

Gambling With Worker Safety and Health: Hazard Assessment in the Casino Hotel Industry

Prepared for the Culinary Workers Union, Local 226
Las Vegas, Nevada

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ABSTRACT

Casino hotel workers in the Las Vegas metropolitan area face many health and safety issues in their work sites. Alongside the Culinary Workers Union, Local 226, we researched and documented safety and health issues among hospitality workers in four casino hotels owned and operated by Station Casinos. Within the 177 workers that participated in the survey, 35 (19.8%) workers were from Boulder Station, 40 (22.6%) from Palace Station, 50 (28.2%) from Green Valley Ranch and 52 (29.4%) from Palms Casino Resort.

Over 75% of the participants identified as either Hispanic, Latino/a, and Mexican. More than 62% of respondents reported that their Team-member Dining Room (TDR) does not regularly have nutritious, healthy meals available to them. Over 14% of surveyed workers said their closest emergency exit is not free from obstruction. Nearly one-fifth (18%) of survey respondents who have not received training in biohazards said they clean biohazards. More than 85% of surveyed workers reported that they have had bodily pains and/or discomforts caused by their job. Nearly 45% of survey respondents said they have been hurt or sustained an injury or illness that was caused by their job. Of these workers who have been hurt, over 15% responded that they did not report the injury or illness to management.

Our results found that casino hotel workers experience safety, physical, biological, work organization, chemical, and ergonomic hazards. Thus, we created fact sheets to empower workers to take these concerns to their supervisors in order to improve their working conditions.

BACKGROUND

Once confined to Las Vegas and Atlantic City, the casino hotel industry has expanded across the U.S. through regional and tribal gaming establishments. Nonetheless, 53% of the 285,900 U.S. casino hotel workers in 2018 were employed in the Las Vegas metropolitan area – comprising 17% of the area’s nonfarm employment. The injury and illness incidence rate for casino hotels in Nevada for 2017 was 4.0 cases per 100 full-time employees – 43% higher than the 2017 overall U.S. private industry rate of 2.8 cases per 100 full-time employees. Casino hotel workers in Las Vegas are largely immigrant and ESL (English as a Second Language) and may therefore be less aware of their rights and more vulnerable to workplace injury and illness.

The Las Vegas casino hotel industry is highly unionized – approximately 95% of casino hotels on the Strip and Downtown are union. The Culinary Union has won a middle-class standard of living for over 753,000 hospitality workers in the Union’s 83 years through rank-and-file organizing and mass actions. Its membership has risen from 18,000 in 1987 to approximately 60,000 members today. Through collective bargaining, Culinary Union members have achieved tremendous benefits, including an employer-funded health plan that provides family coverage with no monthly premium, a pension, and a housing fund for first-time home buyers, among other benefits. Guest room attendants (i.e. housekeepers) are the numerically largest classification of employees in the traditional bargaining unit in casino hotels and through their union have bargained for safer workloads and room quotas (i.e. how many rooms they must clean in a shift).

While many casino hotels are union, there are thousands of workers in Las Vegas still fighting for the same benefits that their counterparts on the Strip and Downtown have achieved. The four casinos in this study are Boulder Station, Green Valley Ranch, Palace Station, and Palms Casino Resort. These four casinos are owned and operated by Station Casinos, which is publicly held by Red Rock Resorts, Inc. (NASDAQ: RRR). A majority of workers at three of the four casino hotels in this study voted in National Labor Relations Board elections to be represented by the Culinary Union Local 226 and Bartenders Union Local 165, and Station Casinos recognized the union at the fourth casino (Palace Station) as part of a settlement with the federal government of alleged unfair labor practices committed by management at the property. Station Casinos has engaged in collective bargaining with the union in two of these properties (Boulder and Palace), while refusing to recognize the election results and to bargain with the union at the other two properties (Green Valley Ranch and Palms Casino). Instead, it has waged legal challenges to those election results that have so far been unsuccessful.

OBJECTIVES

Primary

- Explore and document workplace hazards at casino hotels in Las Vegas in order to suggest controls and interventions and improve worker health and safety.
- Interview workers at casino hotels across different occupational groups, conduct informal visual inspections of casino hotels, and review OSHA 300 logs to develop an effective workplace hazard survey to identify safety, chemical, biological, ergonomic, work organization, and physical hazards.
- Work with union organizers to disseminate the workplace hazard survey to workers and collect the results.
- Analyze and interpret the results from the workplace hazard survey, suggest controls and interventions
- Conduct analysis of OSHA records, including calculating incidence rates and classifying incidents using the U.S. Bureau of Labor Statistics' Occupational Illness and Injury Classification System.
- Analyze survey data and report findings
- Produce a final report of findings for Culinary Workers Union, Local 226 and present findings to OHIP

Hazard Assessment

- Review OSHA 300 logs at select worksites and research past OSHA violations to inform the development of a workplace hazard survey.
- Conduct interviews with workers from different occupational groups to inform the development of a workplace hazard survey.
- Conduct informal visual inspections of casino hotels to inform the development of the workplace hazard survey.
- Develop and disseminate a workplace hazard survey to 200 casino hotel workers.
- Collect and analyze data from the workplace hazard survey to produce a report and presentation on hazards of the casino hotel industry.

OSHA Records Analysis

- Use OSHA 300A forms to calculate incidence rates at casino hotels and interpret via comparison to industry and national rates.
- Use OSHA 300 logs to analyze injuries and illnesses of workers using the U.S. Bureau of Labor Statistics' Occupational Injury and Illness Classification System to identify patterns.

METHODS

The study we conducted comprised of four occupational groups: *Food and Beverage Front-of-the-House (F&B FOH)*, such as, Food Server/Server, Captain, Food Runner, Cocktail/Beverage Server, Busser, Host/Hostess, Fountain Worker, Concession Worker, Bartender, Barback, Cashier; *Food and Beverage Back-of-the-House (F&B BOH)* which includes, Cooks, Cooks Helper, Cook Master, Pantry Cook, Kitchen Workers, Stove Cleaners, Pot Washers; *Housekeeping*, such as, Guest Room Attendants (GRAs), Housepersons or Housemen, Room Runners, Status Board; and *Porters*, such as, Porter, Casino Porter, IM (Internal Maintenance) Porter, Utility Porter, Bar Porter. All participants were union workers from four Nevada casino hotels owned and operated by Station Casinos: Boulder Station, Green Valley Ranch, Palace Station and Palms Casino Resort.

An interview guideline was created to facilitate the discussion (Appendix A). In addition to note-taking, a mobile phone application, Voice Recorder, was used to record and transcribe interviews for analytical purposes. Participants were selected by union staff organizers based on their workplace experience to give us a holistic understanding of the various job classifications. We conducted a total of 14 interviews with casino hotel workers. We obtained written informed consent from participants in order to record each interview for analysis. The interviews took place at the Culinary Workers Union, Local 226 office in Las Vegas, Nevada (with the exception of one interview at a worker's residence and two interviews conducted at coffee shops). Most interviews were conducted with one participant, but three of the interviews were conducted with groups of two workers in the same or similar job classifications and worksites.

We interviewed 17 people in total (mean duration: 75 minutes): two guest room attendants and one houseperson from the housekeeping occupational group; two casino porters from the porter occupational group; two cooks, one cook helper, six kitchen workers, and one banquet houseperson from the food and beverage back-of-the-house occupational group; as well as two bartenders from the food and beverage front-of-the-house occupational group. The results of the interviews informed the development of a health and safety survey for casino hotel workers.

Surveys included 37 questions that were applicable to all job classifications. At the end of the 37 questions, job-specific questions were added in order to identify workplace health and safety hazards for each job classification. The surveys were conducted at various public locations that included coffee shops, restaurants and the Culinary Union hall. We conducted a total of 177 surveys (mean duration: 25 minutes) with casino workers from all four job classifications. Due to time restrictions, surveys were administered within groups for each property on scheduled days. Union staff organizers contacted workers from all four job classifications and were taught how to administer surveys when we were not available. In addition, some participants were given 1-2 surveys to administer to their co-workers who could not attend the scheduled survey sessions. Doing this increased participation across all four properties and job classifications.

INTERVIEW RESULTS

The purpose of the interviews was to learn more about the jobs of casino hotel workers and to document the health and safety hazards that these workers face.

Housekeeping: GRAs and Houspersons

Guest room attendants (GRAs) are responsible for cleaning hotel rooms and making the beds. GRA work consists of pushing carts filled with linen and other supplies up and down the hallways of casino hotel towers and stopping by their assigned rooms to get them clean and ready for the new guests. GRAs are assigned a “room quota” or a number of credits that they need to complete every shift. The amount of credits a room is worth depends on the type and size of the room (e.g., regular rooms only count as one credit whereas suites may count as two or more credits). Housepersons are responsible for stocking supply lockers located on each floor with linen and other supplies, stripping sheets off beds, collecting dirty bed sheets and other linen, and delivering supplies to GRAs and guests. Generally, the work of a houseperson assists the work of GRAs.

The most prominent health and safety concerns described by the GRAs we interviewed fall under work organization, ergonomic, biological, and physical hazards. Work demands are so high that some GRAs are not able to take a lunch break without worrying about being disciplined by their managers for not completing their rooms for the day. They spoke of the overwhelming stress they feel on the job due to strict room inspections done by their supervisors and because they are assigned to pick up many rooms on different floors, which increases the distance they have to travel and the time it takes to complete their work. GRA participants reported running out of cleaning chemicals and having to use diluted chemicals provided by their employers, which increased the amount of force they had to exert to clean surfaces in the rooms. GRAs also reported issues with broken or malfunctioning vacuums and carts.

The GRAs we spoke to detailed pain in their arms, shoulders, and back from pushing heavy carts to transport their linen, vacuum, cleaning chemicals, amenities, trash, dirty linen, and other items they use in the course of their workday. According to one GRA, these carts could weigh as much as 190 pounds each, not including the weight from all of the materials that are later added. GRAs also related their pain and fatigue to the ergonomic hazards of bed-making—lifting heavy mattresses and pillows. GRAs shared that their work negatively affects their family life as they come home in pain and fatigued. The houseperson we interviewed also identified ergonomic hazards of lifting heavy stacks of linen while restocking the supply lockers.

Both GRAs and the houseperson talked about being exposed to biological hazards including hypodermic needles, vomit, feces, and mold. Not only is mold reportedly found on the walls of some of the supply lockers where GRAs store their materials, but it is also reportedly found in some of the employee water coolers.

“What is the point of filling up the water dispensers with new water when the filters are not cleaned and there is mold on the filters?”

– Guest Room Attendant

Participants also mentioned that their work areas, such as supply lockers, towers, and some floors, are not properly air conditioned, creating an extremely hot work environment. Moreover, the supply lockers in which they work are crammed with carts, mini-fridges, and other equipment, which makes it difficult for workers to maneuver in and out of the lockers safely and presents a hazard in the case of a fire or other emergency.

Casino Porters

Casino porters are responsible for cleaning the casino floors, entrances, slot machines, restrooms, and other public areas of the casino hotels. Casino porters are also responsible for collecting and disposing of trash, cleaning the ashtrays, and pushing in chairs at the slot machines or other tasks to keep the casino clean and orderly. They are assigned a zone or station to work in and a floating porter will typically cover stations when another goes on break.

The most notable health and safety concerns reported by casino porters were biological, ergonomic, and physical hazards. Casino porters are regularly exposed to vomit, blood, and hypodermic needles in restrooms and in the slot machine areas. While they are trained on how to clean and dispose of these biological hazards, they are reportedly not provided with the appropriate personal protective equipment (PPE) such as face masks and the gloves they are provided with are reportedly low quality and inadequate for the work they do.

Casino porter interview participants described ergonomic hazards from repetitive movements (e.g., pushing in chairs) and heavy lifting (e.g., trash bags), which caused pain in their legs, arms, and joints. The slot machine chairs at some of the casino hotels have reportedly been upgraded to a bigger and heavier version when one of the casinos was recently renovated, resulting in an increase in casino porter workload.

The casino porters reported issues with second-hand smoke, especially those that suffer from asthma. The casino floor was also reportedly too cold at times. While one casino porter said that the chemical bottles are missing labels, another from a separate property said chemical bottles were labeled correctly. One of the casino porters we interviewed shared issues about communication with management such as management being too strict and not listening to worker concerns.

On a more positive note, there is reportedly a steady flow of porters being hired for every employee that is laid off, which makes the workload consistent. Porter interview participants also explained that they feel comfortable in their work areas due to their years of experience on the job and because most of their shifts consist of positive encounters with guests.

Food and Beverage Back-of-the-House

We interviewed cooks, a cook helper, and kitchen workers from this occupational group. Cooks and cook helpers are responsible for preparing the food for restaurants, room service, and pools, while kitchen workers wash the dishes and pots, clean the kitchens, remove and clean heavy rubber floor mats, and collect and dispose of trash. One cook reported that sometimes cooks have to do the work of kitchen workers since this position has been eliminated during the night shift at their venue.

The workers we interviewed in this occupational group shared significant issues with supplies and equipment, understaffing, pressure from supervisors, and limited bathroom access. Cooks said they don't have proper shelves and racks to store items in the walk-in coolers, which results in more crowded workspaces; there is also a shortage of carts used to store and transport food; long standing issues with broken steamers; and workers fighting over pots, spoons, and other basic kitchen equipment that are inadequately supplied by the company. Kitchen workers said that they aren't provided with enough carts to store and transport dishes, are regularly missing soap, and are now given lower quality soap than before to wash dishes and clean the floors. Kitchen workers at two casino hotels said their supervisors sometimes dilute the dishwashing machine soap or sometimes don't provide them with any at all.

Interviews with both cooks and kitchen workers documented examples of understaffing: two kitchen workers said their restaurant went from 80 workers to 35 and cooks reported not having kitchen workers at night and the position of stewards (who cleans floors, walls, and pots) being eliminated, all of which increases their workload. The added work with limited staffing causes a ripple effect, increasing confined spaces (as carts with dishes, pots, and other equipment accumulate) and escalating the potential for injuries during an emergency.

Some workers in the kitchen said they work under immense pressure from management and feel that they are discriminated against by management and belittled by chefs. For example, cooks are told they are not allowed to have water at their station to drink, whereas the chefs are allowed to have water. Some cooks also reported negative interactions with guests who throw food at them or yell insults at them for trying to do their job and keep the buffet food free from contamination.

Kitchen workers are faced with chemical hazards, such as using degreaser chemicals to wash pots and pans when soap is either not provided or hard to access, which may be unsafe to their health. Some kitchen workers reported that coworkers sometimes mix chemicals due to the fact that bottles are missing labels, which sometimes causes an unwanted chemical reaction. Cooks also described problems with

unlabeled chemical bottles that are left unattended on prepping tables and stovetops, generating confusion and increasing the likelihood of exposure.

Another biological hazard comes from coworkers who cannot make it to the bathroom in time, causing workers to urinate on themselves. Both cooks and kitchen workers from all four casino hotels said there were problems with pests in the kitchens and team member dining rooms, including mosquitoes, cockroaches, and fruit flies. Federal occupational safety regulations require that employers maintain the workplace free of insects and other vermin. The presence of pests creates conditions that could lead to viral and infectious disease transmission in the workplace.

The majority of the problems found in the kitchens seem to be safety hazards that could be prevented with added supervisor attention. Specifically, cooks are experiencing trips and falls due to the ripped mats on the floor on a daily basis—injuries that regularly go unreported. In the past, the casino hotels in this study hired an outside company to remove cooking oil from fryers, however, this task has now been transferred to stove cleaners (workers who disassemble and clean stoves, grill, and ovens) and kitchen workers who are now experiencing burns from the new work.

Cooks and kitchen workers also reported ergonomic hazards, stemming from lifting heavy objects (more than 50 pounds, not gender specific), awkward positioning of the body in workspaces to avoid water leaks in the ceiling, and constant repetitive motion. The back-of-the-house banquet houseperson we interviewed experienced mostly ergonomic pain as his job tasks now include moving furniture.

All of the kitchen employees interviewed are exposed to physical hazards that include hot temperatures from steam and cooking equipment and lack of proper ventilation and air conditioning. Kitchen workers also reported that they regularly burn their hands from hot plates that are being de-sanitized by the power-wash machine.

Food and Beverage Front-of-the-House

We interviewed two bartenders from this occupational group who worked at different casino hotels. For the purpose of comparing and contrasting their experiences of workplace health and safety, we will refer to them as Bartender 1 and Bartender 2. Bartender 1, a younger male, receives support from his supervisor, while Bartender 2 has difficulty communicating problems to his supervisor. The distinction between a VIP bartender and a Service bartender was suggested as the reason for the difference in the experiences of workplace health and safety. Bartender 1 (VIP) did not have many negative feelings toward his workplace and had few health and safety concerns. In contrast, Bartender 2 (Service), who has been working for this company for more than 20 years, felt unappreciated due to low compensation for his time working. In addition, he feels fatigued due to understaffing, since the barback position (which assists the bartender) was eliminated years ago and he has since been tasked with doing this work as well.

“I usually wait to use the toilet until it builds up until I have to go really bad, so it can happen immediately and [I can] go back to the bar” – *Bartender*

Both bartenders experienced exposures to chemical hazards such as the dishwasher chemical that contained acidic ingredients. However, in Bartender 1’s workplace, managers are now tasked with testing the dishwasher and changing the soap. Bartender 2 still has to perform this task, which is problematic because he reports not being provided with the proper PPE, such as gloves and masks, forcing him to search for and steal PPE from kitchen workers. The biological hazards for both bartenders include exposures to urine, blood, and vomit and both casinos require bartenders to inform security to dispatch trained personnel to clean up biohazards.

Safety hazards that bartenders face include wet floors, thus producing a higher likelihood for slips and falls, although both casinos enforce a slip-resistant shoe policy in order to meet proper PPE. There were also ergonomic hazards caused by repetitive movements such as getting ice, and muscle pain from awkward positioning when making drinks. Both bartenders expressed physical hazard concerns due to the cold temperatures in their workplace and have reported that cocktails servers experience this the most. Work organization hazards also arise constantly as some guests become violent after drinking and in some instances have reportedly harassed some of the cocktail servers.

Across Occupational Groups

In addition to classification-specific health and safety problems, workers across occupational groups experienced similar issues. The two most prominent problems facing most workers at the casino hotels in this study were issues with hazard communication and their inability to access first aid kits. Nearly every worker we interviewed that used chemicals in their job reported that the chemical bottles were regularly missing labels to identify the chemical and its safety information.

“If I see a bottle, and I don’t recognize the chemical by simply looking at it, I smell it a little and I can identify it” – *Kitchen Worker*

Every worker we interviewed (except for one porter), said they do not have access to a first aid kit. Workers at a property that was recently acquired by the company said the first aid kits were removed from their workplaces when the new owners took over operations. We were told the only way to access first aid kits was to report your injury to your supervisor, who then calls the security department. Workers must go to the security department (sometimes far away from their workplace) to document the injury and receive medical attention. Unfortunately, workers said they must complete a drug test prior to receiving medical attention. The process involved in injury reporting—such as the time it takes to report the injury and fill out forms, the drug test, and the administration by security—poses a disincentive to injury-reporting. Other workers also shared that they were afraid of reporting injuries because it might result in

harassment from supervisors. To adapt to the injury reporting process, one of the workers we interviewed said they carry their own first aid supplies.

Among Porters and GRAs, second-hand smoke appeared to be a leading topic for respiratory issues, especially for those with chronic respiratory diseases such as asthma.

All of the interviewees expressed feelings of contentment for having a job and valuing themselves as hard working individuals, however, the majority of them expressed feelings of helplessness. The relationship between supervisors and workers is strained reportedly because workers' concerns are regularly not addressed and left unresolved. In addition, back-of-the-house workers report feelings of elevated discrimination in comparison to front-of-the-house workers, who are allowed to drink water while working. Front-of-the-house workers feel that their supervisors discriminate based on appearance: for example, younger, slim females are favored over other workers.

OSHA RECORDS

Injury and Illness Incidence Rates

Using OSHA records, we compared the injury and illness incidence rates at four Station Casino properties using OSHA 300A forms (which are required by the OSHA 1904 Recordkeeping Standard) and compared them to the national rate for all industries in U.S. private industry and U.S. casino hotel industry. The year 2017 was used to compare with 2018 Injuries and Illness cases due to it being the most recent information available from the U.S. Bureau of Labor Statistics.

The two statistics that were calculated were Total Rate and DART Rate using the U.S. Bureau of Labor Statistics "Injury And Illness Incidence Rate Calculator and Comparison Tool" found at <https://data.bls.gov/iirc/>. The **Total Rate** is the total recordable injury and illness cases per 100 full-time workers. The **DART Rate** is the total recordable injury and illness cases involving days away from work, restricted work, or job transfer per 100 full-time workers (U.S. Bureau of Labor Statistics) and can be characterized as "the rate of more severe injuries and illnesses."

Findings

From the interviews we learned that all workers from all four properties felt fear to report what workers characterized as "minor injuries" due to the lengthy reporting process. The rates may therefore under-represent injuries and illnesses at these properties. With the exception of Palms Casino Resort (2016 & 2017), the total incidence rates at all properties trended below the casino industry's national rate (Table 1). In comparison, with the exception of Green Valley Ranch (2016) and Boulder Station (2018), the DART rate (more severe injuries and illnesses) trended higher than the casino industry's national rate. When comparing the overall U.S. private industry rate for all workers, the total incidence rates trended higher, with the exception of Green Valley Ranch (2017). The incidence rates can be useful to understand the injuries and

illnesses that workers felt were important to report due to severity and subsequent health complications.

The data for Palace Station was not available to analyze for the years 2017 and 2018. Workers requested the “Summary of Work-Related Injuries and Illnesses” (OSHA’s Form 300A) for 2017 and 2018 three times, but the company never fulfilled the request. We found that the incidence rates have decreased from 2016 to 2018 for the 4 hotels we studied. It is possible that the decrease of this rate is due to the lengthy and difficult process of reporting an injury, which discourages workers from reporting their injuries as has been reported in the literature (Scherzer et al, 2005).

Table 1: Injury and Illness Incidence Rates (2016-2018)

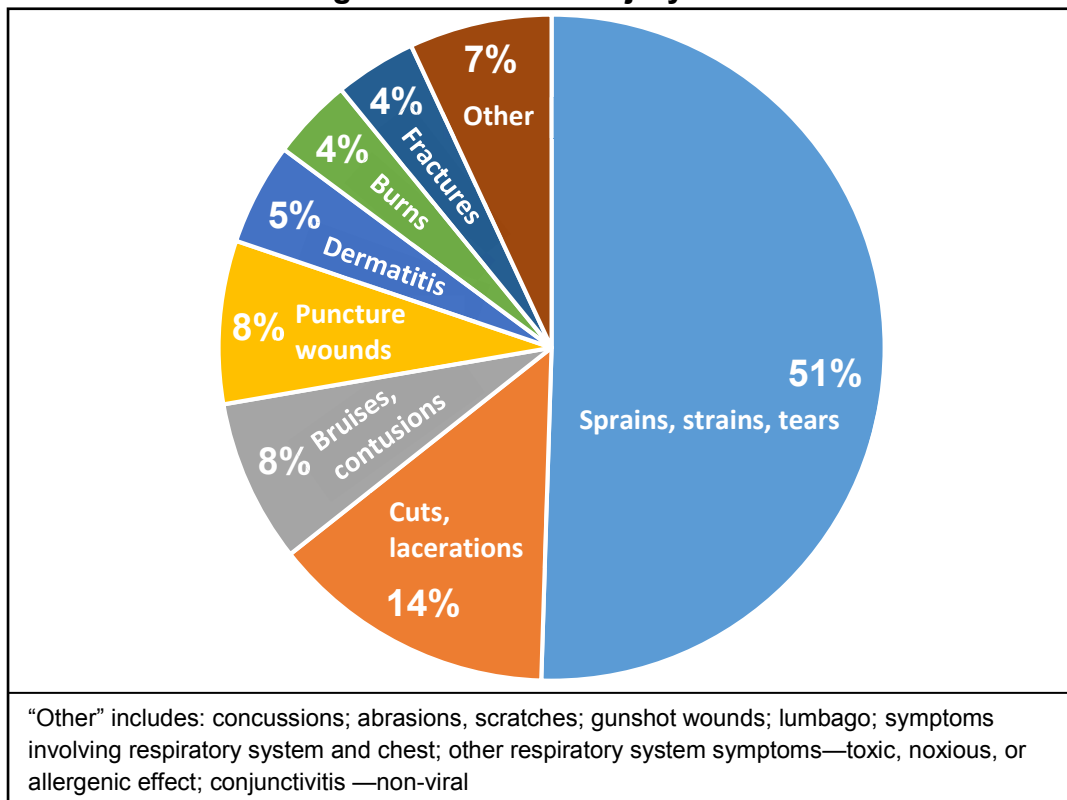
	2016		2017		2018	
	Total Rate	DART Rate	Total Rate	DART Rate	Total Rate	DART Rate
*using 2017 as comparison ** data unavailable						
U.S. Private Industry	2.9	1.6	2.8	1.5	2.8*	1.5*
U.S. Private Industry, Casino Hotels	4.3	2.4	3.8	2	3.8*	2*
Boulder Station Compared to U.S. Private Industry, All Compared to U.S. Private Industry, Casino Hotels	3.6 <i>1.2x</i> <i>0.8x</i>	2.9 <i>1.8x</i> <i>1.2x</i>	2.8 <i>1.0x</i> <i>0.7x</i>	2.1 <i>1.4x</i> <i>1.1x</i>	3.1 <i>1.1x</i> <i>0.8x</i>	1.9 <i>1.3x</i> <i>1.0x</i>
Green Valley Ranch Compared to U.S. Private Industry, All Compared to U.S. Private Industry, Casino Hotels	3.2 <i>1.1x</i> <i>0.7x</i>	2.0 <i>1.3x</i> <i>0.8x</i>	2.4 <i>0.9x</i> <i>0.6x</i>	2.2 <i>1.5x</i> <i>1.1x</i>	2.9 <i>1.0x</i> <i>0.7x</i>	2.2 <i>1.5x</i> <i>1.1x</i>
Palace Station Compared to U.S. Private Industry, All Compared to U.S. Private Industry, Casino Hotels	3.9 <i>1.3x</i> <i>0.9x</i>	2.7 <i>1.7x</i> <i>1.1x</i>	**	**	**	**
Palms Casino Resort Compared to U.S. Private Industry, All Compared to U.S. Private Industry, Casino Hotels	5.7 <i>2x</i> <i>1.3x</i>	3.4 <i>2.1x</i> <i>1.4x</i>	4.3 <i>1.5x</i> <i>1.1x</i>	3 <i>2.0x</i> <i>1.5x</i>	3.1 <i>1.1x</i> <i>0.8x</i>	2.2 <i>1.5x</i> <i>1.1x</i>

Injury and Illness Coding

We classified the incidents in the 2018 OSHA 300 logs from each casino hotel in order to identify patterns of injuries and illnesses. Coding was carried out using the Occupational Injury and Illness Classification System (OIICS) developed by the U.S. Centers for Disease Control and Prevention's (CDC) National Institute of Occupational Safety and Health (NIOSH). The OIICS classifies each injury or illness using four codes:

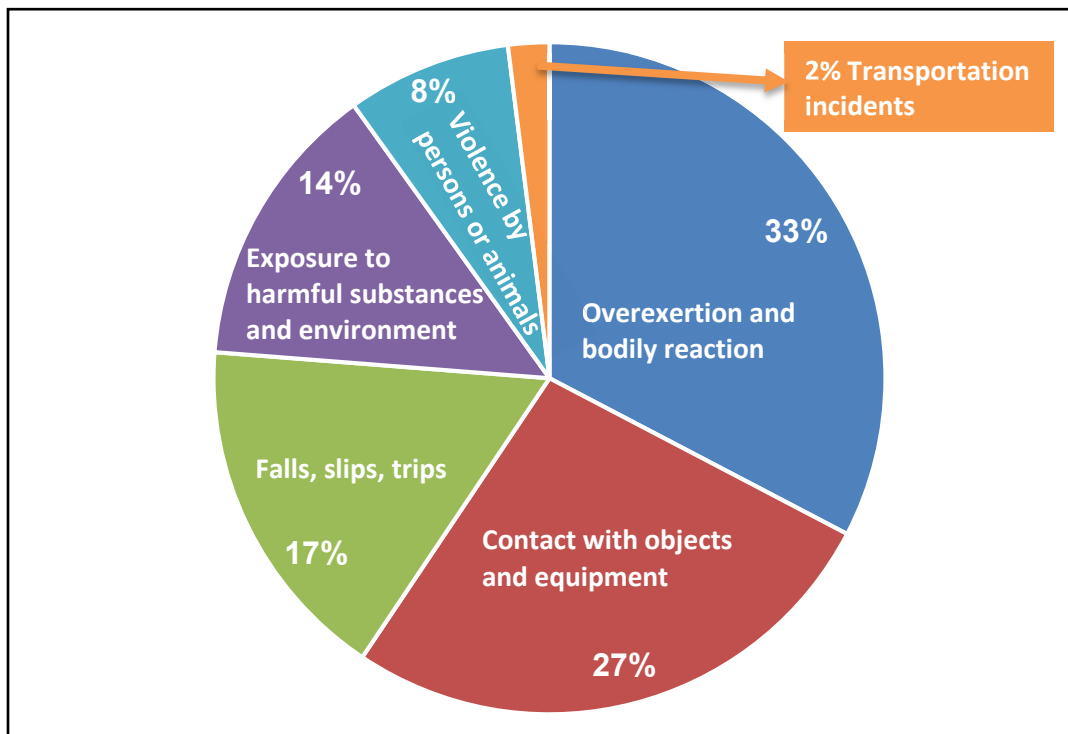
1. Nature of Injury or Illness
2. Part of Body Affected
3. Source of Injury or Illness/Secondary Source of Injury or Illness
4. Event or Exposure

Figure 1: Nature of Injury or Illness



During the OIICS analysis we found that injuries or illnesses at the different casino hotels were similar in nature. As a result, we decided to report the OIICS coding by combining the injuries and illnesses at all casino hotels to give us a more expansive picture of the industry. The number one injury/illness at the subject casino hotels were sprains, strains, and tears (51%), followed by cuts and lacerations (14%), with bruises and contusions (8%) tied for third with puncture wounds (8%).

Figure 2: Event or Exposure

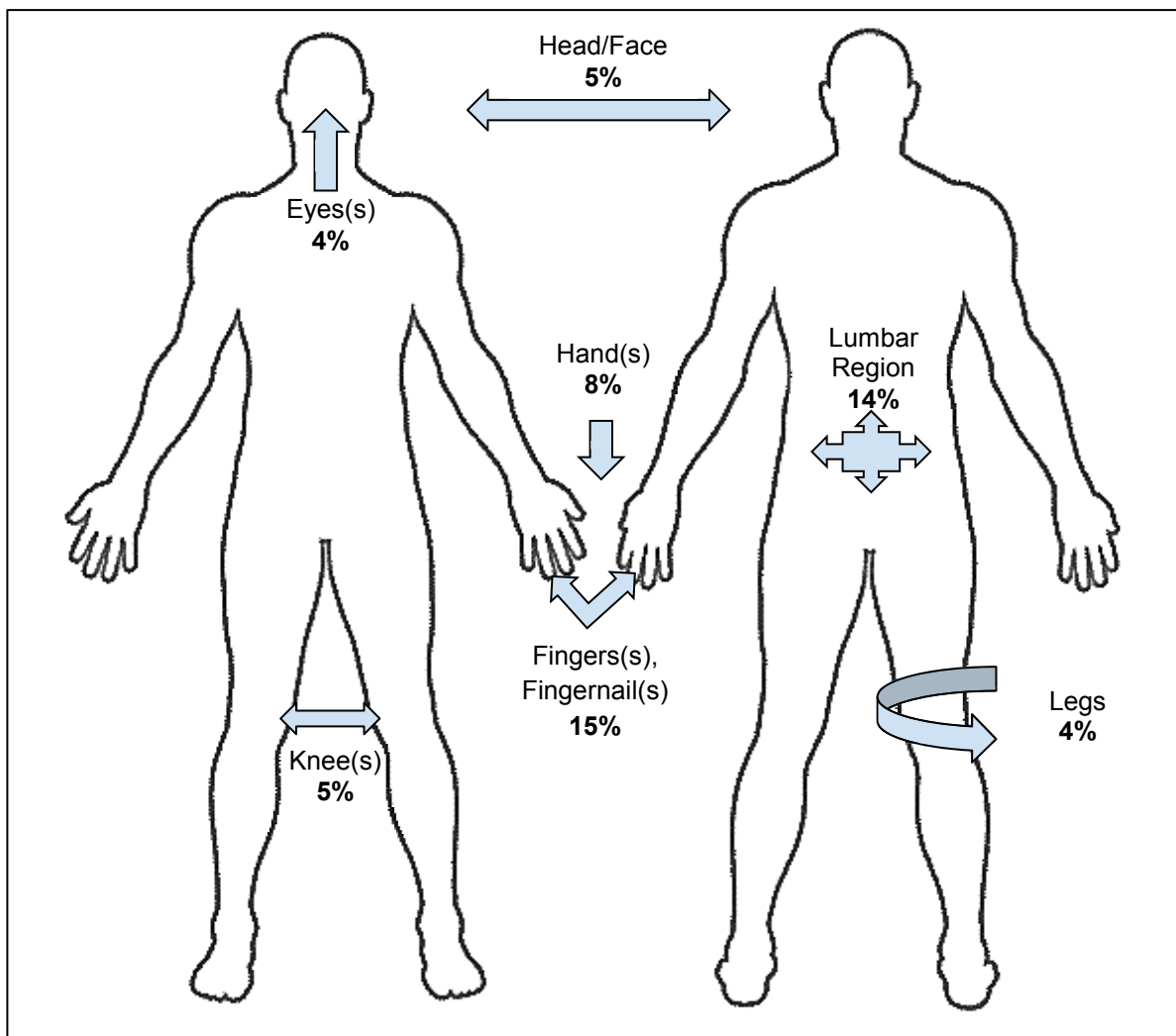


The most common type of event/exposure leading to injury was overexertion and bodily reaction (33%). These type of events are “usually non-impact, in which injury or illness resulted from free bodily motion, from excessive physical effort, from repetition of a bodily motion, from the assumption of an unnatural position, or from remaining in the same position over a period of time” (US DOL, 2012). Injuries occurred from lifting, lowering, pushing, pulling, turning, holding, carrying, wielding, bending, crawling, reaching, twisting, climbing, stepping, kneeling, sitting, standing, walking, running, and other repetitive motions. These type of events are correlated with sprains, strains, and other injuries resulting from an unnatural position of the body or repetitive movements. Indeed, of the 56 injuries that resulted from overexertion and bodily reaction, 55 (98%) caused strains, sprains, or tears.

The second most common type of injury resulted from contact with objects and equipment (27%). These injuries included instances in which workers were struck-by objects or equipment, such as powered vehicles, doors, carts, cookware, as well as injuries from handheld equipment such as glasses, knives, and other utensils.

Falls, slips, and trips were the third most common event/exposure (17%). Most falls occurred on the same level and were caused by tripping over objects such as furniture, power cords, luggage, drains, mats, and holes in the floor or slipping on oils, grease, meat, poultry, water and other slippery substances. While less common, falls to a lower level such as tripping down stairs were also identified in the data.

Figure 3: Most Common Body Parts Injured



Injuries in 2018 occurred in the upper extremities (38%), trunk (21%), multiple body locations (16%), lower extremities (15%), and head, including face and eyes (10%). The above body map (Figure 3) illustrates the top body part injuries of casino hotel workers. The most common body part injured from all four properties were the finger(s), fingernail(s) (15%), lumbar region (14%), and hands (8%). We found that all of the injuries that occurred in the lumbar region were correlated to sprains and strains due to overexertion and bodily reaction events.

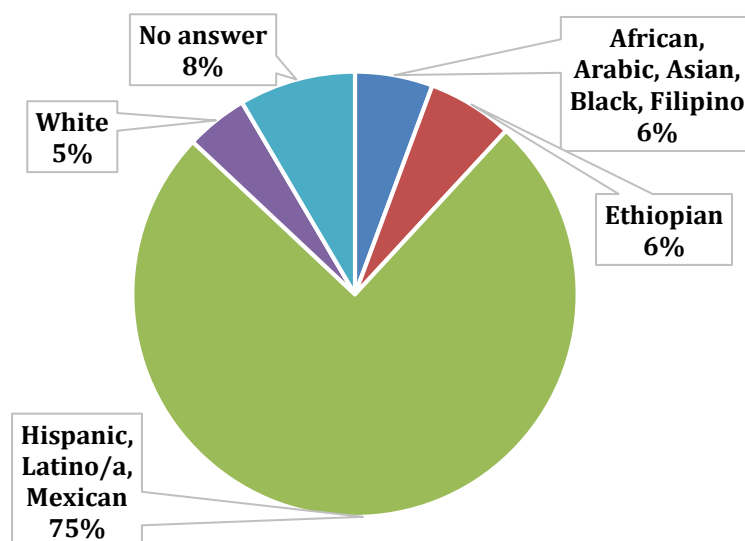
SURVEY RESULTS

The survey included 37 questions comprised of fill in the blank, nominal scale and Likert scale (Appendix B & C). At the end of the survey there were questions categorized by specific jobs. For example, if you were a porter you would answer questions 1-37 and 44-46. The survey also included a body map to help workers identify pains and discomforts caused by their work. We achieved a high participation rate for the survey, with the majority of questions receiving near full participation from all 177 workers.

Sample Demographics:

- 177 workers participated in the survey.
- There were 35 (20%) participants from Boulder Station, 40 (23%) from Palace Station, 50 (28%) from Green Valley Ranch and 52 (29%) from Palms Casino.
- Over 75% identified as either Hispanic, Latino/a, and Mexican (Figure 4).
- Over 60% of the participants were female.
- Participants had an average of 12 years of experience working at the casino hotel.
- Housekeeping occupational group comprised 33.0% of the sample and included GRAs, housepersons, mini bar attendants, status board, and a uniform room attendant.
- Porter occupational group comprised 22.7% of the sample and included porters, utility porters, and casino porters
- F&B BOH occupational group comprised 34.7% of the sample and included food runners, kitchen workers, cooks, cook helpers, stove cleaners, TDR attendants and TDR sanitation.
- F&B FOH occupational group comprised 9.7% of the sample and included bartenders, cocktail servers, bussers, hostesses, hostess cashiers and a bartender apprentice.

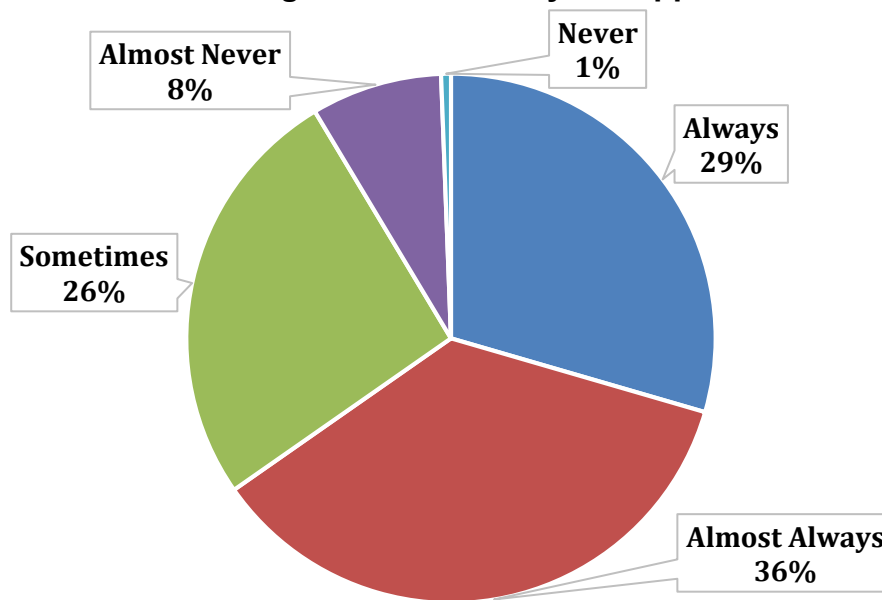
Figure 4: Race/Ethnicity



Supplies:

Over 85% of surveyed workers reported that they do not have access to a first aid kit at work. During the interviews, we found that the first-aid kits were removed from areas near workers in efforts to change the injury reporting policy. The policy of the casino hotels studied requires that workers report any injury to security, who will then drug-test them before providing any medical attention. Workers explained that the process can take hours, involves filling out paperwork, and that they are not paid for their time if they are sent to a clinic for medical care. This change may have been intended to centralize injury-reporting and improve the recordkeeping process, however, interviewed workers feel that this is a tactic to reduce injury reporting.

Figure 5: Availability of Supplies

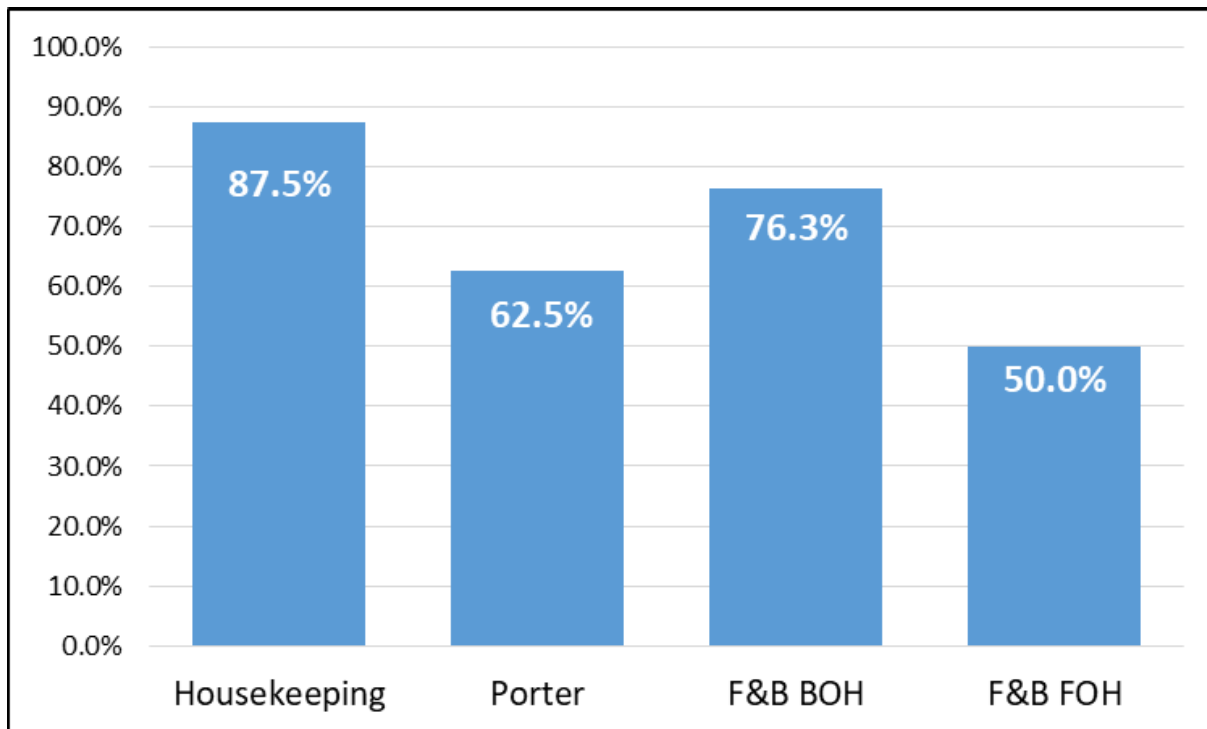


Over 70% of respondents said they don't always have all the supplies they need to do their job. FOH respondents reported commonly missing supplies such as ice paddles, napkins, cups, condiments, wet-floor signs, teaspoons, glasses, sanitizer buckets, bowls, tape, and paperclips. Among BOH respondents, commonly missing supplies included pots, pans, speed racks, steamers, warmers, screens for the fryers, carts, gloves, plates, trays, spoons, forks lids, cups, towels, vegetables, meats, soap, squeegees, degreaser, sponges, dust pans, cleaning chemicals, mops, and wet-floor signs. Surveyed porters reported missing supplies such as brooms, dust pans, mops, towels, vacuums, ash trays, first-aid kits, and cleaning chemicals. Among housekeeping respondents, common missing supplies included vacuums, linens, towels, Clorox, sponges, gloves, amenities, shampoo, bathroom tissue, box cutter, carts for round tables, and other cleaning chemicals.

Workload, Breaks, Meals:

Nearly three-fourths (74%) of the surveyed workers said that their workload has increased since they first started their job. More than 87% of GRA participants reported that their workload has increased (Figure 6). Over 76% of BOH workers surveyed reported that their workload has increased. In addition, more than 65% of all survey respondents reported that staffing levels have been cut. Interviews suggested that the likelihood of injuries in the workplace could be correlated to the increase in the workload.

Figure 6: Workload Increase Reported by Workers



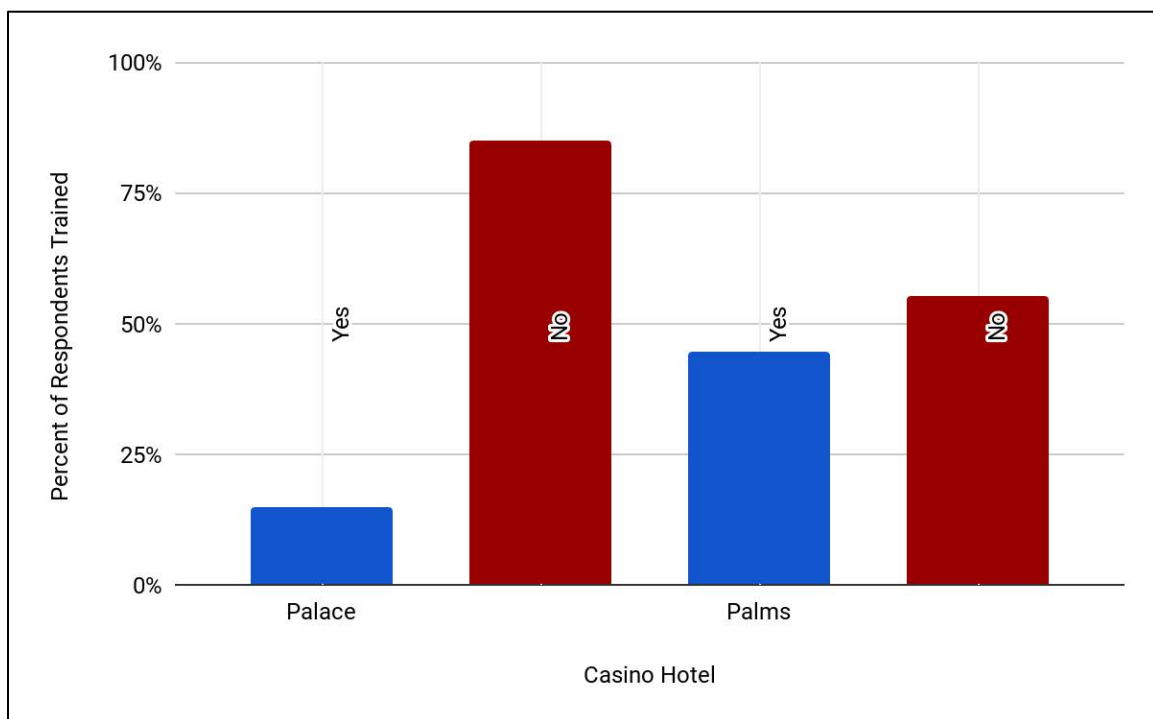
More than 62% of respondents reported that their Team-member Dining Room (TDR) does not regularly have nutritious, healthy meals available to them. Nearly 80% of Palace Station workers responded that their TDR does not regularly have nutritious food available. Over one-third (35%) of surveyed workers said they don't always eat a meal during their work shift.

Safety Hazards:

Over 14% of surveyed workers said their closest emergency exit is not free from obstruction and another 21% said they were unsure if it was free from obstruction. According to OSHA standards, it is necessary for workers to have access to at least two exits that are free from obstruction to allow employees to evacuate in case of an emergency (OSHA, 2018).

A majority of workers at Palace (85%) and Palms (55%) reported they did not receive training on Emergency Action Plans (EAPs) after renovations or other major changes at work (Figure 7). Palace Station and Palms Casino Resort are newly renovated, which should have changed the Emergency Action Plan (EAP) for these properties.

Figure 7: Emergency Action Plan Training



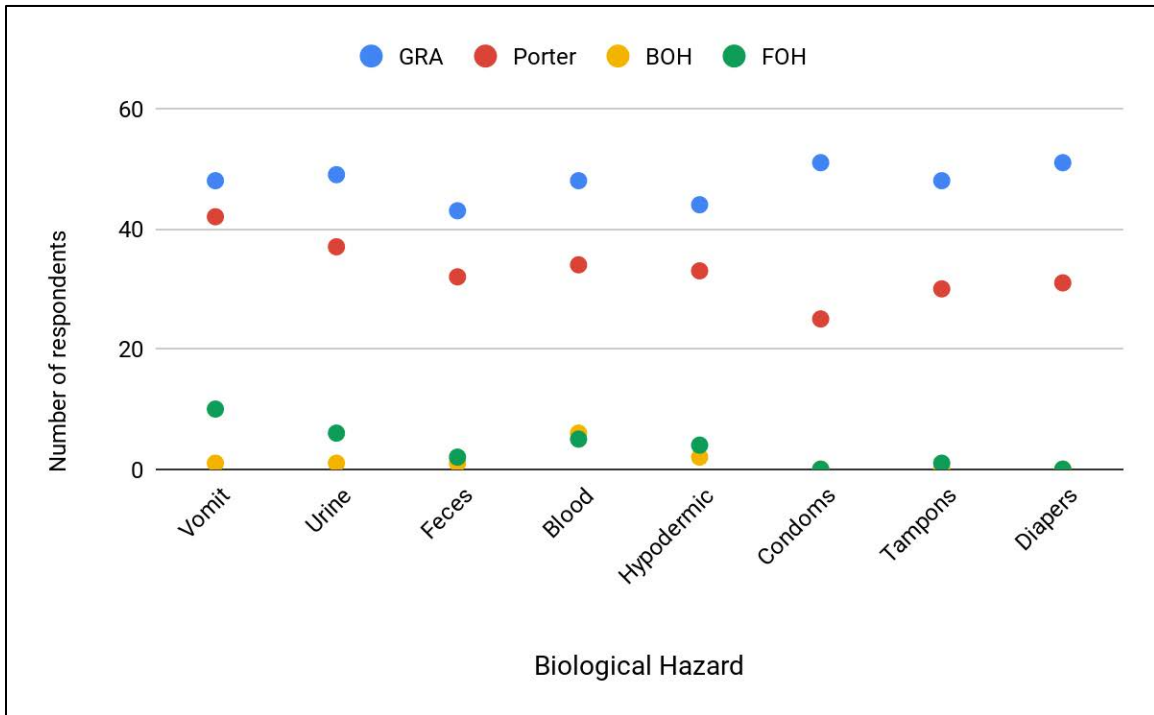
Physical Hazards:

Respondents said they experience physical hazards at work including loud noises (37%), smoke (38%), fire (14%), heat (48%), cold (19%), electricity (14%), and vibrations (11%). Nearly three-fourths (72%) of respondents who said that they are exposed to fire at their workplace were from BOH. Over one-third (34%) of workers who reported that they experienced loud noises in their work area were porters. Of the respondents who said that they experienced smoke in their work area, 42% were classified as porters.

Biological Hazards:

Nearly two-thirds of surveyed workers encounter biohazards at work including vomit (54%), urine (50%), feces (41%), blood (50%), hypodermic needles (44%), condoms (40%), tampons (42%), and diapers (44%). GRAs surveyed reported that they encounter all biological hazards, the most across all job classifications. Porters ranked second to GRAs in exposure to biohazards. This indicates occupation-specific hazards for GRAs and porters and is supported by recent study findings in the literature (Romero et al, 2018). Of the 76 respondents that reported that they encounter condoms, more than 67% were housekeepers.

Figure 8: Biological Hazards Encountered by Job Classification

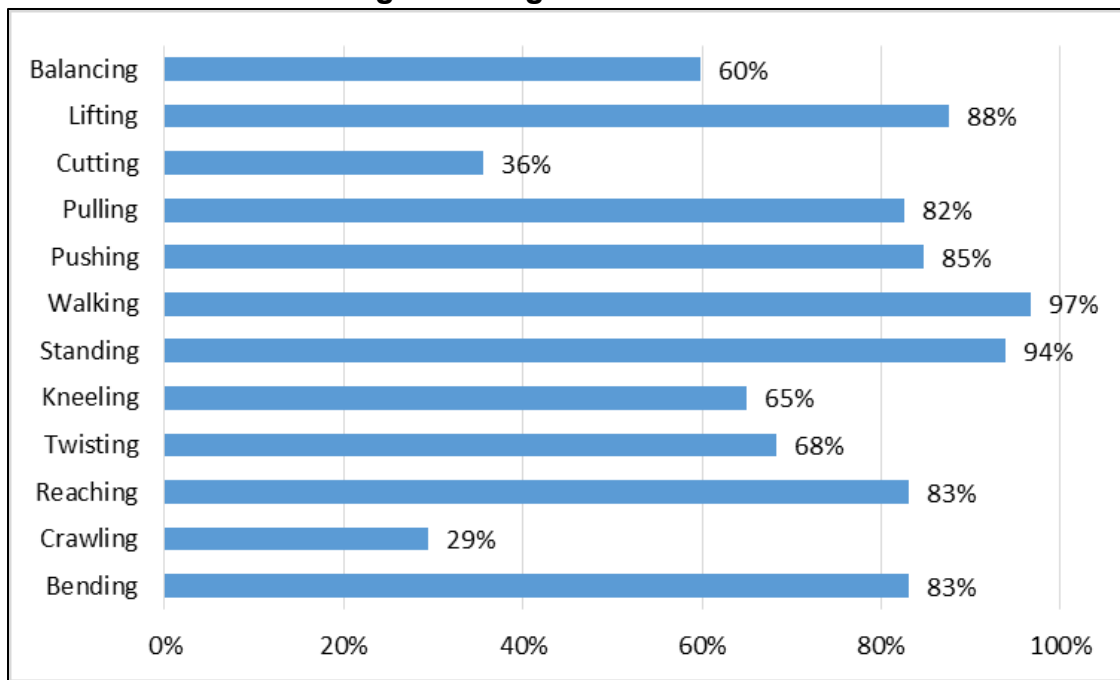


Nearly one-fifth (18%) of survey respondents who have not received training in biohazards said they clean biohazards. Of the respondents that reported they clean biohazards even though they have not been trained, 38% worked at Palace Station.

Ergonomic Hazards:

More than 98% of sampled workers said they experience ergonomic hazards through repetitive movements or prolonged postures including bending (83%), crawling (29%), reaching (83%), twisting (67%), kneeling (65%), standing (94%) walking (97%), pushing (85%), pulling (83%), cutting (36%), lifting (88%), balancing (60%). Nearly 60% of participants reported that they strain to lift heavy items at work.

Figure 9: Ergonomic Hazards



Work Organization Hazards:

Over 90% of survey respondents reported issues with stress at work: always feel stressed (43%), almost always feel stressed (18%), or sometimes feel stressed (31%) at work. Of the 91 workers that responded that they experience violence at work (physical, verbal, and/or emotional), over 80% of them said that their supervisor was involved. Over three-fourths of survey respondents reported that their supervisors do not listen to their concerns or resolve problems at work. Over 40% of respondents said there is not an employee restroom they can easily use in their work area.

Chemical Hazards:

Nearly three-fourths of respondents said they use chemicals for cleaning or other purposes at work. Of the 131 respondents who reported that they use chemicals for cleaning or other purposes, 40.5% were GRAs, 27.5% were porters, 25.2% were BOH, and only 6.9% were FOH.

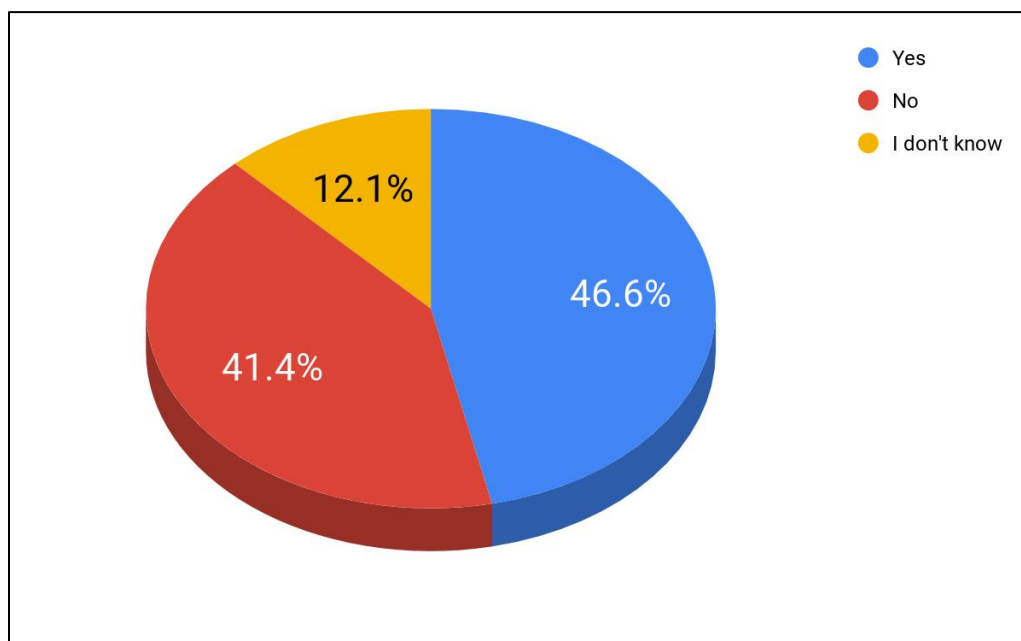
Over half (57%) of respondents that used chemicals on the job indicated they experience symptoms such as dizziness, headaches, nausea, rashes, dry skin, allergic reactions, or irritated eyes, nose, and throat.

Of the 127 respondents that say they use chemicals at work, 36% said they were not trained on how to safely handle new chemicals or other hazardous substances added to their work. OSHA’s Hazard Communication Standard requires employers to provide training to workers on hazardous chemicals when they are first hired and when a new hazardous chemical is added to their work area (OSHA, 2015).

Nearly every worker surveyed (98%) said they use personal protective equipment (PPE) on the job. One-quarter of these respondents said that personal protective equipment (e.g., gloves, masks) is not always in supply or available for use.

Nearly one half of respondents from Green Valley Ranch (44%) and Palace Station (41%) reported that they have not been trained on how to read Safety Data Sheets and what to do when they are exposed to chemicals. According to OSHA, workers should be given training on the labeling system of hazardous chemicals and be able to understand safety data sheets (OSHA, 2015).

Figure 10: Eyewash Station Availability

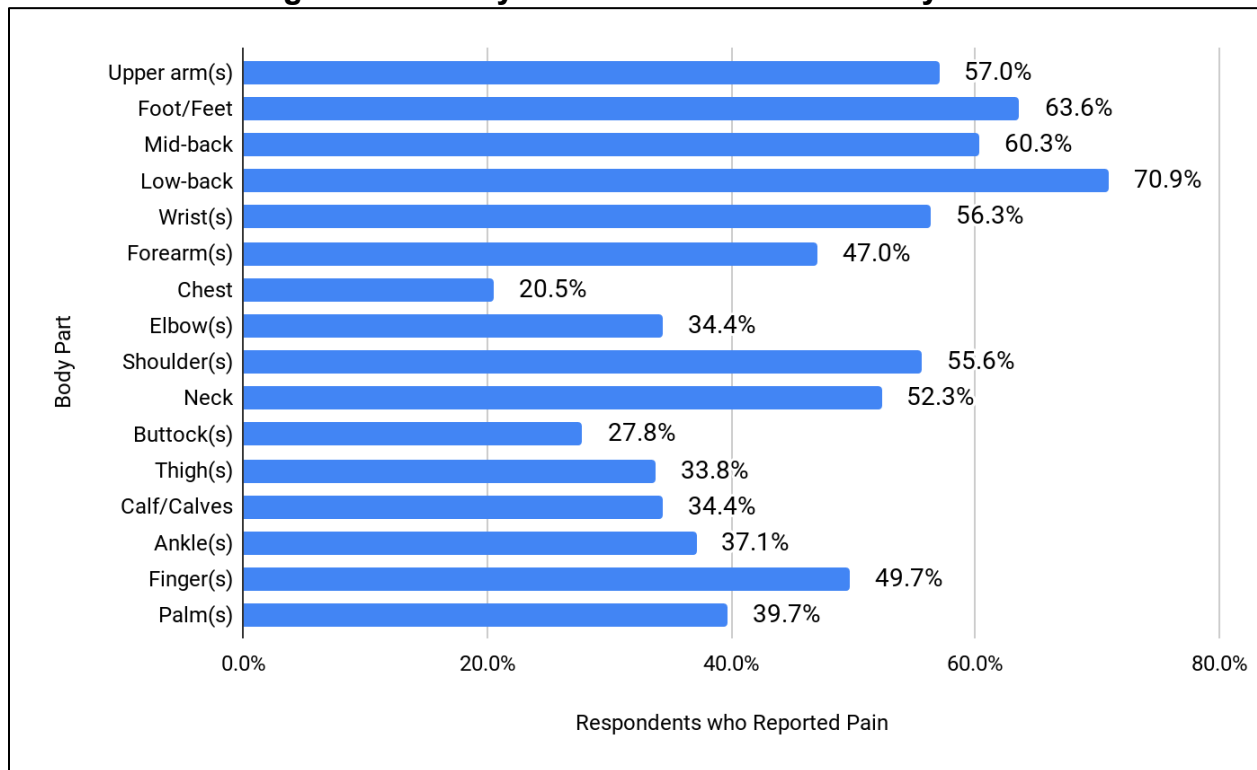


Over 40% of respondents who said they used chemicals at work reported that there is no eyewash station near them and 12% said they did not know if there is an eyewash station near them in case their eyes come into contact with chemicals (Figure 10). OSHA’s 29 CFR 1910.151(c) regulation requires that emergency eyewash stations be placed near areas where the eyes or body of a person may be exposed to injurious corrosive materials (OSHA, 2015).

Pain and Injury:

More than 85% of surveyed workers reported that they have bodily pains and/or discomforts caused by their job. The top reported bodily locations with pain and discomfort include low-back (70.9%), foot/feet (63.6%), and mid-back (60.3%), (Figure 11).

Figure 11: Bodily Pain/Discomfort Caused by Job



Nearly 45% of survey respondents said they have been hurt or sustained an injury or illness that was caused by their job. Of these workers who have been hurt, over 15% responded that they did not report the injury or illness to management.

GRAs and Housepersons:

Nearly three-fourths of surveyed GRAs reported that they take medication for work-related pain. More than 95% of GRAs reported that they are not provided with a wedge or other tool that helps them lift the mattresses. And only 31.9% of GRAs reported that they are given long-handled tools that help them clean and avoid excessive bending, twisting, or reaching.

GRAs at Boulder Station are required to complete 17 credits every day, GRAs at Palace and Palms must complete 15 credits, while GRAs at Green Valley Ranch (GVR) are required 14 credits daily. Typically, a room is worth 1 credit and some suites may be worth 3 credits.

Porters:

Nearly half of the porter participants said that the hypodermic needle boxes in their work area are not emptied regularly. Over 81% of the Porter respondents from Palms Casino Resort reported that the trash bags provided to the workers do not prevent glass or other sharp objects from breaking through.

Cooks:

Nearly two-thirds of surveyed cooks said that all their stoves, steamers, warmers, and other equipment does not normally work properly and are not in good condition.

Kitchen Workers and Stove Cleaners:

Over 59% of kitchen workers and stove cleaner respondents reported that they are not provided with sufficient supplies (scrubbers, soap) to wash the pots. Over 5 in 10 respondents said that their carts are not normally in good working order.

Servers, Bussers, Bartenders, Hosts:

Nearly three-fourths (73.3%) of surveyed FOH workers said they have ran into or collided with another coworker at work. Over 86% of FOH workers responded that they receive verbal abuse from customers. More than 73% of FOH workers said that they experience hearing problems from working around music, slot machines, or other loud noises.

Challenges

While we were faced with various challenges throughout our internship with the Culinary Union, the majority of our challenges were logistical or technological issues that we later resolved. We had planned to use tablets to facilitate our survey data collection to help with time constraints. However, due to the variance in technological proficiency among our worker population, we found ourselves administering written surveys and having to input data ourselves, which was time-consuming.

Due to the lack of union experience, we had minimal knowledge of the Nevada state policies for union workers. We did not understand what it meant to be a union member and how eligibility works within a “right-to-work” state. We participated in an orientation to simulate the process workers go through in order to become union members. This gave us knowledge on the operation and development of how the organizing is carried out. We found that organizers were once casino hotel workers from all job classifications and now help to identify leaders within all departments of the casino to educate them about health and safety issues; this information is then passed on to more workers.

Since workers faced transportation limitations, some were not inclined to participate in the interviews or surveys. To overcome this, we scheduled survey sessions near their worksites (public locations) where workers could come as they were available throughout the day or after their shift. In addition, it was difficult to find FOH workers to interview that would be concerned about their health and safety hazards in the workplace. However, the union staff organizers did their best to find us two bartenders who worked in different casinos in order to have a distinct understanding of their health and safety concerns.

We had planned to send our audio-recorded interviews to a transcription service in order to help us with our interview analysis. However, we later faced budget limitations and had to plan for a different method to transcribe the interviews. During this time, we had planned to use Atlas T.I. which is a coding software in order to analyze qualitative data from the interviews and narrow our survey questions. Luckily, we found a software application that we bought on the Apple application store that was a great tool for us to record our interviews, while also having a feature to transcribe the interview in both Spanish and English. Unfortunately, the transcriptions from the Voice Recorder application were not as accurate as we had hoped because of background noises in the recordings, and participants talking over one another at times. As a result of not having access to the transcriptions of our recordings, we believed it would be challenging to use the Atlas T.I. software. Instead, we listened to all 14 recordings and took very detailed notes in addition to our notes from the interviews. By creating our own codes and listening to the interviews again, we were able to find recurring health and safety issues among all job classifications.

Successes

We found success in our challenges and met all of our highlighted objectives. The majority of our participating worker population were Spanish-speakers and luckily, we are bilingual. This was helpful when communicating the purpose of the project to the workers and in turn, they were able to encourage other workers to participate in the surveys. At the start of the interviews, we did not know the terminology for the casino hotel industry. The interviews combined with participation in staff meetings and union activities (picketing), helped us gain knowledge about each job classification. This cultural competence helped us establish trust and comfort among our worker population during the survey sessions.

We were given immense support from our Site Coordinator and the Research team to facilitate all of our interviews and surveys. We had originally set a goal of conducting 5- 10 interviews, but exceeded that goal when we conducted 14 interviews with 17 workers. This was a success because we were able to talk to more workers from all locations, therefore giving us knowledge on the different perceptions of hazards within the same job classifications. With all the information we obtained from the interviews, we were able to create a comprehensive survey that contained detailed questions for specific job health and safety hazards.

After workers participated in our survey sessions, we found that they were motivated to disseminate surveys to their coworkers, which helped us increase participation. Although we collected 177 surveys out of our goal of 200, we found that this was still a success seeing that our survey questions were very comprehensive and indicative of serious health and safety hazards that workers experience.

As aforementioned in our challenges, workers were faced with transportation limitations and we found it difficult to get participation from workers. Having our own vehicles allowed us to visit multiple work sites and facilitate survey locations for workers. In addition, OHIP provided us with money allocated for supplies that gave us the opportunity to provide snacks to participants when we met at public areas, such as fast food locations and coffee shops. This was helpful because we found that some GRAs that were getting off from work had skipped their lunch in order to meet their quota for the day and we wanted to provide a small compensation for their participation in the survey after their work shift.

Recommendations

We learned that during safety training workers were previously taught how to prevent injuries based on the Herbert William Heinrich Theory. This theory suggests that “88% of all accidents were caused by a human decision to carry out an unsafe act” (Manuele, 2011). As a result, we suggest employer involvement in helping to keep the workplace safe. We hope that our give-back products will provide workers with confidence and knowledge to bring up health and safety concerns to their supervisor. Most of the participants that were interviewed alluded to being exposed to work organization hazards and felt that there was a lot of pressure from their employer to do too many tasks during their work shift. In order to decrease stress in the workplace, we recommend that employers hire more staff in order to disburse the tasks and alleviate stress levels.

Survey and interview results revealed that GRAs do not take all of their breaks during their work shift because they fear they will not complete their credits. Managers and supervisors should encourage these workers to take their breaks because they need to rest and replenish their energy. GRAs are also the job classification with the most exposure to biological hazards, followed by Porters, thus we suggest that properties emphasize biological hazard training. Over 85% of GRA participants reported that they use chemicals, therefore, it is of utmost importance that these workers receive proper chemical and Safety Data Sheet (SDS) training.

The most common concerns for Porters were their exposure to secondhand smoke. The *American Nonsmokers' Rights Foundation* study shows that casino workers exposed to second-hand smoke have an increased risk of lung and heart disease (ANRF, 2006). Thus, we recommend that Boulder Station, Green Valley Ranch, Palms Casino Resort and Palace Station ban smoking in their properties to support the health and safety of their employees and at the same time encourage their customers to quit. Porter participants reported that the trash bags provided by these properties are not thick enough to help prevent glass or other sharp objects from breaking through. This could be a biological hazard if sharp objects such as insulin needles penetrate from the bag and injure a worker. As a result, we recommend that the casino hotels provide better quality trash bags or more trash bags in order to double bag for preventative purposes.

Based on the interviews and surveys, BOH workers seem highly exposed to fire at the workplace. We recommend that employers provide proper ventilation and air condition to prevent heat build-up. In addition, we recommend that ventilation is provided to help prevent steam and condensation of water and oil onto the floor. In addition, more than half of BOH participants of our survey responded that there are not enough supplies to wash the pots and that the carts are not in good working order. Therefore, we recommend the involvement of supervisors to make sure that the workers are stocked with supplies such as scrubbers and soap more frequently. Supervisors could create a list where workers write down what they need so that they can be ordered weekly. In addition, we recommend supervisors to order new carts as the carts get run down. However, the properties must have to invest in all of this and should

support the supervisors with a larger budget in order to facilitate the work environment for all of their employees. The Occupational Health and Safety Management Systems (OHSMS) standard approach could facilitate this seeing that all the Station casinos are owned by the same employer (Romero et al., 2018).

Survey analysis found that some FOH workers have a limited line of sight and open spaces to move around in their work area, furthermore, a majority of the workers reported collisions with other coworkers. We recommend that employers provide adequate lighting for employees to see their surroundings and ensure that passageways are kept clear of obstacles that could cause an accident or injury.

Personal Reflections

Sharee:

Following my MPH in Environmental Occupational Health, I plan to pursue a Medical Degree with a focus in occupational Medicine. This summer internship with OHIP has given me the opportunity to understand the worker-employer environment and to empower and encourage workers to strengthen their safety skills. By working with a worker group organization, I was able to familiarize myself with union strategies of how they come about educating their workers on safety and strengthening their skill set. Every individual has a unique story that has brought him or her to a particular working position. It brought me comfort to see workers come together to help each other even though they were not working at the same hotel. In addition, this internship was an eye-opening experience for me as I realized that there could be health and safety hazards that could be overlooked for certain job classifications.

Furthermore, interning with the Culinary Union 226, gave me the opportunity to apply my graduate coursework. While most of my studies have been in the physical sciences, this internship helped me merge both of my interests in order to identify health and safety hazards. By exposing myself to OSHA 300 log coding and calculating OSHA 300A incidence rates, I now feel more confident in the field of health in which most risks can sometimes be unnoticed but should be challenged. Listening to the testimonies of some of the casino hotel workers strengthened my motivation to join the fight in supporting workers who are not given fair wages and working conditions. As a future physician, I intend to get to know my patients in a personable level to diligently strategize a treatment so that their work injuries will not remain a burden in their lives.

Janet:

Coming into OHIP, I had minimal knowledge on the processes of a union. I gained insight on all the work and effort that goes into organizing and managing a union and its members. When working with the Culinary Union, I learned that all of the organizers were once casino hotel workers from various departments, so they know about the struggles that each worker faces. In this sense, workers support workers, which is a valuable component to employees, organizers, and representatives alike. Interning with this organization allowed me to have personal interactions with many workers and truly grasp their experiences. When I listened to workers talk about the issues they face on the job, they always thanked me for caring about the working conditions of the “little” people. I felt proud to be working with the Union because I feel that my work is going to help in improving the working conditions of casino hotel workers. This work is impactful and fulfilling. The unity and support I felt at the Union encouraged and motivated my work. The positive relationships among all of the union members is something that I would like to project in my future career.

Acknowledgements

We would like to thank all of the organizations who funded our project: Steve M. Levin Foundation, Association of Occupational and Environmental Clinics (AOEC), Occupational Health Internship Program (OHIP), Sarah Jacobs (National Program Coordinator, OHIP), Kevin Riley (Director of Research and Evaluation UCLA LOSH) and the National Institute for Occupational Safety and Health (NIOSH). We would also like to acknowledge the valuable contributions of the Culinary Workers Union Local 226 and UNITE HERE. The union organizers who facilitated our interviews and surveys with casino hotel workers included Mauricio, Hannah, America, and Lisa. The site sponsor for the summer project, Jason Kordosky guided us through the process of creating and conducting interviews and surveys, as well as analyzing survey data. Pamela Vossenias, Deputy Director of the Worker Safety and Health Program of the UNITE HERE International Union, provided us with instructive feedback on our project. Last, but not least, we would like to extend a warm thank you to all the casino hotel workers who shared their experiences and health and safety concerns. We hope that this study reaches as many union workers in the casinos that we studied and assists in health and safety prevention.

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APPENDIX A: INTERVIEW GUIDELINES

Demographic Information:

1. What is your name? _____
2. How old are you? _____
3. Where do you work? _____
4. What is your position there? _____
5. How long have you been working there? _____
6. What language are you most comfortable speaking? _____
7. What is your job status? Full-time _____ Part-time _____ On-call _____

Name _____

Property _____

Interview Guidelines

Introduction: Hi, our names are Sharee and Janet, we are working as summer interns at the Culinary Workers Union Local 226 as part of the Occupational Health Internship Program (OHIP). We are conducting a research study to explore and document workplace hazards at casino hotels in Las Vegas in order to suggest controls and interventions and improve worker health and safety. I just want to remind you that this interview will be audio recorded and will be used for research purposes.

1. Ice Breaker

2. Walk us through your work day.

- What type of supplies and equipment do you use?
- What is the hardest thing to do? What is the easiest thing to do?

3. Can you describe your work area?

- What concerns do you have about how work affects your health and our safety?
- Is there enough space in the work area? How do you move around?
- How do guests play a role in your health and safety?

4. If you can explain how you feel while working in three different words what would they be and why?

5. Have you ever been hurt at work? Do you ever go home with pain?

- What happened?
- How do these injuries or pains affect you in your activities outside of work? In your family/personal life?
- Did you report this to your employer? Why or why not?
 - What does your employer tell you to do? Are there safety incentive programs for reporting injuries?
- You mentioned that you had some pains related to your work. Could you describe this further?

- What activities at work cause you pain?
- Did you have to take any time off due to this injury or pain?
 - Were you paid during this time?
- Is there a first aid kit available for employees to use when an accident occurs? What is the protocol?
- How did you feel when you went back to work? What changed?
- Currently, what do you do for your pain?

6. What type of training have you received a work?

- What language was the information?
- What did you learn?
- What topics were covered?

7. Have there been changes in the hotel in the last past 5 years?

- Workload demands
- Alterations (re-modeling etc)
- Staffing
- What has changed in the hotel since it became unionized?

8. What other health and safety issues do you face at work?

- Chemical hazards: cleaning products and their vapors, unlabeled containers, smoke detergents
- Biological: vomit, urine, blood, hypodermic needles, insects, mold
- Safety hazards: trips, falls, slips, broken equipment, spills on floor, blocked hallways
- Ergonomics: repetitive movements, awkward postures, excessive force, frequent lifting, extreme reaching/bending
- Physical: cold or hot temperature extremes, excessive sunlight, loud noises
- Work organization: high workload demands, workplace violence, sexual harassment, stress

APPENDIX B: SURVEY QUESTIONNAIRE (ENGLISH)

Casino Worker Health and Safety Survey

Name: _____ Age: _____ Date: _____

Gender: _____ Race/ethnicity: _____

Where do you work? _____

How long have you worked there? _____

What is your job classification? _____

What is your job status? Full time Part time On Call

What language are you most comfortable speaking? _____

SUPPLIES

1. How often do you have all the supplies you need to do your job?

Always Almost Always Sometimes Almost Never Never

What supplies are commonly missing? _____

2. How often do all the machines and/or equipment you need to do your job work?

Always Almost Always Sometimes Almost Never Never

What machines/equipment do you commonly have issues with? _____

3. Do you have personal access to a first aid kit at work?

Yes No

Where is it located? _____

BREAKS, MEALS, AND WORKLOAD

4. How often do you take all of your breaks during your work shift?

Always Almost Always Sometimes Almost Never Never

5. How often do you eat lunch or a meal during your work shift?

Always Almost Always Sometimes Almost Never Never

6. Does the TDR regularly have nutritious, healthy meals available to you? Yes No

If "no," why do you think the food is not nutritious? _____

7. Do you ever work before you clock in or after you clock out? Yes No

8. Has your workload increased since you first started your job? Yes No

9. Have there been any cuts to staffing levels? For example, are there now less workers in your shift doing the same amount of work? Yes No

SAFETY HAZARDS

10. Is your work area kept clean, orderly, and free from clutter? Yes No

11. Do you feel like you have enough space to work safely? Yes No

12. Are there uneven floors or obstacles you can trip over? Yes No

If "yes," where _____

13. Are there places where water accumulates, such as near sinks or ice machines?

Yes No

If "yes," where: _____

14. Do you work with any dangerous machines or other equipment at your job?

Yes No

If "yes," what machines or equipment? _____

15. Are any of the machines missing safety guards that prevent your hands or fingers from coming into contact with the blade or other moving parts?

Yes No

If "yes" what machines or equipment are missing safety guards and where are they located?

16. Do any of the machines or equipment you use have damaged electric cords or exposed wires?

Yes No

If "yes," what machines or equipment and where are they located? _____

17. Is the closest emergency exit at your work free from obstruction?

Yes No I don't know

18. Were you trained on any emergency action plans when you were hired?

Fire	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure	Earthquake	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure
Active Shooter/	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure	Evacuation plan	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure
Dangerous Intruder	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure	Shelter-in-place	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure

19. Were you trained on emergency action plans after renovations or other major changes at your work? Yes No

PHYSICAL HAZARDS

20. Do you experience any of these hazards in your work area?

Loud noises	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Cold	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Smoke	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Electricity	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fire	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Vibrations*	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Heat	<input type="checkbox"/> Yes	<input type="checkbox"/> No	*when using machinery/equipment		

BIOLOGICAL HAZARDS

21. Do you encounter any of these biohazards at work?

Vomit	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Hypodermic needles	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Urine	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Condoms	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Feces	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Tampons	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Blood	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Diapers	<input type="checkbox"/> Yes	<input type="checkbox"/> No

22. Have you been trained on how to clean biohazards and their health risks? (HIV, Hepatitis)

Yes No

If "yes," were you trained when you were hired? Yes No

If "yes," are you trained again every year? Yes No

If "no" do you clean the biohazards you encounter even though you haven't been trained?

Yes No

23. Have you ever been stuck by a hypodermic needle at work? Yes No

ERGONOMIC HAZARDS

24. Do you repeatedly (or for prolonged periods) do any of these movements in your job?

Bending	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Walking	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Crawling	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Pushing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Reaching	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Pulling	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Twisting	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Cutting	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Kneeling	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Lifting	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sitting	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Balancing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Standing	<input type="checkbox"/> Yes	<input type="checkbox"/> No			

25. Do you strain to lift heavy items?

Yes No

If "yes," what items: _____

WORK ORGANIZATION HAZARDS

26. How often do you feel stressed at work?

Always Almost Always Sometimes Almost Never Never

27. Have you ever experienced violence at work (e.g., physical, verbal, emotional)? Yes No

If "yes," who? (check all who apply) Guest Supervisor Co-Worker

28. Have you ever experienced sexual harassment at work? Yes No
If "yes," who? (check all who apply) Guest Supervisor Co-Worker

29. Do your supervisors listen to your concerns and resolve problems at work?
 Yes No

30. Are there employee restrooms you can easily use near your work area?
 Yes No

CHEMICAL HAZARDS

31. Do you use chemicals for cleaning or other purposes at work? Yes No
If "yes," please answer the questions below:

- A. Were you trained on how to safely use cleaning chemicals or other hazardous substances when you were hired? Yes No
- B. Are you trained on how to use cleaning chemicals or other hazardous substances safely when new chemicals are added? Yes No
- C. Have you been trained on how to read Material Safety Data Sheets and what to do if you are exposed to a chemical? Yes No
- D. Is there an MSDS binder easily available to you with information on all the chemicals in your work area? Yes No
- E. Are all chemical containers and bottles clearly marked with the chemical name and safety information? Yes No

32. Do you experience any of these symptoms when using chemicals?

Dizziness	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Dry skin	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Headaches	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Irritated eyes,	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Nausea	<input type="checkbox"/> Yes	<input type="checkbox"/> No	nose, or throat		
Rashes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Allergic reactions	<input type="checkbox"/> Yes	<input type="checkbox"/> No

33. Is there an eye wash station close enough to you in case you get chemicals in your eyes?
 Yes No I don't know

PERSONAL PROTECTIVE EQUIPMENT (PPE)

34. Do you use any of this personal protective equipment at work?

Gloves	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Slip-resistant shoes	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Masks	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Apron	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Glasses	<input type="checkbox"/> Yes	<input type="checkbox"/> No			

35. Is the personal protective equipment always in supply and available for use?
 Yes No

If "no," why is it not available? _____

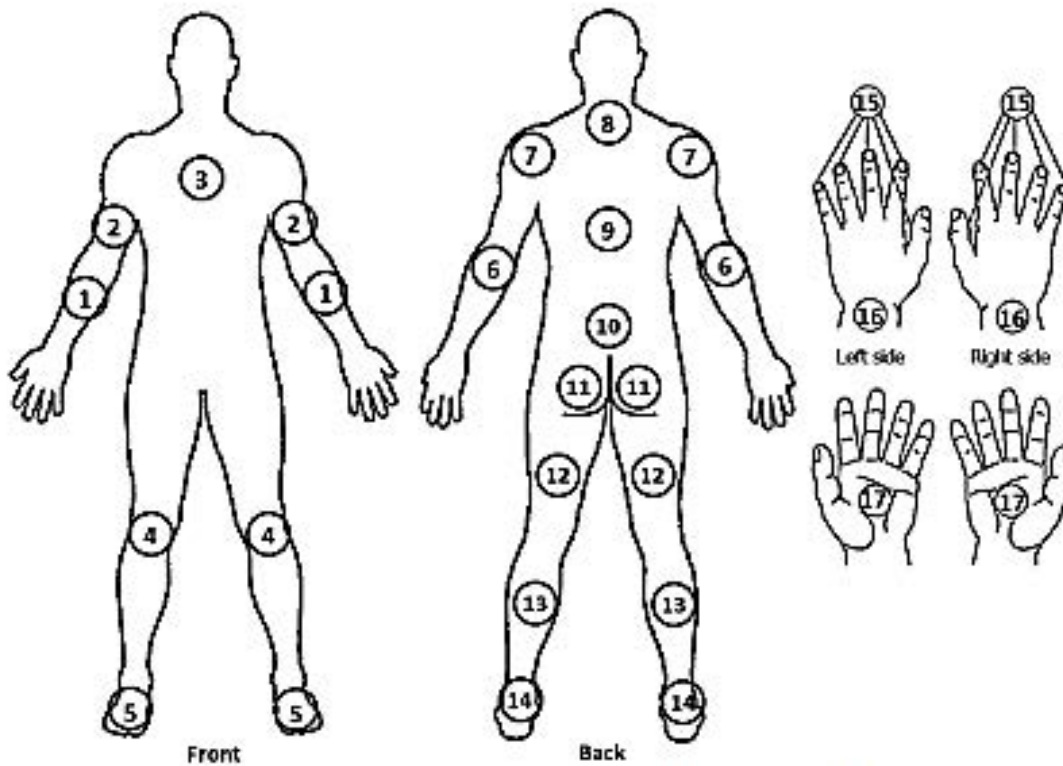
PAIN AND INJURY

36. Have you ever had any pain or discomfort that was caused by your job?

Yes No

If "yes," please check off the location(s) of your body where you felt the pain:

- | | | | |
|--|---|--|--|
| 1. <input type="checkbox"/> Forearm(s) | 6. <input type="checkbox"/> Elbow(s) | 11. <input type="checkbox"/> Buttock(s) | 16. <input type="checkbox"/> Wrist(s) |
| 2. <input type="checkbox"/> Upper arm(s) | 7. <input type="checkbox"/> Shoulder(s) | 12. <input type="checkbox"/> Thigh(s) | 17. <input type="checkbox"/> Palm(s) |
| 3. <input type="checkbox"/> Chest | 8. <input type="checkbox"/> Neck | 13. <input type="checkbox"/> Calf/Calves | 18. <input type="checkbox"/> Other: Describe |
| 4. <input type="checkbox"/> Knee(s) | 9. <input type="checkbox"/> Mid-back | 14. <input type="checkbox"/> Ankle(s) | _____ |
| 5. <input type="checkbox"/> Foot/Foot | 10. <input type="checkbox"/> Low-back | 15. <input type="checkbox"/> Finger(s) | _____ |



37. Have you ever been hurt or sustained an injury or illness that was caused by your job?

Yes No

If "yes," what caused the injury/illness: _____

Did you report the injury or illness to management? Yes No

If you didn't report the injury, why not? _____

GUEST ROOM ATTENDANTS AND HOUSEPERSONS

38. How many credits do you have to complete every day? ____ credits
39. How many floors are you assigned to every day? ____ floors
40. Is your cart normally in good working order? ____ Yes ____ No
41. Do you take any medication for work-related pain? (Tylenol, Advil, prescription)
____ Yes ____ No
42. Are you provided with a wedge or other tool that helps you lift the mattress? ____ Yes ____ No
43. Are you given long-handled tools that help you clean and avoid excessive bending, twisting or reaching? ____ Yes ____ No

PORTERS

44. Do you experience any hearing problems from working around music, slot machines or other loud noises? ____ Yes ____ No
45. Are the hypodermic needle boxes in your work area emptied regularly?
____ Yes ____ No
46. Do the trash bags prevent glass or other sharp objects from breaking through?
____ Yes ____ No

COOKS

47. Can you open the walk-in cooler from the inside (to prevent getting locked inside)?
____ Yes ____ No
48. Normally, are all your stoves, steamers, warmers, and other equipment working properly and in good repair? ____ Yes ____ No
49. Are the oven hoods and vents regularly cleaned and free of grease build-up?
____ Yes ____ No

KITCHEN WORKERS AND STOVE CLEANERS

50. Are you provided with sufficient supplies (scrubbers, soap) to wash the pots?
____ Yes ____ No
51. Are your carts normally in good working order? ____ Yes ____ No
52. Do you have to change the oil in the fryers? ____ Yes ____ No
If "yes," have you been trained on how to change the oil safely? ____ Yes ____ No
53. Do you ever have to clean a stove while it is still hot? ____ Yes ____ No

SERVERS, BUSSERS, BARTENDERS, HOSTS

54. Have you ever ran into or collided with a coworker at work? ____ Yes ____ No
55. Do you have a good line of sight and open spaces to move in your work area so as to prevent collisions between coworkers? (e.g., window in door to kitchen, no narrow passageways or blind corners) ____ Yes ____ No
56. Do you ever receive verbal abuse from customers? ____ Yes ____ No
57. Are the trays in good repair? Do they have anti-slip/rubber material covering them so glasses and plates don't slide? ____ Yes ____ No
58. Are the ice machines in your work area normally in good repair? ____ Yes ____ No
59. Do you experience any hearing problems from working around music, slot machines, or other loud noises? ____ Yes ____ No

APPENDIX C: SURVEY QUESTIONNAIRE (SPANISH)

Encuesta sobre Salud y Seguridad del Trabajador de Casino

Nombre: _____ Edad: _____ Fecha: _____

Género: _____ Raza/grupo étnico: _____

¿Dónde trabaja? _____

¿Por cuánto tiempo ha trabajado ahí? _____

¿Cuál es su clasificación de trabajo? _____

¿Cuál es su estatus laboral? Tiempo completo Tiempo parcial On- Call

¿Con cuál idioma se siente más cómodo(a)? _____

PRODUCTOS Y EQUIPO

1. ¿Con qué frecuencia tiene todos los productos que necesita para hacer su trabajo?
 Siempre Casi siempre A veces Casi nunca Nunca

¿Cuáles productos faltan comúnmente? _____

2. ¿Con qué frecuencia funcionan todas las máquinas y/o el equipo que necesita para hacer su trabajo?

Siempre Casi siempre A veces Casi nunca Nunca

¿Cuáles máquinas/equipo le dan problemas comúnmente? _____

3. ¿Tiene usted acceso a un botiquín de primeros auxilios?

Sí No

Si es "sí", ¿dónde está ubicado? _____

DESCANSOS, COMIDAS, Y CARGA DE TRABAJO

4. ¿Con qué frecuencia toma todos los descansos que le corresponden durante el turno?
 Siempre Casi siempre A veces Casi nunca Nunca

5. ¿Con qué frecuencia come su almuerzo o comida durante su turno de trabajo?

Siempre Casi siempre A veces Casi nunca Nunca

6. ¿El TDR regularmente tiene comidas nutritivas y saludables a su disposición? Sí No
Si "no," ¿por qué cree que la comida no es nutritiva? _____

7. ¿Hay veces que usted trabaja antes o después de pasar tarjeta/ponchar? Sí No

8. ¿Ha aumentado su carga de trabajo desde que empezó su empleo? Sí No

9. ¿Han hecho algún recorte de personal? ¿Hay menos trabajadores ahora en su turno haciendo la misma cantidad de trabajo? Sí No

RIESGOS A LA SEGURIDAD

10. ¿Se mantiene limpia, ordenada, libre de estorbos su área de trabajo? Sí No

11. ¿Siente que tiene suficiente espacio para trabajar sin peligro/riesgo? Sí No

12. ¿Hay pisos desniveles u obstáculos en los que puede tropezar? Sí No

Si es "sí," ¿dónde? _____

13. ¿Hay lugares donde se acumula el agua, como cerca a los lavabos o máquinas de hielo?
 Sí No

Si es "sí," ¿dónde?: _____

14. ¿Trabaja con máquinas u otro equipo peligroso?

Sí No

Si es "sí," ¿cuáles máquinas o equipo? _____

15. ¿Le falta el seguro a alguna máquina para prevenir que sus manos o dedos entren en contacto con alguna navaja/sierra o con otras partes móviles?

Sí No

Si es "sí," ¿a cuáles máquinas o equipo les falta el seguro, y dónde están ubicadas?

16. ¿Tiene el cable eléctrico dañado o tiene alambres expuestos alguna de las máquinas o equipo que usted usa?

Sí No

Si es "sí," ¿a cuáles máquinas o equipo, y dónde están ubicadas? _____

17. ¿Está libre de obstrucciones la salida urgente más cercana?

Yes No No sé

18. Cuando fue contratado(a), ¿se le dio entrenamiento sobre algún plan acción en casos de emergencia?

Incendio Sí No No estoy seguro(a) Terremoto Sí No No estoy seguro(a)

Tiroteo activo/ intruso peligroso Sí No No estoy seguro(a) Plan de evacuación Sí No No estoy seguro(a)

Refugio in situ Sí No No estoy seguro(a)

19. ¿Se le dio entrenamiento acerca de un plan de acción en casos de emergencia después de hacer renovaciones u otros cambios grandes? Sí No

RIESGOS FÍSICOS

20. ¿Tiene alguno de los siguientes riesgos en su área de trabajo?

Ruidos fuertes	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Frio	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Humo	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Electricidad	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Fuego	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Vibraciones*	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Calor	<input type="checkbox"/> Sí	<input type="checkbox"/> No	*al usar máquinas o equipo		

RIESGOS BIOLÓGICOS

21. ¿Encuentra usted alguno de los siguientes riesgos biológicos en el trabajo?

Vómito	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Agujas hipodérmicas	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Orina	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Condones	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Heces	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Tampones	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Sangre	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Pañales	<input type="checkbox"/> Sí	<input type="checkbox"/> No

22. ¿Ha recibido entrenamiento de cómo limpiar riesgos biológicos, y sobre sus riesgos a la salud? (VIH, Hepatitis)

Sí No

Si es "sí," ¿recibió ese entrenamiento al ser contratado(a)? Sí No

Si es "sí," ¿recibe ese entrenamiento cada año? Sí No

Si es "no," ¿limpia los riesgos biológicos que encuentra aunque no ha recibido entrenamiento? Sí No

23. ¿Alguna vez se ha picado con una aguja hipodérmica en el trabajo? Sí No

RIESGOS ERGONÓMICOS

24. ¿Hace repetidamente (o por periodos largos) alguno de los siguientes movimientos en su trabajo?

Agacharse	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Caminar	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Gatear	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Empujar	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Estirar el brazo	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Tirar/Jalar	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Torcerse	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Cortar	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Arrodillarse	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Levantar	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Sentarse	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Balancear	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Estar de pie	<input type="checkbox"/> Sí	<input type="checkbox"/> No			

25. ¿Hace mucho esfuerzo para levantar objetos pesados?

Sí No

Si es "sí," ¿cuáles objetos?: _____

RIESGOS DE ORGANIZACIÓN LABORAL

26. ¿Con qué frecuencia se siente estresado(a) en el trabajo?

Siempre Casi siempre A veces Casi nunca Nunca

27. ¿Alguna vez ha experimentado violencia en el trabajo (por ej. físico, verbal, o emocional)?

Sí No

Si es "sí," ¿de quién? (marque todos los que apliquen)

Cliente(a) Supervisor(a) Compañero(a) de trabajo

28. ¿Alguna vez ha experimentado acoso sexual en el trabajo? Sí No

Si es "sí," ¿de quién? (marque todos los que apliquen)

Cliente(a) Supervisor(a) Compañero(a) de trabajo

29. ¿Sus supervisores escuchan sus preocupaciones y resuelven los problemas del trabajo?

Sí No

30. ¿Hay baños para empleados que pueda usar fácilmente cerca de su área de trabajo?

Sí No

RIESGOS QUÍMICOS

31. ¿Usa químicos en el trabajo para limpiar u otros propósitos? Sí No

Si es "sí," por favor conteste las siguientes preguntas:

A. Cuando fue contratado(a), ¿recibió entrenamiento de cómo usar los químicos u otras sustancias riesgosas de manera segura? Sí No

B. Cuando se agregan químicos nuevos, ¿recibe entrenamiento de cómo usar los químicos u otras sustancias riesgosas de manera segura? Sí No

C. ¿Ha recibido entrenamiento de cómo leer las hojas de seguridad de materiales (*Material Safety Data Sheets*) y sobre qué hacer en caso de una emergencia? Sí No

D. ¿Hay una carpeta con las hojas de MSDS a su disposición con información de todos los químicos en su área de trabajo? Sí No

E. ¿Están marcados claramente todos los recipientes y botellas con los nombres de los químicos y su información de seguridad? Sí No

32. ¿Siente usted alguno de los siguientes síntomas cuando usa los químicos?

Mareos	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Piel reseca	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Dolor de cabeza	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Iritación de ojos,	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Nausea	<input type="checkbox"/> Sí	<input type="checkbox"/> No	nariz, o garganta	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Sarpullido	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Reacción alérgica	<input type="checkbox"/> Sí	<input type="checkbox"/> No

33. ¿Hay una ducha ocular suficientemente cercana en caso de que le caiga un químico en los ojos?

Sí No No sé

EQUIPO DE PROTECCIÓN PERSONAL (PPE, por sus siglas en inglés)

34. ¿Usa algún(os) de los siguientes objetos de protección personal?

Guantes	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Calzado	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Máscaras	<input type="checkbox"/> Sí	<input type="checkbox"/> No	antideslizante	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Gafas	<input type="checkbox"/> Sí	<input type="checkbox"/> No	Delantal	<input type="checkbox"/> Sí	<input type="checkbox"/> No

35. ¿Siempre hay reservas y está a su disposición el equipo de protección personal?

Sí No

¿Por qué no está disponible? _____

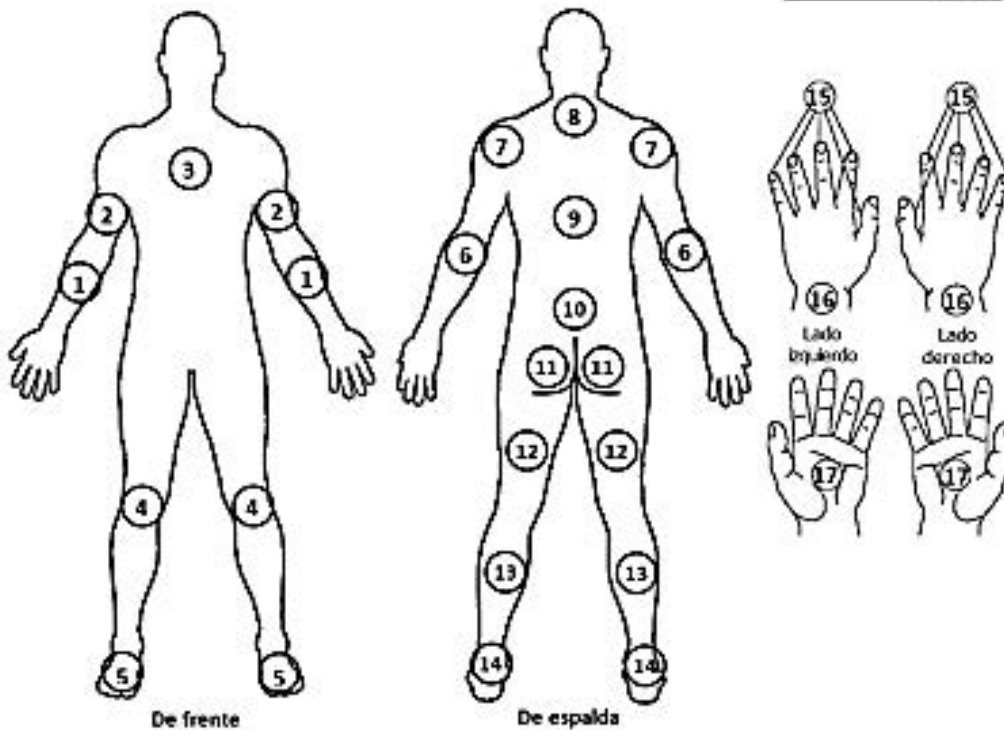
DOLOR Y MOLESTIAS

36. ¿Alguna vez ha tenido dolor o molestia ocasionado por su trabajo?

___ Sí ___ No

Si es "sí," por favor marque el o los lugares del cuerpo donde ha sentido dolor:

- | | | | |
|---------------------|----------------------|------------------------|-----------------------------------|
| 1. ___ Antebrazo(s) | 6. ___ Codo(s) | 11. ___ Glúteo(s) | 16. ___ Muñeca(s) |
| 2. ___ Brazos(s) | 7. ___ Hombro(s) | 12. ___ Muslo(s) | 17. ___ Palma(s) de la(s) mano(s) |
| 3. ___ Pecho | 8. ___ Cuello | 13. ___ Pantorrilla(s) | 18. ___ Otra parte: Describa |
| 4. ___ Rodilla(s) | 9. ___ Espalda media | 14. ___ Tobillo(s) | _____ |
| 5. ___ Pie(s) | 10. ___ Espalda baja | 15. ___ Dedo(s) | _____ |



37. ¿Alguna vez se ha lastimado o sufrido una lesión o enfermedad ocasionada por su trabajo?

___ Sí ___ No

Si es "sí," ¿qué ocasionó la lesión/enfermedad?: _____

¿Le informó a la gerencia de la lesión o enfermedad? ___ Sí ___ No

Si no la reportó, ¿por qué no? _____

GUEST ROOM ATTENDANTS HOUSEPERSONS

38. ¿Cuántos créditos tiene que completar cada día? ___ créditos
39. ¿Cuántos pisos se le asignan cada día? ___ pisos
40. ¿Normalmente funciona bien su carro de trabajo? ___ Sí ___ No
41. ¿Toma algún medicamento para el dolor relacionado al trabajo? (Tylenol, Advil, recetado)
___ Sí ___ No
42. ¿Se le proporciona una palanca u otra herramienta que le ayuda a levantar los colchones? ___ Sí
___ No
43. ¿Se le proporcionan herramientas con manijas largas que le ayuden a limpiar sin tener que
agacharse, torcerse, o estirarse demasiado? ___ Sí ___ No

PORTERS

44. ¿Tiene problemas para escuchar por trabajar donde hay música, máquinas de juego, u otros ruidos
fuertes? ___ Sí ___ No
45. ¿Hay suficientes cajas para desechar las agujas hipodérmicas en su área de trabajo?
___ Sí ___ No
46. ¿Las bolsas de basura previenen ser perforadas por vidrios u otros objetos puntagudos?
___ Sí ___ No

COOKS

47. ¿Se puede abrir el cuarto de refrigeración por dentro (para evitar quedar encerrado)?
___ Sí ___ No
48. ¿Normalmente funcionan adecuadamente y están en buen estado todas sus estufas, vaporeras,
calentadores, y demás equipo? ___ Sí ___ No
49. ¿Se limpian con regularidad y están libres de residuos grasosos las campanas de la estufa y los
ventiladores?
___ Sí ___ No

KITCHEN WORKERS AND STOVE CLEANERS

50. ¿Se le proporcionan suficientes productos (esponjas metálicas, jabón) para lavar las ollas?
___ Sí ___ No
51. ¿Normalmente funcionan bien sus carros de trabajo? ___ Sí ___ No
52. ¿Usted tiene que cambiar el aceite de las freidoras? ___ Sí ___ No
Si es "sí," ¿alguna vez ha recibido entrenamiento de cómo cambiarlo sin correr peligro?
___ Sí ___ No
53. ¿Alguna vez ha tenido que limpiar la estufa mientras todavía está caliente? ___ Sí ___ No

SERVERS, BUSSERS, BARTENDERS, HOSTS

54. ¿Alguna vez se ha topado o chocado con algún compañero de trabajo? ___ Sí ___ No
55. ¿Tiene una buena línea visual y espacios abiertos para circular en su área de trabajo sin chocar con
sus compañeros de trabajo? (por ej., ventana en la puerta de la cocina, ningún paso angosto o
ángulos ciegos) ___ Sí ___ No
56. ¿Alguna vez ha recibido abuso verbal por parte de los clientes? ___ Sí ___ No
57. ¿Están en buen estado las charolas? ¿Las charolas están cubiertas con un material
antideslizante/de hule para que no resbalen los platos o vasos? ___ Sí ___ No
58. ¿Normalmente están en buen estado las máquinas de hielo en su área de trabajo? ___ Sí
___ No
59. ¿Tiene problemas para escuchar por trabajar donde hay música, máquinas de juego, u otros ruidos
fuertes? ___ Sí ___ No