent a bed-making device (attached as Exhibit 3). The device is essentially a wedge

² See reporting at http://media.scp.org/audio/upload/2011/05/04/20110504_mbrand_sheets.mp3

that a housekeeper inserts beneath the mattress to raise the corners so that she can tuck the sheets.

The patent application states, in part:

The process of making a bed, including lifting a bed mattress and/or tucking in bed covers between the bed mattress and box spring mattress, or other support structure, can be physically taxing. Most often, beds are made manually without the aid of bed-making apparatus. Many of the known bed-making apparatus and methods of use experience one or more problems. Some representative problems with these bed-making apparatus and methods may include: requiring strenuous bed-making activity potentially resulting in fatigue and injury, requiring excessive time to make the bed, leading to poor quality made-beds, and/or other types of problems.

[. . .]

One or more embodiments of the disclosed wedge and tuck apparatus and/or methods of the invention may solve one or more problems in lifting bed mattresses and/or tucking in bed covers. The invention may make it less difficult to make a bed, may decrease the force required to make a bed, may decrease the fatigue a person experiences in making a bed, may decrease the likelihood of injury a person may experience in making a bed, may improve the accuracy, repeatability, and consistency of making a bed, and/or may address other types of problems known in the art.

The Patent Office granted the patent on October 6, 2009 and assigned it to Hyatt and to Pre-Care, Inc. It is unclear why Hyatt has not implemented its patented bed-making device. Its use is not among the recommendations of the safe-bed making practices that Hyatt identifies in the August 16, 2006 memorandum (sent just a day after the patent was applied for) (*see* Exhibit 1). To the complaining parties' knowledge, Hyatt has not actually provided this device to housekeepers at its hotels.

E. Hyatt's National Training Program

Hyatt has produced corporate-wide training material on "safe" bed-making (attached here as Exhibit 4). It advises housekeeping employees to adopt certain body postures and to avoid others in order to prevent back injury. Hyatt admonishes employees to "[m]ake sure that you bend at the knees when tucking sheets under the mattress" and to "[l]ift the mattress corner with one hand and use the other hand to sweep the sheets under the mattress." Housekeepers have

complained that this tucking technique causes pain to the hand and fingers by repetitive driving of the hand beneath the mattress—an action that would be avoided by the use of fitted bed sheets. Nonetheless, although Hyatt’s recommendation is not effective, the fact that Hyatt makes it constitutes a further recognition of the hazard.

Hyatt also maintains a training matrix showing when trainings should take place each year on a corporate-wide basis, including training on safe housekeeping practices. (Exhibit 4) During the period 2006-2010, this training should have taken place each April. However, records provided by Hyatt pertaining to the Hyatt Andaz West Hollywood and the Hyatt Regency Century Plaza lack sign-in sheets that would show that trainings at these hotels were conducted during each of these years as required.

F. Hyatt’s Injury Analyses and Ergonomic Studies

Following the filing of various OSHA complaints in November 2010, Hyatt stated that its “OSHA data for 2008 to 2009 clearly show that both the frequency and severity of injuries have been reduced across all locations in North America for housekeepers and other associates.” At the same time, Hyatt acknowledged it has used physical therapists to shadow employees and to study their work practices. (See November 15, 2010 article in the Chicago Tribune attached as Exhibit 5).

UNITE HERE requested data from Hyatt corroborating these claims. In a letter dated March 2, 2011, Hyatt stated that it “reviews aggregated OSHA data” in order to “reduce the frequency and severity of injuries to employees” and that it has produced “Summary Reports” of its OSHA data to that end. Hyatt refused to provide these reports to UNITE HERE absent confidentiality restrictions that the Union considers unlawful. In the same March 2, 2011 letter, Hyatt states that “some hotels have conducted time and motion studies and functional job analyses,” which studies “may or may not be relevant to UNITE HERE’s understanding of ergonomics.” Hyatt again refuses to provide these documents to the Union absent confidentiality restrictions. The Agency should, if it has not already done so, obtain copies of any analyses and evaluations that Hyatt has performed concerning the hazards of housekeeping.

Despite Hyatt’s secrecy, UNITE HERE has been able to uncover information concerning Hyatt’s efforts to study its ergonomic problems. In the early to mid-2000s, Hyatt contracted with PreCare, Inc. to evaluate the bed-making task and other housekeeper tasks at one or more San Francisco properties. PreCare, Inc. is a consulting firm that identifies its goal as “to dramatically reduce the most frequent and collectively expensive type of workers’ compensation claims: musculoskeletal sprain and strain injuries.”³ PreCare, Inc. is also one of the co-assignees of the patent that was assigned to Hyatt. The Agency should obtain copies of any reports made by

³ See <http://www.precareinc.com/>.

PreCare, Inc. to Hyatt, request details of the ergonomic evaluations that were conducted in support of those findings, and seek any documents or studies associated with the patent application that was awarded to Hyatt and PreCare, Inc.

II. HYATT'S RECOGNITION OF ERGONOMIC HAZARDS ASSOCIATED WITH BATHROOM CLEANING AND OTHER ROOM CLEANING

In its August 16, 2006 memorandum, Hyatt recognized the existence of numerous other hazards faced by housekeeping employees, ranging from ergonomic hazards posed by the bathroom and room cleaning to acute injuries suffered by slip-and-falls. In addition, Hyatt identified various tools that the corporation recommends be use for the protection of housekeepers, including high reach tools to "lower the risk of climbing accidents, over-reaching slips and falls" and low cleaning tools to "avoid repetitive bending, kneeling, knee and back strain."

Despite Hyatt's recognition of these hazards, Hyatt housekeepers continue to engage high reach activities and in repetitive bending and kneeling when engaged in bathroom cleaning. This is doubtlessly because Hyatt's own bathroom cleaning protocols provide for the use of rags and sponges instead of, or in addition to, the tools that Hyatt acknowledges are necessary to reduce these hazards. (See Exhibit 6). These protocols include scrubbing floor stains using a sponge, wiping pipes under the sink using a damp rag, cleaning the toilet bowl with a sponge, cleaning the non-slip bath mat with a sponge and rag, cleaning the tub and shower walls with a sponge (not a long-handled tool), using a dry rag to dry the bathtub fixtures, walls and floor, and using a sponge and rag (not a long-handled tool) to scrub and dry bathroom walls. The use of rags and sponges in all of these tasks requires an employee to engage in the very "repetitive bending" and "repetitive kneeling" and "high reaching" that Hyatt theoretically advises against. Coupled with these work protocols is the threat of discipline if housekeepers miss stains or hairs on the floor, which incentives them to adopt unsafe body positions.

Not only does Hyatt recognize the hazard of repetitive bending and kneeling in bathroom cleaning, Cal-OSHA has recommended against many of the practices that Hyatt's bathroom cleaning protocols requires and recommends many of the tools that Hyatt acknowledges should be used. See *Working Safer and Easier for Janitors, Custodians, and Housekeepers*, (Cal-OSHA Consultation Service 2005), p. 23 (using mops and not cleaning on hands and knees); p. 27 long handled tools for scrubbing, p. 28 (cleaning tiled walls with long handled tools). Cal-OSHA also recommends other tools that Hyatt recognizes are necessary to prevent injury: p. 31 (long handled tools for high dusting), p. 32 (extension tool for dusting).

III. THE HOTEL & HOSPITALITY INDUSTRY'S RECOGNITION OF THE HAZARDS ASSOCIATED WITH BED-MAKING

A. HEI Hotels & Resort Press Release

On March 24, 2011, HEI Hotels & Resorts ("HEI") issued a press statement announcing that it was implementing as part of its safety program the use of a device called the "Bed MadeEZ Mattress Lifter" (attached as Exhibit 7.) In that release, HEI recognized that "[m]attress lifting, by nature, puts the back in its weakest position and the repeated lifting required for a housekeeper can stress the upper-body's muscles, joints and tendons." HEI refers to the "serious and often disabling motion injuries that are associated with changing linens on beds that now weigh in excess of 115 pounds on average."

B. Hilton Hotels Corporation Memorandum

The Hilton Hotels Corporation issued a memorandum in 2005 after performing an ergonomic study on the heavier bedding package that it had recently introduced (attached as Exhibit 8.) The report concluded that "[t]here is excessive lifting of the bed corners to tuck in sheets and blanket;" "there is excessive handling of the sheets and blankets;" "[t]here is excessive walking from one side of the bed to the other." The report concluded that the "new bed components added additional handling to a job that already requires repetitive activity." It made a series of recommendations regarding how sheets are delivered and applied, and recommended that employees work in teams to clean rooms.

C. Cadence Keen/AJ Gallagher Statement

Cadence Keen, the manufacturer of the BedMade EZ device, issued a press release on May 9, 2009 announcing the introduction of the tool (attached as Exhibit 9). It indicated that the device is "aimed at reducing back strain and injury experienced by housekeepers, a leading source of Workers' Compensation claims in the hospitality industry." The release quoted Jim Stover, vice president of loss prevention for the hospitality division of the workers compensation insurer Arthur J. Gallagher & Co. as follows: "We have seen an alarming increase in the number of injuries caused by heavy lifting."

D. American Hotel & Lodging Association Press Statement

In response to a study released by UNITE HERE in 2006, the American Hotel & Lodging Association issued the following statement:

The fact is, while hotels and responsibilities differ and there is no one-size-fits-all solution, there is certainly a common goal to protect our employees. That's why hotels across the country are taking specific steps to ensure workplace safety. These include hiring ergonomic experts to evaluate room attendant techniques, implementing comprehensive training programs designed to minimize injuries, and investing millions of dollars in automated room cart systems. . . . The hotels also work at training their housekeeping staff when they inaugurate a bedding program to make sure they have informed them of the nature of the work in a responsible manner.

(AH&LA press release, 4/26/2006, attached as Exhibit 10.) The reality has not lived up to AH&LA's rhetoric, but the rhetoric itself is indicative that the industry recognizes the problem.

E. Cal-OSHA's Citation Against the Hilton LAX in 2007

The industry had reason to take note of the ergonomic hazards associated with hotel housekeeping after the Division of Occupational Safety and Health issued a citation against the Hilton LAX in 2007 in Inspection Number 126154765 (citation attached as Exhibit 11).

IV. OTHER PRESS STATEMENTS

The issue of housekeeper injury has been widely reported in the mainstream press for several years. Attached is a selection of published articles referencing these issues.

Hotel Rooms Getting Plusher, Add to Maids' Injuries, New York Times, 4/21/06

LAX Hilton Flagged on Labor Rules: Housekeepers had filed a complaint with the state alleging injuries from repetitive duties, Los Angeles Times, 11/15/07

Female Hotel Workers Injured More Than Men, Study Shows, New York Times, 11/10/2009

Study: Hyatt housekeeper injury rate higher than at other major chains, Chicago Tribune, 11/19/2009

Hotel Room Cleaners Suffering On the Job: Study finds high right of injury among staff of mostly immigrants, Toronto Star, 11/20/2009

Study says Hispanics at Higher Risk, San Antonio Express News, 11/20/2009

Study: Minority hotel workers face more risk on the job, The Miami Herald, 11/20/2009

Hyatt Ranks Low for Workplace Safety: Chicago Public Radio, 11/2009

Hotel Sheets: Flat or Fitted, San Diego Union Tribune , 5/5/2011,
<http://www.signonsandiego.com/news/2011/may/05/hoteliers-say-flat-union-workers-say-fitted/>

The growing public awareness is consistent with the industry's own recognition of the hazards.
(Selection of press reports attached as Exhibit 12).



Memorandum

Walter Brindell
AVP Rooms
Hyatt Hotels Corporation
71 S. Wacker Drive
Chicago, IL 60606

Tel : 312.750.1234
Fax : 312.780.5288

Date : August 16, 2006 **Copy :** Steve Sokal
To : EAM Rooms SVP – Field Operations
Director of Operations Matt Adams
From : Walter Brindell Dave Mikulina
Doug Patrick
Subject : Housekeeping Best Practice Recommendations Vice Presidents/Managing
Recommended Cleaning Tools and Safety Checklist Directors/General Managers
Corporate Operations

Please review the following Best Practice Standards with your Housekeeping team. In this document, we identify some of the "tools" that are available to better assist our Room Cleaners in performing their job responsibilities efficiently and safely. Additionally, with input from Risk Management, we have included Best Practices, which references proper techniques that should become part your housekeeper's training for performing their jobs in a safe manner.

Housekeeping Recommended Cleaning Tools-Best Practice

The "tools" will support better results for thorough cleanliness within your guestrooms. Additionally, the tools will provide assistance for your housekeepers in challenged areas having a positive affect on productivity while minimizing risk associated with on the job injury.

High Reach Tools

The following High Reach Tools will lower the risk of climbing accidents, over-reaching slips and falls.

- **Ecolab Oasis Pro Clean-A-Tub** is helpful to clean high, hard to reach areas, especially on shower and tub walls. A scrub pad is attached to a 36-inch pole and allows quick flip and change out of the attached scrub pad. Order through Ecolab representative.

Clean-A-Tub pole model #9621-1003, 3 pack for \$60.15

Clean-A-Tub non-abrasive white pad refills #9621-1000, 12 pack for \$27.99

- **Electrostatic Duster** is helpful for high dusting, especially vents, ceiling fans, doorframes, etc. This duster extends from 51-82".

Duster model #L3C21 is available through the American Hotel ordering guide, 3 per case at \$5.81 each.

Low Cleaning Tools

The following Low Cleaning Tools will help avoid repetitive bending, kneeling, knee and back strain.

- **Ecolab Roll-It-Clean** is helpful for quick pick up debris of carpet, hard floors and bathroom tile. It will eliminate vacuuming and sweeping in most refresh rooms. Order through Ecolab representative.

Ecolab Roll-It-Clean fixed pole is a 36" model #9621-1002, 3 packs for \$51.90
Roll-It-Clean refills have a 50-sheet roll for a clean disposable process.
Model #8999-0011, 12 pack for \$14.80

- **Swiffer** is helpful to pick up light debris as well as surface cleaning of hard floors, especially bathroom tile. This can eliminate a heavy-duty mop and bucket system and lightweight enough for housekeepers to carry on their cart. Swiffer products are available through the American Hotel ordering guide.

Swiffer sweeper frame with handle is model #PC637106, 3 pack for \$24.28
Swiffer wet sheet refills model #PC609164, 12 sheets/12 pack case for \$43.41

- **Kneepads** are helpful for detail cleaning of hard floors and for the comfort and safety of your associates. Kneepads are available through American Hotel. For housekeepers that prefer not to wear these, a soft kneeling pad is optional. These are popular for gardening.

Knee pad model #1115600250B, 1 pair for (approx) \$8.99

Wet Surface Tool

- A rubber mat is helpful for housekeepers to use while cleaning in and around tubs and tile floors. The same type rubber mat that is used in guest rooms can be assigned to each housekeeper to use in rooms.

Rubber mats can be purchased through the American Hotel ordering guide, \$6.78 each

Housekeeping Recommended "Work Safe" Suggestions - Best Practices

The following "work safe" suggestions have been prepared to assist your Housekeeping management and staff on proper safety techniques and to provide guidelines on safety expectations. Please review these standards in your daily Housekeeping meetings as well as departmental meetings to properly train your staff on these fundamentals. A separate PowerPoint presentation has been developed with the assistance of our hotels and our occupational health nurses. This CD will be forwarded to the Rooms Executive. Please use this PowerPoint for new hire and the re-current training of your staff.

Occupied Room Cleaning

Please follow these Best Practice standards for occupied rooms to ensure that proper safety standards are in place when associates are cleaning the guestroom.

Making the Bed (occupied or refresh rooms)

- Lift the mattress by bending your legs and keeping your back straight.
- Keep your wrists straight when tucking in the sheets and blanket.

Cleaning the Bathroom (occupied or refresh rooms)

- Pick up towels at the corner to allow any items to fall out.
- Bend at the knees when picking up items off the floor. If you have bad knees, hold on to the side of a counter and take one leg back and lean forward. Remember to keep your back straight.
- Empty garbage cans by turning the whole can over into the garbage container in the cart. Do not reach into the can.
- When you are standing inside the bathtub, stand on a rubber bathmat (keep a spare in your cart).
- Do not use hands on the edge of the tub to assist in standing. Gloved hands may be slippery.
- Do not use your feet to towel clean or dry the bathroom floor. This leads to an unstable stance resulting in a backward slip or fall.

Cleaning the Guestroom (occupied or refresh rooms)

- Broken glass must be discarded using a broom and dustpan.
- Always report any broken or damaged items found in a room.

Check-out/Full Service Room Cleaning

Please follow these best practice standards for a checkout or full service occupied room to ensure that proper safety standards are in place when associates are cleaning the guestroom.

Making the Bed (check out or full service)

- Pull soiled sheets off the bed at the corners to allow any items left behind by guests to fall out. This will also remove any unnecessary work on the shoulders, back and knees.
- Put soiled sheets/linen into a bundle on the bed and carry to the cart. Picking up sheets from the floor puts a strain on your back and they are a trip hazard.
- Place blankets, decorative throw and all pillows on a table or chair. This will negate the need to bend and pick them off the floor.
- Lift the mattress by bending your legs and keeping your back straight.

- Keep your wrists straight when tucking in the sheets and blanket.
- Put a pillow in a case by folding the pillow in half (perpendicular) and then putting it in the case. Keep the pillow and case as close to the body as possible.

Cleaning the Bathroom (check-out or full service)

- Pick up towels at the corner to allow any items to fall out.
- Bend at the knees when picking up items off the floor. If you have bad knees, hold on to the side of a counter and take one leg back and lean forward. Remember to keep your back straight.
- Empty garbage cans by turning the whole can over into the garbage container in the cart. Do not reach into the can.
- When you are standing inside the bathtub, stand on a rubber bathmat (keep a spare in your cart).
- Do not use hands on the edge of the tub to assist in standing. Gloved hands may be slippery.
- Do not stand on the counter, toilet or edge of the bathtub.
- When cleaning the bottom of the bathtub, rest your knees on a rubber bathmat placed outside of the tub.
- Do not use your feet to towel clean or dry the bathroom floor. This leads to an unstable stance resulting in a backward slip or fall.
- When mopping, start at the furthest corner and clean towards the door to avoid stepping on a wet floor.

Cleaning the Guestroom (check-out or full service)

- Use a high duster with extension to clean high surfaces. Do not stand on furniture.
- Broken glass must be discarded using a broom and dustpan.
- Always report any broken or damaged items found in a room.

General Safety Tips

Please review the following safety tips with your staff periodically in daily Housekeeping meetings as well as departmental meetings.

- Wear personal protective equipment (close fitting gloves) when handling any cleaning chemicals.
- Never mix cleaners as this can result in a dangerous chemical reaction. Use only hotel-approved chemicals.
- Non-skid shoes should be worn by Housekeeping associates.
- When lifting objects from the floor, hold on to a chair, table, bed, toilet lid, vanity, etc, whenever possible.
- Bend at the knees, not at the waist, again holding onto something for support. By keeping the curves of your back in their natural alignment, you distribute the weight of the load evenly throughout your spine, lowering your risk of injury.
- Avoid flexing your wrists.
- If necessary, get assistance with lifting/removing rollaway beds from guestrooms.
- Use equipment to help avoid overhead reaching.
- Try to work at proper working heights - from your shoulder to your waist.
- Always push, never pull.
- Face the wall that you are cleaning; do not twist.
- Stay close to the surface that you are cleaning and do not reach beyond arms length.

- If you see any bloodborne pathogens (vomit, blood, etc.) and/or razor blades/needles/syringes, contact your supervisor or an Emergency Responder. Dispose of the latter sharp items in a "Sharps" container, located in a determined area.
- Keep your master keys with you. Do not leave them on your cart.
- If a guest comes in while you are cleaning a room, politely ask for their key to confirm that it will open the door. If guest refuses, excuse yourself and call your supervisor.
- If you see anything suspicious, contact Security immediately.

Housekeeping Equipment

The following Best Practices on Housekeeping equipment will need to be reviewed prior to usage of any of the items noted. It is important that all new associates are fully trained on this safety checklist and all current employees are retrained on the proper techniques to be used in its operation.

Cart Safety - Associates

- Before pushing your cart, ensure that no cords are hanging down.
- Stay close to the cart. Push with your legs instead of pushing and pulling with your arms.
- Do not overload your cart. An overloaded cart is difficult to push and makes it hard to see where you are going.
- Contact a Houseman if your cart becomes too heavy to push.
- If you notice your cart is hard to push or if string/debris is around the wheels, please tell your supervisor so that the cart can be fixed.

Cart Safety - Management

- Since Housekeepers tend to overstock their carts based on an allowance of discards and low pars, the Laundry Department must do quality checks to eliminate damaged linen from inventory. Linen pars must be inventoried every other month and appropriate daily stocking procedures should be in place.
- Cart safety and awareness must be a priority for all Housekeeping employees. This is a team effort including support from Laundry and Engineering.
- Cart training/communication - Managers should use visual aids for proper and improper cart stocking examples. A photograph is used for a permanent training reminder in the Housekeeping area. A par of terry, sheets, amenities, chemicals, equipment, etc. should be listed along with the photograph. At times, an actual cart should be brought to the shift meetings to show examples of stocking tips that work for the hotel's specific cart size.
- Housepersons should keep a close watch of all housekeepers' carts to ensure trash and soiled linen is removed in a timely manner. Management should have a system in place so the housekeeper is able to contact the houseperson or supervisor for assistance.
- Managers and supervisors must offer constant feedback when they observe proper and improper cart presentations so employees understand the importance of safety and guest perceptions.
- Engineering plays a supporting role to assist with a preventative maintenance program. Managers are responsible for all linen carts (for housekeepers and housepersons) to be checked on an annual basis to ensure all carts are easy to handle.

Cart Recommendations

- Plastic lightweight carts are recommended through replacements. In addition, wrap around non-marking bumpers should be added as well as corner bumpers. Upgrade wheels if the standard package is a plastic wheel. For existing carts, changing wheels is also recommended if the wheels are not working properly.
- Using compact carts with a linen staging program is recommended if within fire codes. Staging carts may not interfere with means of egress or obstruction of exits. Contact the Corporate office prior to implementing this program.

Vacuum Cleaners

- When vacuuming, walk with the vacuum as opposed to pushing and pulling. Keep the vacuum close to your body and coil the cord as you go.
- Use both arms when lifting the vacuum to/from your cart.
- Remove the plug at the outlet; do not pull it out by the cord.
- If the grounding prong on the outlet is missing or there are tears with bare wire on the cord, report it immediately to Engineering and do not use the vacuum. These are fire and shock hazards.

The Role of the Executive Housekeepers

As the Executive Housekeeper, your responsibility is to manage the results.

In addition to the information above, please read the following to assist in ensuring a safe working environment.

- When creating daily assignments, try to minimize the distance each housekeeper has to push their cart.
- As noted above, frequently check carts to make sure they are not overloaded and they roll smoothly.
- Train staff to ask for assistance when they need to move large items.
- When possible, have housemen strip check-out rooms.
- Make sure all chemical bottles are properly labeled.
- Heavy objects should not be stored on the top shelves in the storage room.

As always, if you have questions regarding any of the above Housekeeping items, please don't hesitate to contact either Laurie Guida or myself.

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Paying attention to the basics.

Publication: Chief Executive (U.S.)
 Date: Tuesday, November 1 2005

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At Hyatt Hotels, workers' compensation is a vital issue in part because of the size of the workforce and in part because of the nature of the work involved. The Chicago-based chain operates 123 hotels in the U.S., Canada and the Caribbean, employing 50,000 people—not only clerks and managers but also cooks, bell attendants, housekeepers and others in a number of physically active positions.

[ILLUSTRATION OMITTED]

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- Paying Attention to the Basics
- Paying Attention to the Basics
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Coping with workers' comp costs in that environment is largely a matter of paying attention to the basics, says Hyatt Hotels Corp. President Ed Rabin. That means everything from up-front accident-prevention programs to the close tracking of workers' comp cases when accidents do occur. "You

have to take an aggressive, proactive approach to managing the costs," he says. "It's all about awareness and having an advocate to watch costs and work with injured employees to help them return to work."

Hyatt has built that advocacy into the organization with the creation of several regional "occupational health manager" positions. These managers—all of whom are trained nurses—monitor the workplace and workers' comp cases, and work closely with occupational health providers. "They have done a marvelous job of making sure employees do go to the right doctor and that the costs associated with claims are appropriate," says Rabin. "They interview employees when they're hurt and let them know from the very beginning that they are going to follow their case. That in itself alerts everybody involved to it being an important matter."

Overall, Hyatt's efforts are having an effect, with accident frequency down 11 percent and severity down 17 percent last year; the company expects both areas to drop another 15 to 20 percent this year. "Just looking at the number of people we get back to work, the number of lost work days and similar measurements—those areas have improved," says David Mikulina, Hyatt's assistant vice president of risk management. "The trends are going the right way."

"A lot of people think workers' comp is just a part of the cost of doing business, and that's exactly the wrong way to look at it," says Rabin. "It's a variable cost, it's highly controllable, and it is meaningful—because if left to its own devices, it can eat up a lot of profits."

ED RABIN • PRESIDENT, HYATT HOTELS CORP.

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Occupational Health Manager

Hyatt Hotels Corporation - Columbus, OH (Columbus, Ohio Area)

Job Description

At Hyatt, we believe our guests select Hyatt because of our caring and attentive associates who are focused on providing exceptional experiences. As an Occupational Health Manager you are responsible for directing key workers' compensation initiatives relating to cost containment and performance of workers' compensation carriers including effectiveness and compliance for hotels. Occupational Health Managers partner with hotels to support effective methods of workers' compensation management and achievement of annual metric goals (frequency, severity, OSHA recordables). Additional responsibilities include: federal/state/local workers' compensation and safety requirements and overseeing the Transitional Duty Program. You will also train and support workers' compensation responsibilities and be responsible for the administration of safety-related topics, conducts clinic evaluations, conducts claims audits and actively participates in claims reviews. Management teams, you will also train and support workers' compensation responsibilities and be responsible for the administration including substantiating financial transactions by auditing claim files and payment history. Hyatt associates exceptional performance yet reaps great rewards. Whether it's career opportunities, job enrichment or a supportive challenge, then we are ready for you. This position will be based in Ohio, and will support multiple hotels primarily

Desired Skills & Experience

- COHN/COHN-S certification and certified case manager
- Active Licensed Registered Nurse
- Extensive knowledge in state worker's compensation laws and OSHA Compliance
- Bilingual in Spanish and English preferred
- Strong communication, organization skills, attention to detail, self-motivated, and works independently

Company Description

We are a global hospitality company with widely recognized, industry leading brands and a tradition of innovation and excellence. Our mission is to provide authentic hospitality by making a difference in the lives of the people we touch every day. We are committed to becoming the most preferred brand in each segment that we serve for our associates, guests and owners. We are guided by core values that characterize our culture.

Our full service hotels operate under the Hyatt®, Park Hyatt®, Andaz™, Grand Hyatt®, Hyatt Regency® brands. We also own and manage Hyatt Summerfield Suites™. We develop, sell and manage vacation ownership properties under the Hyatt Vacation Club®.

We manage, franchise, own and develop Hyatt branded hotels, resorts and residential and vacation ownership properties. The company's worldwide portfolio consisted of 434 properties.

Additional Information

Posted:	April 26, 2011
Type:	Full-time
Experience:	Mid-Senior level
Functions:	Health Care Provider, Other
Industries:	Hospitality

0606

Occupational Health Manager

Hyatt Hotels Corporation - Columbus, OH (Columbus, Ohio Area)

Job Description

At Hyatt, we believe our guests select Hyatt because of our caring and attentive associates who are focused on providing efficient service and meaningful experiences. As an Occupational Health Manager you are responsible for directing key workers' compensation initiatives within the organization. You will oversee initiatives relating to cost containment and performance of workers' compensation carriers including effectiveness of claims management and service contract compliance for hotels. Occupational Health Managers partner with hotels to support effective methods of workers' compensation claims management, safety management and achievement of annual metric goals (frequency, severity, OSHA recordables). Additional responsibilities include ensuring compliance with federal/state/local workers' compensation and safety requirements and overseeing the Transitional Duty Program. This position also trains employees on various safety-related topics, conducts clinic evaluations, conducts claims audits and actively participates in claims reviews. Partnering with Human Resources and Risk Management teams, you will also train and support workers' compensation responsibilities and be responsible for understanding insurance, claims, and third party administration including substantiating financial transactions by auditing claim files and payment history. Hyatt associates work in an environment that demands exceptional performance yet reaps great rewards. Whether it's career opportunities, job enrichment or a supportive work environment, if you are ready for this challenge, then we are ready for you. This position will be based in Ohio, and will support multiple hotels primarily in the midwest.

Desired Skills & Experience

- COHN/COHN-S certification and certified case manager
- Active Licensed Registered Nurse
- Extensive knowledge in state worker's compensation laws and OSHA Compliance
- Bilingual in Spanish and English preferred
- Strong communication, organization skills, attention to detail, self-motivated, and works independently

Company Description

We are a global hospitality company with widely recognized, industry leading brands and a tradition of innovation developed over our more than fifty-year history. Our mission is to provide authentic hospitality by making a difference in the lives of the people we touch every day. We focus on this mission in pursuit of our goal of becoming the most preferred brand in each segment that we serve for our associates, guests and owners. We support our mission and goal by adhering to a set of core values that characterize our culture.

Our full service hotels operate under the Hyatt®, Park Hyatt®, Andaz™, Grand Hyatt®, Hyatt Regency® brands. Our two select service brands are Hyatt Place® and Hyatt Summerfield Suites™. We develop, sell and manage vacation ownership properties under the Hyatt Vacation Club® brand.

We manage, franchise, own and develop Hyatt branded hotels, resorts and residential and vacation ownership properties around the world. As of March 31, 2010, the company's worldwide portfolio consisted of 434 properties.

Additional Information

Posted:

April 26, 2011

Type:

Full-time

Experience:

Mid-Senior level

Functions:

Health Care Provider, Other

Industries:

Hospitality

Compensation:

Salaried

Employer Job ID:

COL001016

Job ID:

1575057

USPTO PATENT FULL-TEXT AND IMAGE DATABASE

(1 of 1)

United States Patent
Sakaldasis , et al.

7,596,822
October 6, 2009

Apparatus and methods for lifting bed mattresses and/or tucking in bed covers

Abstract

The invention discloses differing embodiments of apparatus, and methods for their use, which are designed to aide in lifting bed mattresses and tucking in bed covers. In some embodiments, kits are disclosed which include wedge apparatus for lifting bed mattresses, and tuck apparatus for tucking in bed covers. In other embodiments, wedge apparatus for lifting portions of bed mattresses are disclosed. In still other embodiments, tuck apparatus for tucking in bed covers are provided. Additional embodiments disclose methods for using the kits, wedge apparatus, and tuck apparatus.

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PreCare, Inc. (Sonoma, CA)

Appl. No.: **11/464,719**

Filed: **August 15, 2006**

Current U.S. Class:

5/658 ; 5/482

Current International Class:

A47C 31/00 (20060101)

Field of Search:

5/658,482 29/239,253 254/104

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Primary Examiner: Cuomo; Peter M.

Assistant Examiner: Kelleher; William

Attorney, Agent or Firm: Wildman, Harrold, Allen & Dixon LLP

Claims

We claim:

1. A kit for tucking at least a portion of one bed cover under a mattress of a bed comprising: a wedge apparatus comprising a wedge member for lifting a portion of said mattress of said bed, said wedge apparatus comprising a bottom surface and a sloped surface, wherein the bottom surface and the sloped

0610

surface form an acute angle and first and second side surfaces are disposed between and along said bottom surface and said sloped surface, a first handle member connected to the wedge member, and at least one substantially planar stabilizing surface extending perpendicularly from at least one of said first and second side surfaces in a direction away from both of said first and second side surfaces; and a tuck apparatus comprising a tuck member for tucking said portion of said bed cover under said mattress of said bed comprising at one end of said tuck member at least one tucking surface, and a second handle member connected to said tuck member; and wherein at least one of said first and second handle members is oriented in non-parallel relationship with respect to said bottom surface of said wedge member and said tuck member respectively.

2. The kit of claim 1 wherein the wedge apparatus further comprises a mattress receiving surface oriented in non-parallel relationship with respect to said sloped surface.

3. The kit of claim 2 wherein said sloped surface ends at said mattress receiving surface, and said mattress receiving surface is adapted to be oriented in a substantially horizontal plane when said sloped surface of said wedge member is slid under said mattress.

4. The kit of claim 3 wherein said bottom surface is disposed in a horizontal direction below both of said sloped surface and said mattress receiving surface when said first handle member is pointed in a vertical direction.

Description

BACKGROUND OF THE INVENTION

The process of making a bed, including lifting a bed mattress and/or tucking in bed covers between the bed mattress and box spring mattress, or other support structure, can be physically taxing. Most often, beds are made manually without the aide of bed-making apparatus. Many of the known bed-making apparatus and methods of use experience one or more problems. Some representative problems with these bed-making apparatus and methods may include: requiring strenuous bed-making activity potentially resulting in fatigue and injury, requiring excessive time to make the bed, leading to poor quality made-beds, and/or other types of problems.

Bed-making apparatus and methods for their use are needed which may solve one or more problems in one or more of the existing bed-making methods and apparatus.

SUMMARY OF THE INVENTION

In one aspect of the invention, a kit is provided for tucking at least a portion of one bed cover under a mattress of a bed. The kit includes a wedge apparatus which comprises a wedge member for lifting a portion of the mattress of the bed. The wedge member includes a bottom surface and a sloped surface which form an acute angle. A first handle member is connected to the wedge member. The kit further includes a tuck apparatus. The tuck apparatus comprises a tuck member for tucking the portion of the bed cover under the mattress of the bed. At least one tucking surface is at one end of the tuck member. A second handle member is connected to the tuck member. At least one of the first and second handle members is oriented in non-parallel relationship with respect to the bottom surface of the wedge member and the tuck member respectively.

In another aspect of the invention, a method is provided of tucking a portion of a bed cover under a

mattress of a bed. In one step, a sloped surface of a wedge apparatus is slid under the mattress of the bed in order to lift at least a portion of the mattress. In another step, a tucking surface of a tuck apparatus is pressed against a surface of the bed cover. In yet another step, the tucking surface is slid under the mattress in order to tuck the portion of the bed cover under the mattress.

These and other features, aspects and advantages of the invention will become better understood with reference to the following drawings, description and claims.

BRIEF DESCRIPTION OF THE DRAWINGS

FIG. 1 is a perspective view of one embodiment of a bed-making kit under the invention;

FIG. 2 is a partial, perspective view showing the step of positioning the wedge apparatus of FIG. 1 with respect to a bed mattress under one method embodiment for making a bed under the invention;

FIG. 3 is a partial, perspective view showing the step of sliding the wedge apparatus of FIG. 2 under the bed mattress under one method embodiment for making a bed under the invention;

FIG. 4 is a partial, perspective view showing the step of positioning a tuck apparatus with respect to the bed mattress of FIG. 3 under one method embodiment for making a bed under the invention;

FIG. 5 is a partial, perspective view showing the step of sliding the tuck apparatus of FIG. 4 under the bed mattress under one method embodiment for making a bed under the invention; and

FIG. 6 is a partial, perspective view showing the step of sliding the tuck apparatus of FIG. 5 under and along one side of the bed mattress under one method embodiment for making a bed under the invention.

DETAILED DESCRIPTION OF THE INVENTION

The following detailed description is of the best currently contemplated modes of carrying out the invention. The description is not to be taken in a limiting sense, but is made merely for the purpose of illustrating the general principles of the invention, since the scope of the invention is best defined by the appended claims.

In one embodiment of the invention, as shown in FIG. 1, a kit 10 is provided for tucking at least a portion of a bed cover under a bed mattress. For purposes of this application, the word "tucking" or "tuck" is defined as locating and/or positioning a portion of a bed cover under a bed mattress. The kit 10 may include a wedge apparatus 12 and a tuck apparatus 14. The wedge apparatus 12 may be adapted to aide in lifting a portion of a bed mattress in an upwardly direction off a box spring mattress in order to make it easier for a person making the bed to tuck in one or more bed covers between the bed mattress and box spring mattress. In other embodiments, the wedge apparatus 12 may be adapted to lift a portion of a bed mattress off other types of supporting structures. The tuck apparatus 14 may be adapted to tuck one or more portions of one or more bed covers under a bed mattress.

The wedge apparatus 12 of the kit 10 may comprise a wedge member 16 having a bottom surface 17, a sloped surface 18, and a first handle member 20 connected to the wedge member 16. The bottom surface 17 and the sloped surface 18 may be adjoining, and may form an acute angle 19 which facilitates the sloped surface 18 engaging a surface of a bed mattress, and facilitates lifting of the bed mattress. The wedge member 16 may be adapted for lifting a portion of a bed mattress. Two holes 22 and 24 may define the wedge member 16, and may extend horizontally through a cross-section of the wedge member 16. The holes 22 and 24 may be used to reduce the weight of the wedge apparatus 12, and may be

circular or in other configurations, shapes, or quantities. A first connecting member 26 may connect the first handle member 20 to the wedge member 16. In other embodiments, the first handle member 20 may be connected to the wedge member 16 directly, or through other means. The first connecting member 26 may be substantially rectangular, round, oval, or in other configurations or shapes. For ergonomic reasons, the first handle member 20 may be in non-parallel relation with respect to the first connecting member 26, bottom surface 17, wedge member 16, and/or other portion of wedge apparatus 12. The first handle member 20 may be at an angle 28 with respect to the first connecting member 26 in substantially the range of 30 degrees to 120 degrees. In other embodiments, angle 28 may be substantially in the range of 60 to 90 degrees. A grip member 30 may cover one or more portions of the first handle member 20. The grip member 30 may be made of foam, rubber, or other materials.

Sloped surface 18 may be substantially linear, may begin at an end 32 of the wedge member 16, and may end at a mattress receiving surface 34. The mattress receiving surface 34 may be oriented in non-parallel relation with respect to sloped surface 18. The wedge member 16 may include a substantially planar stabilizing surface 36 having a width 38 wider than a width 40 of the sloped surface 18, and/or other portion of the wedge member 16. One or more portions 41 of the substantially planar stabilizing surface 36 may be curved. Both the mattress receiving surface 34 and the substantially planar stabilizing surface 36 may be adapted to be oriented in substantially horizontal planes when the sloped surface 16 is slid under a bed mattress and/or above a box spring mattress. The substantially planar stabilizing surface 36 may be oriented in parallel alignment with the mattress receiving surface 34. The first handle member 20 may be oriented in non-parallel alignment with both the substantially planar stabilizing surface 36 and the mattress receiving surface 34. In other embodiments, the wedge apparatus 12 and/or wedge member 16 may include one or more stop members (not shown) which may prevent the wedge member 16 from slipping out of a position in between a bed mattress and/or a box spring mattress.

When the wedge member 16 is upright, as shown in FIG. 1, so that it is oriented in a substantially vertical plane, the sloped surface 18 of the wedge member 16 may be adapted to be slid in between a bed mattress and a box spring mattress, locating one or more portions of the sloped surface 18 under the bed mattress and above the box spring mattress. In such manner, the bed mattress may be lifted upwardly off the box spring mattress due to the bed mattress being forced to slide up the sloped surface 18 of the wedge member 16. The described movement of the wedge member 16 may be achieved by a person grasping the first handle member 20 to apply a force to the wedge member 16 in order to slide the sloped surface 18 under a bottom surface of the bed mattress and above a top surface of the box spring mattress. The substantially planar stabilizing surface 36 may be slid on top of the box spring mattress forcing the bed mattress to be slid up the sloped surface 18 until the bed mattress comes to rest on top of the mattress receiving surface 34. In such manner, the bed mattress may be stabilized in a raised position on top of the mattress receiving surface 34 due to the use of the wedge apparatus 12.

The use of the wedge apparatus 12 may reduce the force required to lift the bed mattress off the box spring mattress. In some embodiments, the force required to lift the bed mattress off the box spring mattress may be reduced substantially in the range of 10 to 90 percent. In other embodiments, the force may be reduced by varying percentages.

The wedge apparatus 12 may be made of plastic or other types of materials. In other embodiments, the wedge apparatus 12 may be of varying shapes, sizes, configurations, and orientations, with differing numbers and types of sloped surfaces 18.

The tuck apparatus 14 of the kit 10 may comprise a tuck member 42 having a tucking surface 44, and a second handle member 46 connected to the tuck member 42 by a second connecting member 52. The tuck member 42 may be adapted for tucking a portion of a bed cover under a bed mattress. In other embodiments, the second handle member 46 may be directly connected to the tuck member 42, or

connected by other means. The second handle member 46 may be in non-parallel relation with respect to tuck member 42, or other portion of tuck apparatus 14. The tuck member 42 may comprise a substantially planar, triangular surface 48. The tucking surface 44 of the tuck member 42 may lie at one end 50 of the tuck member 42, may be substantially linear, and may be substantially perpendicular to the second connecting member 52. A width 54 of the tucking surface 44 may be wider than a width 56 of the second connecting member 52 in order to allow contact with a greater portion of the bed cover being tucked in. The second connecting member 52 may be substantially rectangular, round, oval, or in other configurations or shapes. For ergonomic reasons, the second handle member 46 may be at an angle 58 with respect to the second connecting member 52 and/or tuck member 42 in substantially the range of 30 degrees to 120 degrees. In other embodiments, angle 58 may be substantially in the range of 60 to 90 degrees. A grip member 60 may cover one or more portions of the second handle member 46. The grip member 60 may be made of foam, rubber, or other materials.

When the sloped surface 18 of the wedge member 16 of the wedge apparatus 12 is located under a bed mattress and the tuck member 42 is oriented in a substantially horizontal plane, the tucking surface 44 of the tuck apparatus 14 is adapted to be pressed against one or more surfaces of one or more bed covers overhanging the bed mattress. While in this position, the tucking surface 44 may be adapted to be slid under a surface of the bed mattress and above a surface of the box spring mattress, in order to force a portion of the bed cover in between the box spring mattress and mattress, thereby tucking in that portion of the bed cover. Movement of the tucking surface 44 in such manner may be achieved by a person grasping the second handle member 46.

The use of the tuck apparatus 14 and/or wedge apparatus 12 may reduce the force required to tuck a portion of the bed cover under the bed mattress into a position in between the mattress and box spring mattress. In some embodiments, the force required to tuck the portion of the bed cover under the mattress may be reduced substantially in the range of 10 to 90 percent. In other embodiments, the force may be reduced by varying percentages.

The tuck apparatus 14 may be made of plastic or other types of materials. In other embodiments, the tuck apparatus 14 may be of varying shapes, sizes, configurations, and orientations, with differing numbers, types, and configurations of tucking members 42 and tucking surfaces 44.

In another embodiment, a method is disclosed for tucking at least a portion of at least one bed cover under a mattress of a bed. The method may be used to tuck the bed cover in between a bed mattress and a box spring mattress, or other support structure. In one step of the method, as shown in FIG. 2, the wedge apparatus 12 of FIG. 1 may be positioned adjacent to one or more bed covers 62 overhanging a bed mattress 64 and a box spring mattress 66, or other support structure. In this position, a wedge member 16 of the wedge apparatus 12 may be aligned for engagement with a bottom surface of the bed mattress 64 and a top surface of the box spring mattress 66. In other embodiments, the wedge apparatus 12 may be positioned adjacent bed and box spring mattresses 64 and 66 without the presence of bed covers 62. The wedge apparatus 12 may be positioned adjacent a substantially center area 65 of a side portion 67 of the bed mattress 64. In other embodiments, the wedge apparatus 12 may be positioned at different areas of the bed mattress 64, such as the corners or other areas of the bed mattress 64. The wedge apparatus 12 may comprise any of the wedge apparatus embodiments disclosed within this specification.

In another step of the method, as shown in FIG. 3, a sloped surface 18 of the wedge apparatus 12 may be slid under the bed mattress 64, and above the box spring mattress 66 or other support structure, in order to lift at least a portion of the bed mattress 64 upwardly. The sloped surface 18 of the wedge apparatus 12 may be slid under the substantially center area 65 of the side portion 67 of the bed mattress 64. In other embodiments, the sloped surface 18 of the wedge apparatus 12 may be slid under different areas of

the bed mattress 64 in order to lift different portions of the mattress 64 upwardly. For instance, the sloped surface 18 of the wedge apparatus 12 may be slid, at separate times, into substantially center areas of three different sides of the bed mattress 64 in order to aide in tucking in bed covers 62 on three sides of the bed mattress 64. In other embodiments, the sloped surface 18 of the wedge apparatus 12 may be slid into varying areas of any side of the bed mattress 64. The wedge apparatus 12 may be slid by a person grasping and applying a force to a first handle member 20 of the wedge apparatus 12 and sliding the sloped surface 18 under a bottom surface of the mattress 64 and above a top surface of the box spring mattress 66 or other support structure.

During this step, as shown in FIG. 3, the wedge member 16 of the wedge apparatus 12 may be oriented upright in a substantially vertical plane, and both a mattress receiving surface 34 and a substantially planar stabilizing surface 36 of the wedge apparatus 12 may be oriented in substantially horizontal planes. As the sloped surface 18 of the wedge apparatus 12 is slid under the bed mattress 64, the insertion of the sloped surface 18 may force a portion of one or more bed covers 62 overhanging the bed mattress 64 to be tucked between the bed mattress 64 and box spring mattress 66 in the area where the sloped surface 18 is inserted. After the sloped surface 18 of the wedge apparatus 12 is slid under the bed mattress 64, the bed mattress 64 may abut against the mattress receiving surface 34 of the wedge apparatus 12, which may be oriented in a substantially horizontal plane 36 to stabilize the mattress 64 in its position against the wedge apparatus 12. Similarly, after the sloped surface 18 of the wedge apparatus 12 is slid under the bed mattress 64, the box spring mattress 66 may be abutted against the substantially planar stabilizing surface 36 of the wedge apparatus 12, which may be oriented in a substantially horizontal plane to stabilize the wedge apparatus 12 in its position against the box spring mattress 66.

In yet another step of the method, as shown in FIG. 4, after the wedge apparatus 12 is slid under the bed mattress 64, a tuck member 42 of a tuck apparatus 14 may be oriented in a substantially horizontal plane, and a tucking surface 44 of the tuck apparatus 14 may be positioned adjacent and pressed against a surface of one or more of the bed covers 62 overhanging the bed mattress 64 and box spring mattress 66, or other support structure. The tucking surface 44 of the tuck apparatus 14 may be positioned adjacent and pressed against a substantially center area 65 of the side portion 67 of the bed mattress 64, just to the side of the location of the inserted wedge apparatus 12. In other embodiments, the tucking surface 44 of the tuck apparatus 14 may be positioned in a variety of positions with respect to the bed mattress 64, bed cover 62, and/or wedge apparatus 12. In still other embodiments, the tucking surface 44 of the tuck apparatus 14 may be positioned adjacent and pressed against different surfaces of the bed covers 62 along different areas of the bed mattress 64 in order to place the tucking surface 44 in position to tuck different portions of the bed covers 62 under different areas of the mattress 64. For instance, the tucking surface 44 of the tuck apparatus 14 may be positioned adjacent and pressed against, at separate times, substantially center areas on three different sides of the bed mattress.

Movement of the tucking surface 44 of the tuck apparatus 14 may be accomplished by a person grasping a second handle member 46 of the tuck apparatus 14. When the tucking surface 44 of the tuck apparatus 14 is positioned adjacent and pressed against a surface of one or more of the bed covers 62, the tuck member 42 may be oriented in a substantially horizontal plane. In other embodiments, the tuck member 42 may be oriented in various configurations or orientations. For instance, the tuck member 42 may be oriented in a substantially vertical plane and/or horizontal plane and the tucking surface 44 may be positioned adjacent and pressed against a portion of bed cover 62 lying in between a bed headboard (not shown) and the bed mattress 64. It should be noted that the tuck apparatus 14 may comprise any of the tuck apparatus embodiments disclosed within this specification.

In another step of the method, as shown in FIG. 5, after the wedge apparatus 12 is slid under the bed mattress 64, the tucking surface 44 of the tuck apparatus 14 may be slid, while the tuck member 42 is oriented in a substantially horizontal plane, under the bed mattress 64 and above the box spring mattress

66 or other support structure, in order to tuck a portion of the bed covers 62 in between the bed mattress 64 and box spring mattress 66 in the area where the tucking surface 44 is inserted. The tucking surface 44 of the tuck apparatus 14 may be slid under a substantially center area 65 of the side portion 67 of the bed mattress 64, just to either side of the location of the inserted wedge apparatus 12. In other embodiments, the tucking surface 44 of the tuck apparatus 14 may be slid under varying portions of the bed mattress 64 in varying positions relative to the placement of the wedge apparatus 12. For instance, the tucking surface 44 of the tuck apparatus 14 may be slid under, at separate times, substantially center areas on three different sides of the bed mattress in order to tuck in different portions of the bed covers 62 at different areas of the bed mattress 64. In another embodiment, the tucking surface 44 may be slid in between a bed headboard (not shown) and the bed mattress 64 in order to tuck a portion of bed cover 62 in between the bed headboard and bed mattress 64. Movement of the tucking surface 44 may be accomplished by a person grasping the second handle member 46 of the tuck apparatus 14 in order to move the tucking surface 44 as described.

In still another step of the method, the tucking surface 44 of the tuck apparatus 14 may be slid, while the tuck member 42 is oriented in a substantially horizontal plane, under and along one side of the bed mattress 64 from its position shown in FIG. 5 to its end position 69 under the bed mattress 64 shown in FIG. 6. In such manner the bed covers 62 may be tucked in between the bed mattress 64 and box spring mattress 66, or other support structure, along the entire length of the bed mattress 64 that the tucking surface 44 is slid. In order to tuck in bed covers 62 along varying sides of the bed mattress 66, the tucking surface 44 of the tuck apparatus 14 may be slid along various sides of the bed mattress 66. For instance, the tucking surface 44 of the tuck apparatus 14 may be slid, at different times, from substantially center areas of three side portions of the mattress to three respective end portions of the mattress 64 in order to tuck in the bed covers 62 along three different sides of the mattress 64. In other embodiments, the tucking surface 44 may be slid into and along different areas of varying sides of the bed mattress 66. For instance, the tucking surface 44 may be slid in between, and along, a bed headboard (not shown) and the bed mattress 64 in order to tuck bed cover 62 in between the bed headboard and bed mattress 64.

The wedge apparatus 12 and tuck apparatus 14 may be used in conjunction with each other to tuck in bed covers 62 around the entire mattress 64. For instance, a portion of the wedge apparatus 12 may be slid under a portion of the mattress 64 on one side of the mattress 64. The tuck apparatus 14 may be pressed against a portion of the bed covers 62 on that side of the mattress 64. The tuck apparatus 14 may then be slid under and along that side of the mattress 64 in order to tuck in the bed covers 62 along that side of the mattress 64. Subsequently, the wedge apparatus 12 may be removed from that side of the mattress 64 and slid under a portion of the mattress 64 on a second side of the mattress 64. The tuck apparatus 14 may be pressed against a portion of the bed covers 62 on the second side of the mattress 64. The tuck apparatus 14 may then be slid under and along the second side of the mattress 64 in order to tuck in the bed covers 62 along the second side of the mattress 64. This process may be repeated to tuck in bed covers 62 along as many sides of the bed mattress 64 as desired in order to fully make the bed.

In another embodiment, the invention may comprise the wedge apparatus 12 shown in FIG. 1 without the tuck apparatus 14. The wedge apparatus 12 may allow a portion of a bed mattress 64 to be lifted off a box spring mattress 66, or other support structure. The structure of the wedge apparatus 12 may comprise any of the wedge apparatus 12 embodiments disclosed within this specification.

In still another embodiment, the invention may comprise the tuck apparatus 14 shown in FIG. 1 without the wedge apparatus 12. The tuck apparatus 14 may allow one or more portions of one or more bed covers 62 to be tucked in between a bed mattress 64 and box spring mattress 66, or other support structure. The structure of the tuck apparatus 14 may comprise any of the tuck apparatus embodiments

disclosed within this specification.

In yet another embodiment, the invention may comprise a method of sliding the wedge apparatus 12 of FIG. 1 under a bed mattress 64 in order to lift one or more portions of the mattress in an upwardly direction off a box spring mattress 66 or other support structure. The method may not include use of tuck apparatus 14. The structure of the wedge apparatus 12 may comprise any of the wedge apparatus embodiments disclosed within this specification. Similarly, the method of use of the wedge apparatus 12 may comprise any of the methods of use of the wedge apparatus as described in this specification.

In an additional embodiment, the invention may comprise a method of tucking a portion of at least one bed cover 62 under a bed mattress 64 utilizing the tuck apparatus 14 of FIG. 1, without the use of wedge apparatus 12. The structure of the tuck apparatus 14 may comprise any of the tuck apparatus embodiments disclosed within this specification. Similarly, the method of use of the tuck apparatus 14 may comprise any of the methods of use of the tuck apparatus as described in this specification.

One or more embodiments of the disclosed wedge and tuck apparatus and/or methods of the invention may solve one or more problems in lifting bed mattresses and/or tucking in bed covers. The invention may make it less difficult to make a bed, may decrease the force required to make a bed, may decrease the fatigue a person experiences in making a bed, may decrease the likelihood of injury a person may experience in making a bed, may improve efficiency in making a bed, may improve the quality of the made bed, may improve the accuracy, repeatability, and consistency of making a bed, and/or may address other types of problems known in the art.

It should be understood, of course, that the foregoing relates to exemplary embodiments of the invention and that modifications may be made without departing from the spirit and scope of the invention as set forth in the following claims.



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Housekeeping & Laundry - Stretching, High/Low Lifting & Making a Bed Training

Week 1:

Test the Weight

ASK: How can you test an object to determine how heavy it is before lifting it?

ANSWER: Lightly push the object with your hands or feet to see how easily it moves.

SHOW associates how to determine the weight of an item using a box of bath soaps.

Heavy Objects

TELL associates that heavy items should not be lifted without assistance.

ASK: What are some heavy items you might encounter during your workday?

ANSWER: Furniture, boxes containing supplies, carts, etc.

REMINDE associates to seek assistance from your co-workers and managers if you need to lift or move a heavy object.

Proper Lifting Technique

TELL associates that proper lifting will help protect your back.

- Use slow and smooth movements.
- Avoid hurried, jerking or twisting movements while you lift to prevent straining your back muscles.
- Keep your body facing the object while you lift it.
- Keep the load close to your body.
- Do not reach out to lift and carry an object.

DEMONSTRATE each of these techniques while describing them, using a small box.

Week 2:

Proper Lifting Techniques (continued)

TELL associates that lifting with your legs should only be done when you can straddle the load. To lift with your legs, bend your knees - not your back - and pick up the object. Keep your back straight and your abdomen tight.