



**Cal Osha General Industry Safety Order 3345  
Hotel Housekeeping Musculoskeletal Injury Prevention  
Solutions For Compliance And Injury Prevention**

Requirement	Explanation And Guidelines	Best Performance Solution
<p>MIPP-Musculoskeletal Injury Prevention Program Written Practical Solutions</p>	<ol style="list-style-type: none"> <li>1. Name and Job titles of persons responsible for creating, implementing and maintaining</li> <li>2. System ensuring compliance by influencing workers to apply safe techniques</li> <li>3. System to inform Housekeepers of risks and safe solutions</li> <li>4. System for housekeepers to communicate risks wo Reprisal</li> <li>5. System to evaluate workplace and identify hazards with housekeeper and union involvement. Results posted for housekeepers.</li> <li>6. Reviewed and Updated annually, when new hazard is identified, when new procedures, equipt., Renovation.</li> <li>7. The worksite evaluation must identify and address potential risks to housekeepers, including (1) slips, trips and falls; (2) prolonged or awkward static postures; (3) extreme reaches and repetitive reaches above shoulder height; (4) lifting or forceful whole body or hand exertions; (5) torso bending, twisting, kneeling and squatting; (6) pushing and pulling; (7) falling and striking objects; (8) pressure points where a part of the body presses against an object or surface; (9) excessive work-rate; and (10) inadequate recovery time between housekeeping tasks.</li> </ol>	<ol style="list-style-type: none"> <li>1. Chosen by you and guided by Best Performance to be successful</li> <li>2. Our video trainings are behavior modification based. They influence the workers to understand and be willing to try the new technique. Systematic reminder and reward systems have your workers using the safer techniques daily and for years</li> <li>3. This is part of the training videos. People must learn why risky technique causes pain and fatigue, and why safe technique feels better, to influence them to change to safer habits</li> <li>4. There is a built in Q&amp;A after each training. Best Performance will provide training for your supervisors to influence workers to share their concerns. We will provide forms for housekeepers to report risks anonymously.</li> <li>5. We provide forms to evaluate each area and job task, and the training to understand what movement or position will create injurious stress. This training is a video which shows safe and risky behavior for the specific housekeeping task. Where it can cause a symptom, and what injury it can lead to.</li> <li>6. The person chosen in #1 of this form will have a schedule and list of situations to trigger evaluations. The reevaluations are systematic and guided by training on safe and unsafe body activities</li> </ol>



		7. All are already addressed in the task specific housekeeping trainings
Procedures to investigate Injuries	<ol style="list-style-type: none"> <li>1. Input from Housekeeper, supervisor and union what would have prevented injury</li> <li>2. If preventive controls were used, and if not used, why not?</li> <li>3. Were preventive tools available at the time of the injury</li> <li>4. What corrective measures will prevent future injury. Procedure for implementing the preventive action in a timely manner, and reevaluating after introduction</li> </ol>	<ol style="list-style-type: none"> <li>1. There is a video training and a supportive form of potential contributing factors to injury. Most Housekeeping injuries are cumulative, so history of symptom development is key.</li> <li>2. Will be on the form</li> <li>3. Will be on the form. Training will identify preventive controls so if they were used or not is easy to determine</li> <li>4. This is part of the training for each housekeeping task</li> </ol>
Training must include	<ol style="list-style-type: none"> <li>1. Signs, symptoms, risk factors of musculoskeletal injuries associated with each task</li> <li>2. The MIPP elements and how the written MIPP is available to the housekeeper</li> <li>3. The process for reporting safety and health concerns without fear of reprisal</li> <li>4. Importance of reporting early symptoms, and action to eliminate the symptoms and prevent recurrence</li> <li>5. Opportunity for Questions and answers</li> </ol>	<ol style="list-style-type: none"> <li>1. Part of the Best Performance training which is experienced weekly by workers and supervisors</li> <li>2. Provided in a binder and taught in trainings</li> <li>3. A series of processes are presented to management, who will choose the preferred system of reporting and present it to the department in meetings, in the MIPP, and posted</li> <li>4. Included in the training</li> <li>5. Included in the trainings, which are task specific, are 2-10 minutes, and occur 2 x week</li> </ol>
Body Mechanics and Safe Practices Training Includes:	<ol style="list-style-type: none"> <li>1. Identify Hazards</li> <li>2. How to control the hazards during each task</li> <li>3. Appropriate use of tools and equipment</li> <li>4. Importance and personal value of following safe work practices</li> <li>5. Using appropriate tools and equipment to prevent injury</li> </ol>	<ol style="list-style-type: none"> <li>1. Included in the worker and supervisor training</li> <li>2. See #1</li> <li>3. See #1</li> <li>4. See#1</li> <li>5. See #1</li> </ol>
Manager & Supervisor training	<ol style="list-style-type: none"> <li>1. How to identify hazards</li> <li>2. Hazard correction procedures</li> </ol>	<ol style="list-style-type: none"> <li>1. Included in the training</li> <li>2. Included in the training</li> </ol>



	<ol style="list-style-type: none"> <li>3. How to identify, replace and obtain defective or additional equipment</li> <li>4. How to communicate with housekeepers regarding problems that need correction</li> </ol>	<ol style="list-style-type: none"> <li>3. Several processes are presented to management to choose</li> <li>4. Is already part of supervisor training</li> </ol>
Records	<ol style="list-style-type: none"> <li>1. Records of steps taken to evaluate and measure to implement and maintain the MIPP</li> <li>2. Copy of the MIPP and evaluation records</li> <li>3. All records made available within 24 hours of request</li> </ol>	<ol style="list-style-type: none"> <li>1. Forms for each evaluation are kept in a binder, as well as follow up and actions taken to correct hazards and risks</li> <li>2. The binder</li> <li>3. Easily kept up to date</li> </ol>
Methods to identify and correct hazards	<ol style="list-style-type: none"> <li>1. Involve housekeepers and Union in identifying and evaluating hazards and corrective measures</li> <li>2. System to reevaluate corrective measures</li> <li>3. Provide appropriate equipment and how to procure, inspect, maintain, repair and replace that equipment</li> </ol>	<ol style="list-style-type: none"> <li>1. Training and guiding form. They will have the knowledge thru the training to confidently and competently recognize hazards and risks, and solutions</li> <li>2. Follow up each risk uncovered until corrected before it moves to the completed portion of the binder</li> <li>3. Ongoing list of resources made available to the department</li> </ol>
Procedure to review MIPP at each worksite to determine effectiveness and make corrections		A form to evaluate the entire program and department is provided