

## What are our priorities?

The National Institute for Occupational Safety and Health (NIOSH) Services Program works with partners in industry, labor, trade associations, professional organizations, and academia. The program focuses on these areas:

- Reducing traumatic injuries in targeted sub-sectors.
- Addressing emerging issues through Health Hazard Evaluations (HHEs).
- Reducing injuries and illnesses among temporary and contingent workers.

## What do we do?

- Expand reach to new audiences by inviting additional stakeholder groups to participate in the Service Sector Council.
- Share with employers, employees and other interested parties, the findings of Service Sector Health Hazard Evaluation field investigations of potential workplace hazards.
- Promote the adoption of HHE recommendations more broadly, as the findings are often applicable to other workplaces.
- Work with other NIOSH sector programs (particularly Manufacturing and Construction) to conduct research and produce guidance documents that address the needs of temporary workers.
- Incorporate questions of employment type into national surveys to better understand the exposure and health issues of Service Sector workers.
- Share information about model programs and model contracts that temporary employment agencies and host employers can use to clarify each side's responsibilities for the workplace safety and health of temporary workers.
- Raise awareness among small- and medium-sized businesses about available information from OSHA and workers' compensation insurance providers to help them develop contracts with temporary employment agencies that address occupational safety and health issues.

## What have we accomplished?

- Conducted case studies of emerging exposures:
  - Ventilation issues at a homeless shelter
  - Psychosocial stress, ergonomic, and thermal exposures in airline catering work
  - Metal dust exposures at an electronics recycling and disassembly facility
  - Alternative dry cleaning chemicals
- Disseminated recommendations for addressing the needs of temporary workers in a

NIOSH Science Blog post that came out of a joint meeting with the NIOSH Manufacturing Sector Council and stakeholders.

- Collaborated with the National Safety Council to highlight the need for increased use of model contracts for temporary workers by adding it to their agenda.
- Published two NIOSH Science Blog posts about injuries in tree care workers.

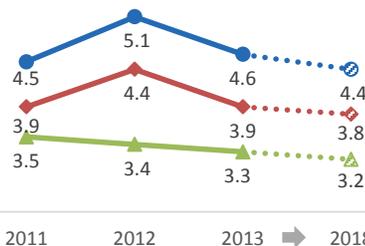
## What's next?

- Complete a study on exposures in electronic scrap recycling industry.
- Publish at least one NIOSH Science Blog post on Service Industry injury hazards using workers compensation data.
- Conduct Health Hazard Evaluations in the following emerging areas:
  - Chemical exposures in a nail salon
  - Exposure to E-cigarettes
  - Alternative ("green") chemical use in a drycleaner
- Publish *Morbidity and Mortality Weekly Report* article on chemical hazards in nail salons.
- Publish joint publication with OSHA on model programs for temporary workers.
- Share a NIOSH Center for Worker's Compensation Studies publication on injury rate among temporary workers with stakeholders.

## At-A-Glance

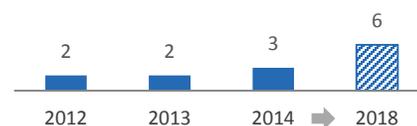
The Services Program provides leadership to prevent work-related injuries, illnesses and fatalities among the nation's service workers. This snapshot shows recent accomplishments and upcoming work.

Number of new non-fatal work-related injuries in Waste Management & Remediation (blue circle), Services to Buildings (red diamond) and All Industry Sectors (green triangle) (per 100 workers)



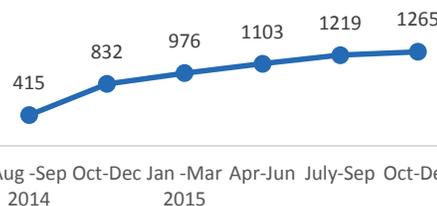
Source: U.S. Bureau of Labor Statistics

Number of HHE Field Investigations on emerging issues in Services



Source: NIOSH program records

Cumulative web downloads of "Protecting Temporary Workers" guidance document



Aug-Sep 2014 Oct-Dec 2014 Jan-Mar 2015 Apr-Jun 2015 July-Sep 2015 Oct-Dec 2015

Source: NIOSH program records