

## 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 to prevent work-related injuries, illnesses and fatalities among the nation's service workers. Service workers are in education, restaurants, hotels, personal services, recreation, finance, real estate, and administration, for example. The program focuses on these areas:

- Reducing traumatic injuries in priority 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 HHE 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

## What have we accomplished?

- Supported the development of a software tool for use in schools to assess dampness and mold. The tool has been used in two large school systems to aid facilities managers in guiding repairs.
- Published a NIOSH Science Blog on [hazards of wood chippers](#) for professional landscapers
- Conducted HHEs in the following areas:
  - Electronic scrap recycling exposure assessment
  - Chemical exposures in a nail salon
  - Three E-cigarette shops
  - Alternative ("green") chemical use in a dry-cleaner
- Conducted Fatality Assessment and Control Evaluation (FACE) visits and reports of:
  - Mulch truck driver death
  - Toxic paint removers
  - Lawnmower fatality

## What's next?

- Conduct one additional electronic scrap recycling industry exposure HHE.
- Publish research findings on:
  - Asthma in teachers from a study of 50 elementary schools
  - The association between state education initiatives (such as standardized testing) and teacher sleep
  - Economic vulnerability and workload of building cleaners
- Conduct HHEs in the following emerging areas:
  - Nail salons
  - Gymnastics centers
  - Recreational caverns
  - E-cigarette shops
  - Indoor waterparks
- Finalize a NIOSH Center for Workers' Compensation Studies publication on injury rates among temporary workers.

## At-A-Glance

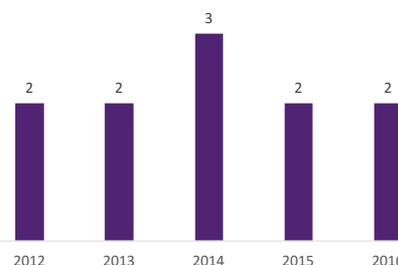
The Services Program provides leadership to prevent work-related injuries, illnesses and fatalities among the nation's service workers. This snapshot shows recent accomplishments and upcoming work.

Number of new non-fatal work-related injuries (per 100 workers)



Source: U.S. Bureau of Labor Statistics

Number of HHE Field Investigations on priority issues in rapidly growing Services



Source: NIOSH program records

Cumulative web downloads of NIOSH and OSHA co-branded guidance document "Protecting Temporary Workers"



Source: NIOSH and OSHA records

To learn more, visit <https://www.cdc.gov/niosh/programs/pps/>