Best Housekeeping Practices

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Today’s Topics

• Why Work Comp rates are up and some solutions.
• Who’s in Charge? And some things to look for.
• Top Employee Work Comp Claims and some products and solutions you may not know about.
• If you think that it does not happen at your property...
The worst kind of pain is...

**SELF INFLECTED PAIN**
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Workers’ Compensation insurance rates have skyrocketed over the past 18 months.

The higher rates are due to:
- Increased medical costs.
- Employees making more claims due to the recession... AND their fear of being laid off or losing hours.
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A reduction of hotel management has also contributed to the mismanagement of, or NO management of the job employee safety programs.

This will add significant increase to the cost of your Work Comp insurance at renewal time.
Quick notes about the housekeeping hiring process.

1. Consider the physical condition and capabilities of the employee as they relate to the job description.

2. We suggest post offer, pre-employment physical exams for candidates applying for more strenuous positions.

Some examples of physical jobs are:

- Room attendant
- Laundry attendant
- Maintenance
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Petra has acquired statistical data that:

80% of all employee injuries occur within the first 2 years of employment.
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Why is this important?

Recently, we have seen a 48 year old woman get hired as a housekeeper that has had 2 complete knee replacement surgeries on the same knee.

Within the first 3 months of her employment, she injured her bad knee, and the costs of her work comp claim will be in the TENS of THOUSANDS of dollars.
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Why is this happening to me?

Many of you are short staffed, so you tend to put a new employee to work as soon as possible, with little or no training.

As chaotic as it is on property, we suggest spending some time on training employees to work safely and to use proper techniques to avoid injuries.
Some of the costliest injuries that usually require surgery and rehabilitation are cumulative and repetitive motion injuries, which happen over time, while using the wrong techniques.

- Use proper lifting techniques.
- Do not bend over to clean a floor or bathtub.

Initiate using poles to clean the showers so that your staff is not bending over to clean.
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- Do not stand on the bathtub sidewalls or toilets while you clean. Use step stools or ladders.
- Do not overload linen carts, dirty linen bins or housekeeping carts. Use spring loaded bin risers so that your staff is not reaching to the bottom of the bin.
- Use gloves and safety glasses or goggles.
Who is in Charge?
Who does your housekeeping training?

We have a client that told us that the housekeeper, **who had the highest cleanliness score**, did **all** the housekeeping training.

This housekeeper has filed **5 Workers’ Compensation claims in the past 2 years while working at this hotel**.

Who is in charge of training your housekeeping staff?
Are you observing how your employees are working?

When it comes to your employees’ work habits…don’t just see…LOOK!

Are you observing how your employees are working?
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Top 5 Work Comp Claims by **COST**

### Workers' Compensation Claims

- **Slip/Trip/Fall**: $3,500,000
- **Pushing/Pulling**: $1,500,000
- **Lifting/Carrying**: $500,000
- **Struck By/Against**: $0
- **Struck By Sharp Object**: $0
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So now that we have discussed some housekeeping problems, what are some of the solutions?

“I NEED ANSWERS!!!”
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Some solutions for Slip/Trip/Fall

Make your employees purchase specific workplace non-slip shoes. Prices range from $40 to $150, affordable with great styles.

Provide an incentive, $20 credit per pair a year etc.

Shoe manufacturers will come to workplace to sell and fit.

These shoes work!

[Logos of SHOES CREWS, RED WING SHOES, SKECHERS, Slip Grip's, Walmart, P3]
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A Housekeeper Injury Intervention!

Housekeepers make up a majority of your Work Comp injuries.

Petra Risk Solutions conducted an extensive statistical evaluation of hundreds of hotels across the U.S., and found a “magic number” that will help prevent injury...

That magic number is..... 15

What do you think this number refers to?
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The Magic Number 15

Rooms Cleaned a day!

If your Housekeepers clean 15 or less rooms a day (stay over or checkout), we discovered a major reduction of reported injuries.

16 or more rooms a day showed a significant INCREASE in Housekeeper injuries....
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You keep telling them not to do it…but they do!
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Let’s stick to the job description !!
This is not Housekeeping but...
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Employee Work Comp Claims

• These are the insurance claims across the board that are killing you....
• Medical costs and litigation costs are RISING out of control nationally.
• Prevention is still the key to saving money.
• There are new products and information we have found that may help.
Housekeeping Cart Safety Checklist

● Are the wheels too small?
● What material(s) are the wheels made out of (metal with hard rubber, rubber tires)?
● Does the housekeeper have to struggle to push it?
● Is your staff using bungee cords to secure items on the cart?
● Are they pulling the carts from room to room?
● Do you have a house person dealing with the dirty laundry?
● Are the housekeepers cleaning more than 15 rooms a day?
Employee Lifting Solutions

- Bed Made EZ Mattress Wedge.
- Pillow Genie.
- Powered Pole Scrubbers.

Use tools **on** poles, so employees don’t have to bend over or stoop..
Pillow Genie
Bed Made EZ
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Helpful cleaning tools

- Pole tools
- Hudson Sprayer
Helpful cleaning tools

• Pole tools
Helpful cleaning tools

• Hudson Sprayer
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Power Scrubber
Housekeeping Laundry Room Checklist

- Does your property use laundry chutes or bins?
- How are they carrying the laundry to the chute?
- Does the laundry chute drop the laundry into a bin or on the floor?
- How big is the dirty laundry pile in the morning (knee, chest, head)?
REMEMBER!!!

Always give 100%

UNLESS you are giving blood!
THANK YOU!!

Marco Johnson
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www.petrarisksolutions.com
Anti-Slip Shoes

Shoes for Crews - www.shoesforcrews.com

SRMAX - www.srmax.com

Walmart - www.walmart.com/c/kp/black-non-slip-shoes

Slip Grips - www.slipgrips.com


Sketchers - www.skechers.com/men/styles/work-shoes#Styles=%2Fnon-slip-sole

Cleaning Tools

Motor Scrubbers - motorscrubbers.com/products30.htm

Bed Made EZ – http://bedmadeez.com/bed-madeEZ

Pillow Genie - http://bedmadeez.com/content/pillow-genie%C2%AE-0

Hudson Sprayer - http://www.walmart.com/ip/Hudson-Multi-Purpose-Sprayer/19266347