

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 highly diverse industries that include education, restaurants, hotels, personal services, recreation, finance, real estate, government, and administration. The program focuses on these areas:

- Reducing hearing loss and exposure to hazardous noise in priority sub-sectors
- Reducing musculoskeletal disorders in priority subsectors
- Reducing falls in priority sub-sectors
- Improving safety and health among contingent workers and workers in non-standard work arrangements (such as temporary agency, contract, and "gig" arrangements)

What do we do?

- Conduct research to identify the causes and conditions of work-related injury and illness among Services sector workers.
- Develop and test interventions to reduce work-related injury and illness in the Services sector.
- Share with employers, employees and other interested parties the findings of Services sector Health Hazard Evaluation (HHE) field investigations of potential workplace hazards and promote the adoption of these findings.
- Conduct research and produce guidance documents that address the needs of contingent workers.
- Incorporate questions of employment type into national surveys to better understand the exposure and health issues of Services sector workers.
- Share information about model health and safety programs with both temporary employment companies and host employers to promote workplace safety and health.

What have we accomplished?

- Published research findings on the association between state education initiatives (such as standardized testing) and teacher sleep.
- Published a [NIOSH Science Blog](#) on landscaping safety and research ideas.
- Research study found high prevalence of standing, a risk factor for musculoskeletal disorders, among building services, accommodations, and restaurant workers.
- Conducted HHEs in the following areas:
 - [Gymnastic centers](#)
 - [E-cigarette shops](#)
 - [Indoor waterparks](#)
- Conducted Fatality Assessment and Control Evaluation (FACE) visits and reports of:
 - Tree service worker deaths
 - Death of landscaper during lawn mowing
 - Vocational school injury
 - Auto body shop worker crushed

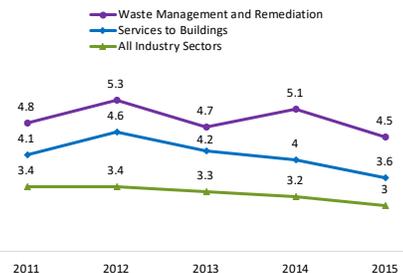
What's next?

- Publish research findings on:
 - Disparities of financial stress among workers in non-standard work arrangements.
 - Fall prevention programs that provided food service workers with slip-resistant shoes.
 - Noise exposure and control in landscaping.
- Conduct HHEs in the following emerging areas:
 - Nail salons
 - Recreational caverns
 - Electronic waste facilities
- Conduct research to better understand workplace safety and health training needs among contingent workers seeking employment and training opportunities in the workforce development sector.

At-A-Glance

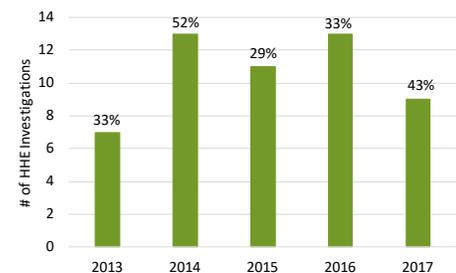
The Services Program provides leadership to prevent work-related injuries, illnesses and fatalities among the nation's service workers. This snapshot shows recent accomplishments and upcoming work.

Rate (per 100 full time workers) of new non-fatal work-related injuries



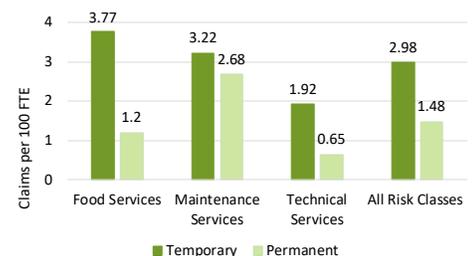
Source: U.S. Bureau of Labor Statistics

Number of HHE field investigations and percentage of all field investigations



Source: NIOSH program records

Lost workday claims rate per 100 FTE, by employment status, risk class, and adjusted rate ratio, 2011-2015, Washington state



Source: Foley M. Factors underlying observed injury rate differences between temporary workers and permanent peers. *Am J Ind Med.* 2017;60:841-851.

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

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