



The Problem

Over the past decade, hotels are offering increasing levels of luxury to their guests, particularly luxurious beds, which have more than doubled in weight and thickness. As a result, housekeeper injuries have risen dramatically. The associated costs are a serious and growing problem for hotels.

- Housekeepers have a documented average injury rate of 10.4%.
- Housekeepers are 48% more likely to be injured on the job than the service sector as a whole and 51% more likely to incur serious, disabling injuries (exceeding the risk of most manufacturing jobs).
- 91% of housekeepers report pain associated with their job duties.
- 67% have sought medical treatment for pain associated with their job.
- 38% of housekeeper injuries result in lost time from work.
- 35% of injuries result in Workers' Compensation claims.
- More than 50% of housekeepers, DID NOT report injuries to their supervisors indicating a significant statistical underestimation.

The Injuries

The injuries most associated with housekeepers are musculoskeletal caused by overexertion from strenuous activities such as lifting, straining, and pulling of the body. Without enough time to heal the muscles, tendons and joints can become seriously damaged. This can occur both as a direct-onset or over-use injury.

- The repetitive lifting associated with bed making is a leading contributor to soft tissue injuries (62% of all housekeeping injuries).
- On average, hotel housekeepers service between 15–20 guest rooms each day, making up 25 beds, and spending four to five hours on that task alone.
- In a typical shift, he or she will lift mattresses 150 to 200 times for a total combined weight of over 16,000 pounds a day.
- Most are only 14" off the ground, placed close to side walls and/or night stands creating a more dangerous and strenuous lift.
- Research analysis demonstrates that the task of repeatedly making the bed has a 75% probability of yielding a high injury rate.

The Costs

Preventing injuries is not only a safety challenge; it's a financial challenge.

- Overall, insurance is the fastest growing expense for hotel operators, increasing at rates 50% higher than that of labor and utility costs.
- Musculoskeletal injuries cost the hospitality industry \$500 million in compensation claims annually and have the highest reported average cost per claim of \$29,000

While the financial impact of an injury's direct cost is likely dependent on a company's specific Workers' Compensation Program, hotels absorb all of the indirect cost of an injury including:

- **Absenteeism** among housekeepers is 14 days (twice the average of the service sector as a whole) and absences from soft tissue injuries have a median of 22 lost workdays.
- **Presenteeism**, defined as lost productivity of employees who are impaired by and working with chronic pain, reduces an employee's performance by as much as 30-50%.
- **Turnover & Replacement** costs are estimated to be as high as \$10,000 per housekeeper and cost the industry \$140 billion annually.



The Bed MadeEZ

lifts, holds, tucks
and removes sheets.

Our **Bed MadeEZ**[®] Implementation Program is Proven to:

Eliminate Bed Making Injuries
Remove ergonomic risk factors with our patented tool and training program.

Improve Employee Productivity
Achieve better morale, attendance and performance with an emphasis on safety and health.

Improve Regulatory Agencies Relations
Apply OSHA safety controls and ergonomic standards to assure regulatory compliance.

Reduce Direct Costs
Limit workers' compensation costs through lower experience modification factors.

Reduce Indirect Costs
Spend less time and money recruiting and training replacement workers due to absenteeism and turnover.

Increase Competitive Advantage
Maximize your organization's operational efficiency and effectiveness.

Improve The Bottom Line

More Than Just Training, Our Fully Integrated Injury Prevention Program Delivers:

The Tool - ergonomically designed, the Bed MadeEZ[®] Mattress Lifter was created specifically for the industry.

The Instruction - teaches housekeepers and trainers how to make beds safer, easier and more quickly using proper body mechanics, our tool and a proven method to maximize productivity while avoiding risk.

The Resource - assures that everyone from the individual housekeeper to senior leadership understands their role and has the resources to set expectations, evaluate and verify performance and reinforce behavior.

The Results - are proven to eliminate bed making injuries and increase productivity.

