

Case Study: Disneyland Resort

About Disneyland Resort:

Located in Anaheim, CA, the Disneyland® Resort is home to Walt Disney's original theme park and hosts three hotels (Disneyland Hotel, Disney's Grand Californian Hotel & Spa and Disney's Paradise Pier Hotel) that are owned and operated by The Walt Disney Company through its Parks and Resorts division.

Industry Issue:

Over the last decade, the weight and thickness of today's mattresses have more than doubled resulting in a dramatic increase in work related musculoskeletal disorders (WMSDs) and the associated workers' compensation costs for housekeepers and room attendants. According to recent studies, housekeepers are now 48% more likely than other service workers to be injured on the job and 51% more likely to incur serious, disabling injuries (exceeding the risk of most manufacturing jobs). The repetitive lifting associated with bed making duties is a key driver of these injuries accounting for nearly 62% of all housekeeping injuries.

Disney's Challenge:

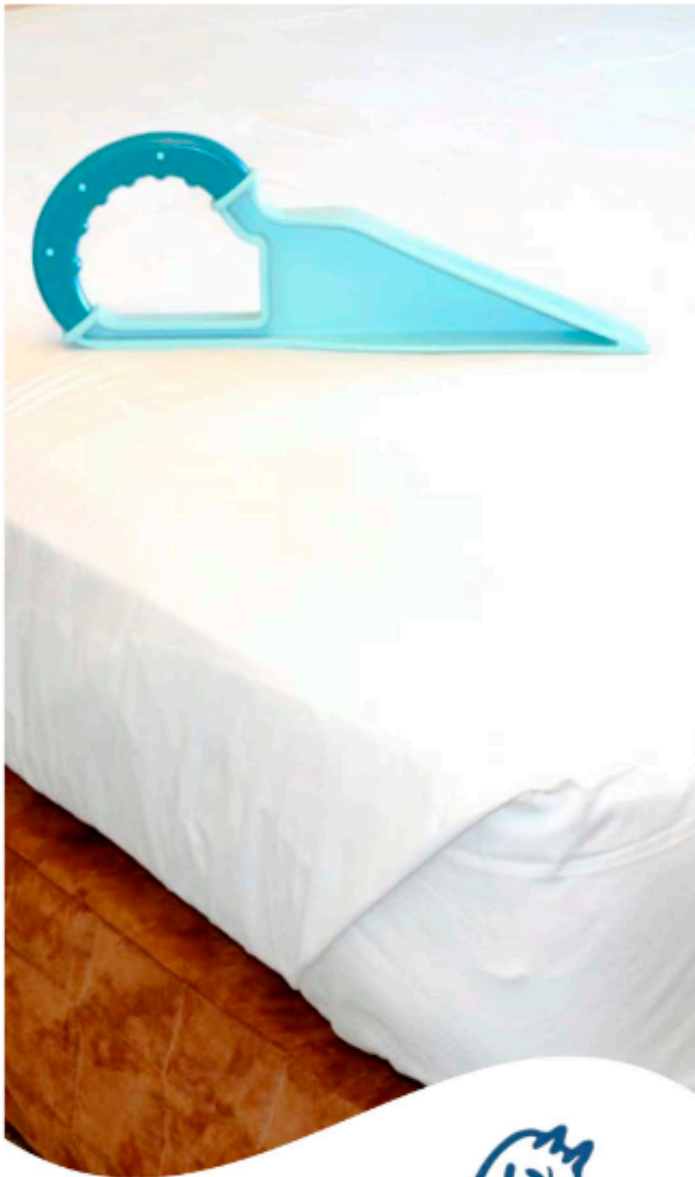
After an in-depth review of Disneyland Resort workers' compensation insurance costs, Disney recognized that 70% of its claims were being generated by its housekeeping staff at a cost of \$85-\$170M per year. The leading cause of injuries were contributed to the hazards and fatigue created from the repeated lifting of heavy mattresses during routine bed-making duties.

Solution:

Disney implemented using the first generation of the Bed MadeEZ (known simply as the bed wedge) to assist with the lifting of the mattress during bed making procedures. Working with Disney's ergonomists, safety management team and housekeeping leadership an adoption and training program was also developed, modified, evaluated and re-engineered to ensure company-wide adoption and achieve maximum benefit.

The Results:

In addition to eliminating the leading cause of injuries among housekeepers, the Bed MadeEZ also allowed the housekeeping staff to increase the speed and efficiency with which they make beds leading to an overall improvement in productivity. The tool and the program have since been rolled out to all Disney properties across the U.S. and is expected to be mandatory for its international locations by 2013. In addition, the use of the Bed MadeEZ Mattress Lifter has been written into two labor union contracts at the request of the housekeepers.



"The results of using the Bed MadeEZ were beyond our expectations. We not only eliminated injuries related to bed making entirely, but we also increased the efficiency with which the beds were being made and our overall productivity."

Bill Gonser, Director of Safety & Workers' Compensation, Disneyland Resort