

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 cardiovascular disease and reversing adverse reproductive health outcomes.
- Reducing hearing loss and exposure to hazardous noise in priority sub-sectors, such as building services, and arts and entertainment.
- Reducing musculoskeletal disorders, especially back injuries, in priority sub-sectors such as auto repair and waste collection services.
- Reducing falls in priority sub-sectors such as building services and food services.
- Improving safety and health among contingent workers and workers in non-standard work arrangements (such as temporary agency, contract, and "gig" workers).

What do we do?

- Conduct research to identify the causes of work-related injury and illness among service workers.
- Develop and test interventions to reduce work-related injury and illness in the Services sector.
- Share the findings of Services sector Health Hazard Evaluation (HHE) field investigations of potential workplace hazards with employers, employees and other interested parties and promote the adoption of these recommendations.
- 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 service 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 two dampness and mold assessment tools designed for [school buildings](#) and [other buildings](#).
- Published an [article](#) regarding a fall prevention program that significantly reduced slipping-related workers' compensation injury claims among food service workers.
- Conducted HHE field investigations in the following areas:
 - [Waste management and remediation: electronics recycling facilities](#)
 - [Wastewater treatment plants](#) (company adopted recommendations by adding a ventilation system and addressing the temperature control issue).
- [Auto body repair facilities](#)
- [Zoos](#)
- Conducted Fatality Assessment and Control Evaluation (FACE) investigations:
 - [Landscaping worker deaths](#)
 - [Waste management and remediation worker deaths](#)
 - [The death of a custodian due to a fall \(building services\)](#)
 - [The death of a mechanic from a ruptured tire](#)

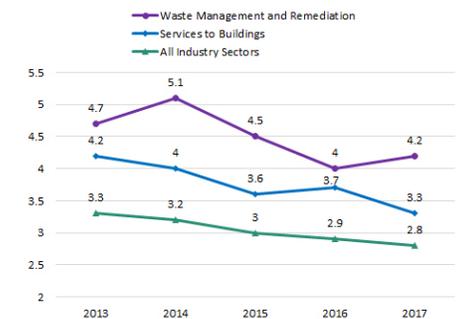
What's next?

- Publish research findings on exposure to triphenyl phosphates in nail salons.
- Conduct HHE field investigations in the following emerging areas:
 - Nail salons
 - University animal hospitals
 - Shooting ranges
 - Golf courses
- Health and welfare funds
- Recreational caverns
- Waste management and remediation: electronic waste facilities
- Develop a new foundational workplace safety and health training program for contingent workers seeking employment and training opportunities in the workforce development sector.

At-A-Glance

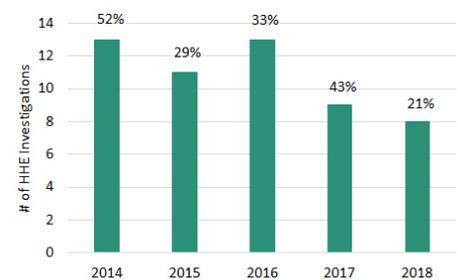
The Services Program provides leadership to prevent work-related injuries, illnesses and fatalities among the nation's service workers. This snapshot shows recent accomplishments and upcoming work.

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



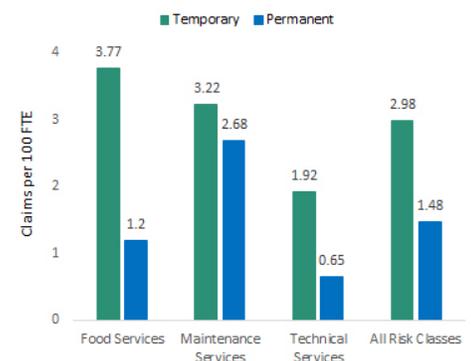
Source: U.S. Bureau of Labor Statistics

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.

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www.cdc.gov/niosh/programs/pps/

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