NATIONAL OCCUPATIONAL RESEARCH AGENDA (NORA)

July 2015 Revision

NATIONAL SERVICES AGENDA

FOR OCCUPATIONAL SAFETY AND HEALTH RESEARCH AND PRACTICE IN THE U.S. SERVICES INDUSTRIES

INCLUDING A REVIEW OF COMPLETED RESEARCH AND INTERVENTION ACTIVITIES BY GOAL

Developed by the NORA Services Sector Council
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INTRODUCTION, RESOURCES AND NOTES

National Occupational Research Agenda: Services Sector

The NORA Services Sector comprises workers who are employed in eleven North American Industry Classification System (NAICS, 2007) industry groups 51 – 56, 61, 71, 72, 81 and 92. These groups, respectively, are: Information; Finance and Insurance; Real Estate and Rental; Professional, Scientific and Technical; Corporate Management; Administrative Support and Waste Management; Education; Arts, Entertainment and Recreation; Accommodations and Food; Other Services; and Government aka Public Administration. In 2012, the Bureau of Labor Statistics (BLS) estimated over 66 million workers in these industries. (This total includes approximately 3 million public safety workers; separate goals have been developed for them.) The largest numbers of employees are in Education (13 million), Accommodations and Food (10 million), and Professional, Scientific and Technical (10 million), Finance and Insurance (7 million), Other Services (7 Million), Administrative Support and Waste Management (6 million), and Public Administration excluding military and public safety (4 million) (BLS, 2012b).

Jobs in the sector are highly diverse. The work environments in the services industries include offices, hotel rooms, outdoor and indoor entertainment facilities, restaurant kitchens, classrooms, automotive garages, public roads, and private households. Services workers frequently travel on roadways as part of their jobs. Many youth are first employed in services jobs, especially in Food Service and in Arts, Entertainment and Recreation. Some occupations require academic degrees and many jobs are physically demanding. A variety of occupational hazards potentially affect the health of these workers.

The NORA Service Sector Council was convened on September 13, 2006, and held additional meetings in January and November 2007 to consider priority issues for the National Services Agenda. The council examined summaries of the stakeholder input that had been received during Town Hall meetings between December 2005 and December 2006 and the comments that were submitted through the NIOSH website during the same period. Occupational safety and health surveillance data for services industries were reviewed and summarized for the Council, primarily for years 2003 to 2006. These data are most reliable for occupational fatalities resulting from traumatic injuries and other occupational injuries that are required to be entered on the OSHA 300 Log. Significant gaps in data for other injuries and all occupational illnesses were identified.

The Council decided to group its goals by services industry sub sectors. Those services sub sectors were chosen by the council after deliberations at the September 2006 and January 2007 meetings. At the January and November 2007 meetings, small groups discussed the current knowledge related to exposures, illnesses, injuries and fatalities in the sub sectors. Gaps in knowledge and intervention opportunities were identified and sets of related goals were drafted. The small group goals were consolidated and the versions of the draft goals were refined. The draft goals were made available for public comment on February 29, 2008. Two comments emphasized the importance of reproductive health and the goals were modified to include these issues.
Since that time, the Services Sector Council has continued to monitor injury, illness and fatality surveillance information from BLS and has been kept informed on research and intervention projects related to the goals at NIOSH and elsewhere. The BLS surveillance data for the Services Sector between 2003 and 2007 were also summarized in a peer-review publication (Utterback, et al., 2012). At an April 2013 meeting of the sector council, the members reviewed the current status of the goals and recommended that some be inactivated because they had been achieved. Those changes were incorporated into this updated set of goals which also included a set of new goals adopted by the council for the Hair and Nail Salon industry (NAICS 81211).

The industry experts, labor representatives, academic investigators and public health practitioners that make up the NORA Services Sector Council identified research and intervention goals for now 11 services industry sub sectors and for musculoskeletal disorders and occupational safety and health surveillance. The goals appear in the following order in this document:

1. Automotive Repair and Maintenance
2. Building Services
3. Education and Schools
4. Hotels and Motels
5. Public Administration (aka Government) except Public Safety
6. Recreation and Entertainment
7. Restaurants and Food Services
8. Telecommunications
9. Temporary Labor Industry
10. Waste Collection and Disposal
11. Musculoskeletal Disorders
12. Surveillance
13. Hair and Nail Salons

In June 2013, a review of pertinent literature was completed (Appendix). The purpose of the review was to identify completed research and intervention activities related to the individual goals in the National Services Agenda. The review was completed primarily through PubMed. Other sources at OSHA and NIOSH were reviewed primarily for intervention activities. The detailed results are in the Appendix by goal. Additional publications and intervention activities are likely to exist and the program is interested in learning about them. You may contact the program coordinator, Cheryl Estill, with any products that should be added to the list at clf4@cdc.gov.

The review led to decisions to retire some of the goals and label them as “accomplished.” They have been moved to a separate section. Research and intervention activities may continue to be beneficial on topics related to the accomplished goals but they are no longer considered priorities by the NORA Services Sector Council. In the summer of 2014, the sector council reviewed the goals and identified additional completed research and
intervention activities. Additionally, the goals were edited and reduced in number to better reflect goals that were accomplished and the level of effort currently available in the Nation to address the remaining priorities.

RESOURCES


NOTES

Strategic goals target reductions in illnesses, injuries or fatalities of a certain percent. The baseline date for the reductions may be assumed to be 2006 unless otherwise specified.

Some goals may address lost work day injuries or illnesses, also known as days-away-from-work. The magnitude of the number of lost work days is a measure of the severity of the illness or injury although it may also be affected by the physical requirements of the particular job, among other factors.
Strategic goals for **Public Safety, Veterinary Services and Pet Care Services**, included in the NAICS industry codes for the NORA Services Sector, have been established by other Councils and appear in their documents.
NORA SERVICES SECTOR GOALS

AUTOMOTIVE REPAIR AND MAINTENANCE

The number of automotive service technicians and other mechanics employed in U.S. industries is estimated to be 1,682,000 (BLS, 2012a). The majority of these workers are employed by automotive repair shops and automotive dealers, with others being employed by transportation businesses, stores, gasoline stations, government agencies, and self-employment. Automotive technicians and other mechanics frequently work with dirty and greasy parts and in awkward positions. They often lift heavy parts and tools, and much of their work is strenuous and dirty. Automotive technicians and other mechanics are potentially exposed to solvent vapors, engine exhaust (carbon monoxide and diesel particulate), noise, asbestos fibers (during brake repair), isocyanates (during painting), epoxies, and cleaning agents. Injuries sustained by the workers include sprains and strains, chemical burns, bodily pain, carpal tunnel syndrome, bruises, cuts, and fractures (BLS 2011).

Strategic Goal 1: Reduce serious occupational illnesses and fatal occupational traumatic injuries by 30% in the automotive repair industry with an emphasis on events that are due to vehicle and equipment related incidents.

Intermediate Goal 1.1: Develop and test targeted training materials and other intervention methods for the automotive repair industry to prevent traumatic injuries resulting from contact with objects and equipment.

Intermediate Goal 1.2: Develop and test effective training materials, controls and comprehensive safety and health programs that reduce the risk of illness among automotive repair workers.

BUILDING SERVICES

Approximately 2.5 million workers are employed in jobs classified in the building and landscape services industries (BLS 2012b). Building custodial services are often completed on evening and night shifts when building occupancy is low and building ventilation may be reduced to conserve energy expenditures. Workers who maintain building systems may complete construction-like tasks and are exposed to solvents, asbestos, microbial agents, and lead; janitors are exposed to chemicals in cleaning agents and physical strain; and landscapers are exposed to noise, pesticides and temperature extremes. Numerous safety hazards are present in this industry. The most common injuries are bodily pain, musculoskeletal disorders, and respiratory illnesses and dermatitis for janitors and falls and machinery-related injuries for maintenance and landscape workers. Nearly 200 fatalities occur in these industries each year (Utterback et al., 2012) and are associated with falls from heights, vehicle incidents and electrocutions, among others. Many of these workers are immigrants whose exposures and health outcomes are exacerbated due to factors such as lack
of access to health care and worker’s compensation benefits, poor housing, and limited income.

**Strategic Goal 2:** Reduce the incidence and severity of occupational illnesses and injuries by 20% as measured in number of occupational fatalities or lost work days among building services workers such as janitors, window washers, general building maintenance, and landscape services workers.

**Intermediate Goal 2.1:** Develop guidelines and training materials for effective injury interventions for building services workers.

**Intermediate Goal 2.2:** Create and disseminate information that will reduce risks for skin and respiratory disorders associated with building cleaning and maintenance work.

**Strategic Goal 3:** Eliminate health disparities for priority population workers in building services industries.

**Intermediate Goal 3.1:** Work with stakeholders in the building services industries to develop training materials for supervisors and workers that address environmental, organizational and behavioral factors associated with health disparities, if any are found to exist.

**EDUCATION AND SCHOOLS**

The educational services industry is the second largest U.S. industry with approximately 12.9 million workers (BLS, 2012b). The majority of workers are employed in elementary and secondary schools and post-secondary institutions and other education services employ approximately 4.4 million. Educational workers spend a significant amount of time in school buildings and in direct contact with students. As a result, they are potentially exposed to several hazards such as mold and microbial contaminants, infectious agents, hazardous volatile organic compounds emitted from construction materials and furniture, asbestos, and lead. Diesel exhaust is a common exposure from school buses. Work organization issues are challenging. Workers are at increased risk of respiratory illnesses, infectious diseases, other chronic diseases, voice disorders, stress and violence (Alexander, 2006).

**Strategic Goal 4:** Reduce the frequency and severity of injuries and illnesses by 30% among workers in public and private education.

**Intermediate Goal 4.1 [Retired]**

**Intermediate Goal 4.2:** Create guidance documents for hazard identification and control and indoor air quality in public and private schools.
**Intermediate Goal 4.3:** Identify essential components of effective occupational health and safety programs in public and private education.

**HOTELS AND MOTELS**

The number of workers employed in the hotel industry is estimated to be 1.8 million (BLS, 2012b). This industry employs a variety of workers – many are younger than 25 years, immigrants, first-time job holders, and may be employed part-time or on a seasonal basis. Hotel and motel workers are potentially exposed to several occupational physical and psychological stressors. Nearly all hotels and motels have continuous operations requiring shift work. Hotel room cleaners are at high risk of dermatitis and respiratory diseases due to exposure to cleaning agents and microbial agents in water damaged buildings. They are at high risk of musculoskeletal disorders due to awkward postures and frequent bending and lifting of heavy beds, linen, and carts. Work-loads may increase the risks for injuries (Buchanan et al., 2010).

**Strategic Goal 5:** Reduce the incidence and severity of occupational injuries by 20% as measured in lost work days among hotel and motel workers.

**Intermediate Goal 5.1:** Establish programs for collection and analysis of illness and injury event information, including standard elements for severity, in order to identify trends, emerging issues and intervention needs among hotel and motel employees through collaboration among employers, employees, workers’ compensation insurance carriers, labor, academic, and government agencies.

**Intermediate Goal 5.2:** Develop guidelines and training materials for effective injury interventions for hotel and motel workers.

**Strategic Goal 6:** Reduce by 20% the incidence and severity of occupational illness and morbidity that result in lost work days among hotel and motel workers.

**Intermediate Goal 6.1:** Create and disseminate information to reduce risk for skin disorders, respiratory disease, stress-related disorders, adverse reproductive health outcomes, and musculoskeletal disorders associated with working conditions in hotels and motels.

**Strategic Goal 7:** Eliminate health disparities for priority population workers in the hotel and motel industry.

**Intermediate Goal 7.1:** Develop training materials for supervisors and workers that address environmental, organizational, and behavioral factors associated with health disparities, if any are found to exist, among hotel and motel workers.
PUBLIC ADMINISTRATION (Except Public Safety)

Workers in the public administration include employees in the executive and legislative bodies, general government support, and American Indian Tribal government. Excluding public safety workers, there are over 4 million public administration workers in the U.S. (BLS, 2012b). In many states, the state government is the single largest employer. Information on numbers of occupational injuries to workers in public administration is very limited and state and local workers are frequently exempted from Federal occupational safety and health standards. The limited available surveillance information indicates that these workers may be at risk for respiratory illnesses, musculoskeletal disorders, and vehicle incidents. Public buildings are often less well maintained than private buildings, leading to indoor environmental quality concerns. Many government functions are continuous and involve contact with the public and extensive shift work.

Strategic Goal 8: Reduce by 30% the frequency and severity of injuries and illnesses among government workers.

Intermediate Goal 8.1 [Retired]

Intermediate Goal 8.2: Create guidance documents for hazard identification and control, indoor air quality, occupational stress, and workplace violence in government work environments.

RECREATION AND ENTERTAINMENT

It is estimated that 3.0 million persons are employed in the recreation and entertainment industry (BLS, 2012b). A large proportion of this worker population is under 35 years of age, and many are part-time and/or seasonal workers. Persons are employed in various industries such as spectator sports, amusement parks, gambling, live performances/events, exhibits (cultural or educational), and recreation or leisure-time activities. Many entertainment and recreation facilities operate multiple shifts. The overall rate of injuries in these workers is higher than for the entire U.S. private sector. The workers are potentially exposed to noise, engine exhaust, cleaning agents, environmental tobacco smoke and various safety risks such as falls, contact with objects and equipment, and violence (BLS, 2011).

Strategic Goal 9: Reduce traumatic injuries and fatalities by 30% in the recreation and entertainment industries.

Intermediate Goal 9.1: Develop and promote best practice guidelines to prevent injuries from over exertion, adverse bodily reaction, falls, and contact with equipment and objects in the recreation and entertainment industry.
RESTAURANTS AND FOOD SERVICES

Approximately 8.7 million persons are employed in full-service and limited-service restaurants (BLS, 2012b). Many of these workers are young (i.e., <18 years of age), and in certain locations, the majority includes minorities or immigrants. Increasingly, workers with disabilities are being employed. Restaurants frequently operate with multiple shifts and some are open continuously. Waiters, cooks and food preparation workers experience a large proportion of injuries. The most common injuries include cuts and lacerations; burns caused by steam, grease, hot liquid, flame, or hot surfaces; and falls which are related to floor surface contamination. Violence is the most common cause of fatalities in the industry (Utterback et al., 2012) and accounted for 315 deaths between 2008 and 2011. Musculoskeletal disorders in this industry are associated with slips and trips and with overexertion (BLS, 2011).

Strategic Goal 10: Reduce the frequency of injuries by 30% among food service workers.

Intermediate Goal 10.1: Promote the development of comprehensive occupational safety and health programs for restaurants and other food service establishments.

Strategic Goal 11: Reduce the frequency of workplace violence events by 20% in restaurants and food delivery services.

Intermediate Goal 11.1: Create and promote acceptable and effective violence prevention strategies for restaurants and for food delivery services.

TELECOMMUNICATIONS

Workers in the telecommunications industry number about 1.0 million (BLS, 2012b) and include line and equipment installers and repairers, telephone operators, information processing clerks, managers, and administrative workers (BLS, 2012a). Line installers and repairers work in all kinds of weather and are in close proximity with electrical wires. Injuries include minor burns and electrical shock (BLS, 2011). Telephone operators and information processing clerks are exposed to work organizational issues such as fast pace of job and micro-management.

Strategic Goal 12: Reduce the incidence of serious occupational illnesses and injuries by 70% within the telecommunications industry.

Intermediate Goal 12.1: Develop and promote guidelines for reducing illnesses and injuries in the telecommunications industry that are associated with work organization factors, physical hazards associated with musculoskeletal disorders, shift work, work load, work pace, training, and indoor air quality.
Strategic Goal 13: Reduce occupational traumatic injuries and fatalities by 70% in the telecommunications industries.


TEMPORARY LABOR INDUSTRY

Little surveillance information on temporary workers is available. It is estimated that employment services employ 2.3 million persons (Luo et al., 2010). Occupational hazards in this industry include work organization issues, psychosocial factors, and violence among young workers. Other hazards are dependent on the work environment at the host establishment. There is inadequate safety and health training in this population of workers where socioeconomic and racial/ethnic disparities exist. Due to the temporary nature of the jobs, it is difficult to ascertain illness or injury rates.

Strategic Goal 14: Reduce the incidence by 30% and severity of injuries and illnesses among workers who are employees of temporary labor agencies or otherwise employed as contractors or contingent workers at host employer locations.

Intermediate Goal 14.1: Produce peer-reviewed journal articles on differences in exposures or health conditions that may be attributable to employment status for temporary or contingent workers and promote a set of best practice recommendations to reduce any differences.

WASTE COLLECTION AND DISPOSAL

There are an estimated 518,000 workers employed in waste collection, treatment and disposal, and waste remediation, all in the private sector (BLS, 2012b). Waste collection and disposal employees include private sector and public sector (municipal) workers but population estimates for the latter are not available. Waste collectors work on public roadways, often at night or in extreme weather conditions, have physically demanding workloads, and are potentially exposed to hazardous substances. Waste collection and disposal workers are at risk for occupational injuries including fractures and sprains, bodily pain, musculoskeletal disorders, and traumatic injuries from being struck by objects, their own equipment or vehicles driven by members of the public (NIOSH, 2012).

Strategic Goal 15: Reduce the incidence and severity of injuries in the waste collection, disposal and recycling industries by 30%.

Intermediate Goal 15.1: Create an industry-wide council, including management and worker representatives, to collaborate on developing comprehensive health and safety guidelines or standards for the solid waste industry.
Intermediate Goal 15.2: Create, disseminate, and evaluate the effectiveness of best practices guidance documents for the solid waste industry.

Intermediate Goal 15.3: Identify, develop and incorporate engineering solutions to eliminate hazards for solid waste collection and disposal operations through partnerships with Federal and State regulators, vehicle manufacturers and equipment manufacturers.

**MUSCULOSKELETAL DISORDERS**

Workers across many services sub sectors are engaged in tasks that have been associated with musculoskeletal disorders (MSDs). MSDs are injuries or inflammation of the nerves, tendons, muscles and support structures of the upper and lower limbs, neck, and lower back. The disorders are caused, precipitated or exacerbated by sudden exertion or prolonged exposure to physical factors such as repetition, force, vibration, or awkward posture. Many services sector workers are required to complete repetitive tasks and often exert considerable force in sometimes awkward positions.

**Strategic Goal 16:** Reduce by 30% the incidence of musculoskeletal disorders that result in one or more lost work days in services industry subsectors with elevated rates or counts or where effective intervention methods should be adopted.

Intermediate Goal 16.1 [Retired]

Intermediate Goal 16.2: Develop, test, and disseminate effective intervention programs for services industries with higher risks for musculoskeletal disorders.

Intermediate Goal 16.3: Complete research projects with detailed analytical reports on the relationships between musculoskeletal disorders and working conditions for services sector industries and related occupations.

**SURVEILLANCE**

Public health surveillance is the ongoing systematic collection, analysis, and interpretation of health data for purposes of improving health and safety (NIOSH, 2013). Occupational health surveillance can be viewed as the tracking of occupational injuries, illnesses, hazards, and exposures. Occupational surveillance data are used to guide efforts to improve worker safety and health, and to monitor trends and progress over time. Increased collection and analysis of data for surveillance purposes are needed across the services sector for the purpose of identifying priorities and tracking progress on all goals. The need is particularly important for occupational illness and exposure surveillance data.
**Strategic Goal 17:** Support the creation of additional surveillance systems and utilize existing surveillance data to increase knowledge about trends, emerging issues and priorities for occupational illnesses, injuries and fatalities among services sector workers.

**Intermediate Goal 17.1:** Evaluate illnesses, injuries, and fatalities that may be due to working conditions and identify opportunities for interventions in the services sector by working collaboratively with the Bureau of Labor Statistics, the Occupational Safety and Health Administration, the National Center for Health Statistics and state occupational surveillance programs.

**Intermediate Goal 17.2:** Collaborate with workers’ compensation and other insurance programs to collect and systematically analyze occupational illness and injury surveillance information to identify health and safety intervention needs for services sector workers.

**Intermediate Goal 17.3:** Design and pilot test new methods of surveillance for occupational illness and injury among services sector workers through collaboration of insurance carriers, management, labor, academic institutions and government agencies.

**HAIR AND NAIL SALONS**

Personal care services employ approximately 1.45 million workers (BLS, 2012b). Most are employed in hair and nail salons. These workers are exposed to a wide variety of chemicals that are contained in the products they use to service clients. The chemicals potentially cause respiratory and dermal health effects and many may be allergenic. The workers also experience repetitive motion as well as awkward body positions. Remarkably, occupational fatalities among these workers are almost all violence related.

**Strategic Goal 18:** Reduce incidence of occupational illnesses and injuries by 20% in nail and hair salon workers.

**Intermediate Goal 18.1:** Establish programs for systematic collection and analysis of data on occupational illnesses and injuries in nail and hair salon workers and publish results in the open literature through collaboration of State and Federal programs.

**Intermediate Goal 18.2:** Minimize workplace exposures of harmful chemicals for nail and hair salon workers through the collaborative efforts of product manufacturers, suppliers, employers, employees and their representatives, and government agencies.

**Intermediate Goal 18.3:** Assess the quality of nail and hair care product information available to nail and hair salon workers.
Intermediate Goal 18.4: Disseminate occupational injury prevention information for hair and nail salon establishments through collaborative efforts of product manufacturers, suppliers, employers, employees and their representatives, and government agencies.
ACCOMPLISHMENTS – NATIONAL SERVICES AGENDA

This section lists all the goals that have been retired from the Services Sector Research Agenda. Upon review of the literature shown in the appendix of this document, the Services Sector Council reviewed the research goals and determined which ones could be retired.

The goal numbers in this section are associated with earlier versions of the National Services Agenda, such as, the April 2013 version available from http://www.cdc.gov/niosh/nora/comment/agendas/.

AUTOMOTIVE REPAIR AND MAINTENANCE

Accomplished – Surveillance Goal 1.1: By 2011, establish programs for the systematic collection and analysis of detailed fatality and serious injury investigation information in the automotive repair industry through the collaboration of employers, employees, workers’ compensation insurance carriers, labor, academic institutions, and government agencies.

Accomplished – Surveillance Goal 1.2: By 2011, develop data systems to support the ongoing analysis of illnesses and traumatic injury risks and to identify issues for targeted intervention strategies through work with research and regulatory organizations and state based surveillance programs.

Accomplished – Research Goal 1.5.1: By 2013, conduct thorough investigations of potentially hazardous exposures to chemical and physical agents in automotive repair establishments, including body shops.

Accomplished – Research Goal 1.5.2: By 2011, identify compounds and processes that reduce the release of toxic agents in the workplace and in the waste stream which can be successfully used in automotive repair.

Accomplished – Research Goal 1.5.4: By 2012, ensure that new technologies in automotive products and automotive repair are appropriately vetted for occupational safety and health impact prior to marketing and dissemination.

Accomplished – Dissemination Goal 1.5.7: By 2013, disseminate information on effective interventions in the automotive repair industry such as hazardous material control technologies and training programs.

BUILDING SERVICES

Accomplished – Research Goal 2.3.1: By 2011, identify agents such as cleaning compounds, pesticides, environmental tobacco smoke, and heat and the allied tasks or operations that may be associated with skin disorders or respiratory disease among various job titles for building cleaning and maintenance workers.
EDUCATION AND SCHOOLS

_Accomplished – Surveillance Goal 4.1:_ Ensure that health and safety surveillance systems are developed, implemented, and utilized to identify and track risks for injuries and illnesses among public and private education employees.

_Accomplished – Translation Goal 4.4.2:_ By 2012, develop protocols for chemical, biological, and physical hazard assessment in education facilities that may be used with minimal training by school staff.

_Accomplished – Translation Goal 4.4.3:_ By 2013, characterize the school building environment, develop best practices for building architecture and construction, and support wide utilization of these practices for new facilities and renovation of existing facilities. (For example, identify the best type of ventilation for teaching workshops or the best designed classrooms for students with special needs that promote learning while protecting worker health.)

_Accomplished – Dissemination Goal 4.4.4:_ By 2014, deliver best practice guidelines for school construction and renovations through collaboration with the American Institute of Architects and the Sheet Metal and Air Conditioning Contractors’ National Association.

HOTELS AND MOTELS

_Accomplished – Intermediate Goal 6.1:_ Create and disseminate information to reduce risk for skin disorders, respiratory disease, stress-related disorders, adverse reproductive health outcomes, and musculoskeletal disorders associated with working conditions in hotels and motels.

_Accomplished - Research Goal 6.1.1:_ By 2016, conduct exposure assessment and recommend substitutions and/or controls, as needed, for agents such as cleaning compounds, pesticides, environmental tobacco smoke, heat and the allied tasks, operations, and work conditions or organizations that may be associated with worker skin disorders, respiratory disease or stress-related disorders.

_Accomplished – Research Goal 6.1.2._ By 2016, determine if some “environmentally sound” cleaning agents used in hotels and motels are hazardous to users or require increased physical exertion to obtain acceptable levels of cleanliness. Identify effective cleaning agents which minimize impact on health and the environment.

PUBLIC ADMINISTRATION

_Accomplished – Surveillance Goal 8.1:_ Ensure that health and safety surveillance systems are developed, implemented, and utilized to identify and track risks for illnesses and injuries among government employees.
RECREATION AND ENTERTAINMENT

Accomplished – Surveillance Goal 9.1: Identify and analyze sources of information that may be used to develop estimates of traumatic injury rates for workers in the recreation and entertainment industries. Estimate the risk of injury for youth, immigrant, and temporary workers in the recreation and entertainment industry.

Accomplished – Intermediate Goal 9.3: Develop and promote guidelines to reduce exposures to hazardous agents associated with internal combustion engines and other sources in the recreation and entertainment industry.

Accomplished – Research Goal 9.3.1: By 2012, identify effective interventions to reduce exposures to engine exhaust from performance vehicles and maintenance equipment that are operated indoors.

Accomplished – Research Goal 9.3.2: By 2013, evaluate noise exposures for workers in the recreation and entertainment industry and develop guidelines for control of excessive noise exposures.

RESTAURANTS AND FOOD SERVICES

Accomplished – Surveillance Goal 10.1: Identify sources of information that can be used to estimate the frequency of injuries to populations of youth, immigrant and disabled workers in the food service industry.

Accomplished – Research Goal 10.3.1: By 2011, complete benchmarks of comprehensive occupational safety and health programs for small business food service establishments and identify best practices that lead to reduced frequencies of injuries, with particular attention paid to youth, immigrant and disabled worker training methods.

Accomplished – Translation Goal 10.3.4: By 2012, create guidance for small business food service establishments on occupational safety and health programs to be disseminated through trade associations and government agencies.

Accomplished – Translation Goal 10.3.6: By 2010, develop and disseminate effective disaster response plans for food service and drinking establishments.

TELECOMMUNICATION

Accomplished – Research Goal 12.1.8: By 2012, determined the relationship between environmental conditions that are associated with good indoor air quality and the operational characteristics of building systems that control temperature, humidity, and atmospheric gases and particulate for various building types.

WASTE COLLECTION AND DISPOSAL

Accomplished – Translation Goal 15.2.1: By 2011, create and disseminate health communication material promoting, adherence to safety and health requirements, e.g. ANSI
DOT (hours of service, driver qualification, and drug and alcohol testing) and Federal and State OSHA through trade associations, labor unions, and government agencies.

**Accomplished – Research Goal 15.3.3:** By 2010, evaluate waste collection worker safety and health public education campaigns for roadway hazards such as “Slow Down to Get Around” that are designed to increase public cooperation.

**Accomplished – Dissemination Goal 15.3.6:** By 2013, provide effective training materials for the solid waste industry through trade associations, labor unions, insurance companies, and government agencies.

**Accomplished – Research Goal 15.4.1:** By 2011, evaluate the leading causes of injury risk to waste collection and disposal workers and develop reports on alternative designs to mitigate the recognized hazards.

**Accomplished – Translation Goal 15.4.2:** By 2013, collaborate with equipment and vehicle manufacturers to evaluate alternative designs intended to reduce the injury for solid waste collection and disposal workers.

**Accomplished – Translation Goal 15.4.3:** By 2014, incorporate effective equipment and vehicle design into industry guidelines and national or international standards for waste collection and disposal.

**MUSCULOSKELETAL DISORDERS**

**Accomplished – Surveillance Goal 16.2:** By 2014, evaluate existing data sets such as the National Health Interview Survey (NHIS), the Survey of Occupational Injuries and Illnesses (SOII) and state-based surveillance systems to identify industries or worker populations in the services sector with elevated risks for repetitive strain, upper extremity, lower extremity, lower back or other forms of musculoskeletal disorders.

**Accomplished – Intermediate Goal 16.3:** By 2013, ensure that reliable exposure assessment tools and strategies are developed and utilized to reduce musculoskeletal disorders through collaboration of academic institutions, management, labor, trade associations and government agencies.

**Accomplished – Research Goal 16.3.1:** By 2012, develop tools such as questionnaires and checklists for use in state and national surveys, hazard assessments, recognized “problem” work areas, and injury and symptom surveillance for musculoskeletal disorders in services sector industries.

**Accomplished – Research Goal 16.3.2:** By 2013, develop hazard surveillance checklists and similar tools that require minimal training for use by health and safety committees, and medical personnel and validate them through field studies, exposure assessments, medical screenings and worker interviews.

**Accomplished – Research Goal 16.5.3:** By 2013, examine the risk of work-related musculoskeletal disorders for computer users with repetitive jobs associate with low-level static exertions and mental demands.
SURVEILLANCE

Accomplished – Research Goal 17.1.1: By 2008, develop a comprehensive list of recognized surveillance systems that have been or may be used to evaluate numbers and rates of illnesses, injuries, and fatalities by services industry or occupation.

Accomplished – Research Goal 17.1.2: By 2009, utilize state and national employment data to estimate the demographic and employment characteristics of the workers in the service sector.

Accomplished – Research Goal 17.1.3: Beginning in 2009, provide surveillance data analysis reports at least biannually to support priorities, and identify trends and emerging issues in the services sector.

Accomplished – Research Goal 17.1.4: By 2013, complete an analysis of occupational safety and health surveillance systems to determine the reliability of counts and rates for more serious injuries and illnesses.

Accomplished – Research Goal 17.1.5: By 2013, create recommendations to enhance the systematic collection of occupational illness and disease incidence data and injury data for populations who are not included in current national surveys such as public administration workers and many education sector employees.

Accomplished – Research Goal 17.2.1: By 2010, evaluate strategies that may be used to develop standard elements for injury severity in addition to frequency and duration of days-away-from-work events.

Accomplished – Research Goal 17.2.2: By 2011, collaborate with state health and labor departments where they have direct relationships with state-managed workers’ compensation programs to develop strategies for data sharing, analysis and reporting with a primary interest in identifying needs for effective interventions.
APPENDIX: LITERATURE REVIEW BY GOAL

Summary list of published materials related to NORA Service Sector Agenda Goals

April 2015

The list below identifies research article citations and intervention materials links that have been produced since about 2007 which address goals in the National Services Agenda. The purpose for the list is to identify continuing gaps in research and intervention activities related to the services sector goals as well as to indicate where sufficient knowledge has been gained related to goals so they may no longer be a priority for the sector.

The method used to compile the list included a search of PubMed using a variety of key words related to services industries and topic identifiers related to occupational safety and health. In addition, announcements of the OSHA Susan Harwood Grant awardees were reviewed for years 2007 to 2013. Finally, the NIOSH surveillance page for State-based Occupational Health Surveillance Clearinghouse (http://www.cdc.gov/niosh-survapps/statedocs/default.aspx) was searched for materials produced by state partners related to the services sector goals.

Finally, in the summer of 2014, the sector council, working in small groups, reviewed the literature and added additional documents. This method is not exhaustive. There may be many more scientific products that relate to the Services Sector goals. However, the list is an indication of the research and intervention activities by a large number of organizations that address the goals. Some products address more than a single goal and are listed in each location. Additional publications and intervention activities are likely to exist and the program is interested in learning about them. You may contact the program coordinator, Cheryl Estill, with any products that should be added to the list at clf4@cdc.gov.

Automotive Repair and Maintenance

Strategic Goal 1: Reduce serious occupational illnesses and fatal occupational traumatic injuries by 30% in the automotive repair industry with an emphasis on events that are due to vehicle and equipment related incidents.


Intermediate Goal 1.1: Develop and test targeted training materials and other intervention methods for the automotive repair industry to prevent traumatic injuries resulting from contact with objects and equipment.


Intermediate Goal 1.2: Develop and test effective training materials, controls and comprehensive safety and health programs that reduce the risk of illness among automotive repair workers.


Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Regents of the University of California at Los Angeles, Los Angeles, CA, $181,390. The grantee will offer culturally and language appropriate training to low wage immigrant workers in the hotel, car wash and waste industries. Training and materials will target the large Southern California Spanish-speaking workforce. Classes will provide training on topics such as hazard identification, chemical hazards, ergonomics, worker rights, and effective health and safety committees. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 25, 2013

Building Services

**Strategic Goal 2:** Reduce the incidence and severity of occupational illnesses and injuries by 20% as measured in number of occupational fatalities or lost work days among building services workers such as janitors, window washers, general building maintenance, and landscape services workers.


Intermediate Goal 2.1: Develop guidelines and training materials for effective injury interventions for building services workers.

Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to Make the Road New York, Brooklyn, NY, $159,600. The grantee will present one-hour training sessions on hazard identification for the cleaning industry, mold hazards and protection, chemical hazards, ergonomics, and construction Focus Four to workers located in the Greater New York City area and Long Island. The target audience will be hard-to-reach immigrant workers, with emphasis on Latino workers. https://www.osha.gov/dte/sharwood/2013_grant_recipients.html. Accessed June 16, 2014

Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to Hispanic Resource Center of Larchmont and Mamaroneck, Mamaroneck, NY, $87,000. The grantee will offer workplace safety training to new immigrant, limited English speakers and low literacy immigrant workers, mostly day laborers and domestic workers. Training topics will include the recognition of landscaping, construction, and chemical hazards; lead and asbestos removal hazards; and an introduction to OSHA and worker rights. Training and materials will be offered in Spanish. https://www.osha.gov/dte/sharwood/2013_grant_recipients.html. Accessed June 16, 2014

Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to Casa Latina, Seattle, WA, $144,000. The grantee will deliver training to Latino immigrant day laborers in the construction, gardening/landscaping, and moving industries in King County, Washington. Topics will include lifting heavy objects, eye hazards, airborne chemicals/dust, noise, other chemicals, falling objects, working at heights, weather protection, and working in unsanitary conditions. https://www.osha.gov/dte/sharwood/2013_grant_recipients.html. Accessed June 16, 2014

Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to CASA de Maryland, Inc., Hyattsville, MD, $181,390. The grantee will deliver training to workers in construction, building and grounds maintenance, warehouse work and moving, housekeeping and agriculture. The training will target non-English speaking/limited English proficient workers, non-literate and low-literacy workers, immigrant and minority workers, other hard-to-reach workers in Maryland. Training will include the identification and control of electrical-landscaping hazards. https://www.osha.gov/dte/sharwood/2013_grant_recipients.html. Accessed June 16, 2014


Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Interfaith Worker Justice, Chicago, IL, $181,388. The grantee will provide worker and train-the-trainer training that addresses specific health and safety hazards in construction, cleaning service, poultry/meat packing, restaurants, landscaping, and home care. Training will target non-English speaking/limited English proficiency workers, non-literate and low literacy workers, young workers, and hard-to-reach workers. Training and materials will be available in English and Spanish. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Hispanic Resource Center of Larchmont and Mamaroneck, Mamaroneck, NY, $88,350. The grantee will provide training in each of four topics: landscaping, falls in the workplace, chemical hazards, lead and asbestos removal. Training targets new immigrant, limited English speakers and low literacy immigrant workers including day laborers and domestic workers. Training and materials will be available in English and Spanish. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Casa Latina, Seattle, WA, $152,000. The grantee will offer 4-hour health and safety training for day laborers working in the construction, moving, and gardening/landscaping industries in King County, Washington. Topics will include lifting heavy objects, eye hazards, airborne chemicals/dust, noise, chemicals, working at heights, and weather protection. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to CASA de Maryland, Inc., Hyattsville, MD, $181,390. The grantee will provide health and safety training to workers in the construction, building and ground maintenance, and warehouse industries. Training will target non-English speaking/limited English proficient, non-literate and low-literacy, and hard-to-reach workers in the state of Maryland. Training topics will include construction focus four hazards and heat and cold exposure hazards. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. 2010 Developmental Susan Harwood Grant to CASA de Maryland, Inc. (Central American Solidarity Association), Hyattsville, MD, $220,000. The grantee will provide training for high-risk Latino workers in the construction, building and grounds maintenance, agricultural, and warehouse industries in Maryland. Training will be offered through local community colleges and employment centers. Training will include a train-the-trainer module. The training and/or materials will be offered in English and Spanish. https://www.osha.gov/dte/sharwood/2010_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Regents of the University of California, The - Berkeley, Berkeley, CA, $187,000. The grantee will provide training to low-income, immigrant and youth workers
employed in small businesses in Northern California. The target audiences are workers in nail salons, restaurants, janitorial services, residential care, and landscaping services. The training and/or materials will be offered in English, Vietnamese, and Spanish.


Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to National Council for Occupational Safety and Health, Raleigh, NC, $663,000. The grantee will conduct training that targets high-risk vulnerable workers, especially those with limited English proficiency. Training will be provided by participating COSH groups. Training will include classes on hazards associated with maintenance, housekeeping, custodial, agricultural, and restaurant work. The training and/or materials will be offered in English and Spanish.


Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Interfaith Worker Justice, Chicago, IL, $186,998. The grantee will develop and provide safety training that targets low-wage, immigrant workers in construction, landscaping, poultry/meatpacking, restaurants, and cleaning services. The employer training will include how to develop or improve a safety and health program. The training and/or materials will be offered in English, Spanish and Polish.


Occupational Safety and Health Administration. FY2011 Developmental Susan Harwood Grant to Hispanic Resource Center for Larchmont and Mamaroneck, Mamaroneck, NY, $93,000. The grantee will build long term health and safety capacity and provide safety training to workers in New York. Training topics will include fall protection, electrical safety, confined space, heat exposure, machine safety and chemical hazards. Training will target new immigrant Hispanic workers and day laborers in the construction and landscaping industries. Training and materials will be provided in Spanish.


Occupational Safety and Health Administration. 2009 Susan Harwood Grant to The University of Georgia, Athens, GA, $250,000. The University will utilize training materials developed under a previous Harwood grant to provide bilingual training to landscape workers at workplaces and managers at trade shows. The University will also enhance their bilingual online video landscape safety training series by adding pictorial questions and evaluation components for online training. Four bilingual hands-on training sessions will be conducted for Atlanta-area tree service workers on chain saws, tree climbing and equipment, tree rigging and removal, and safe ground operations.


Occupational Safety and Health Administration. 2009 Susan Harwood Grant to Kansas State University, Manhattan, KS, $153,762. The University will use grant training materials developed under a previous Harwood training grant. The materials were developed at an eighth-grade reading level in English/Spanish and include two-way dialogue, problem solving, demonstrations, hands-on and case studies. Twenty classes will be conducted at workplaces, trade shows, and other venues. The training length and content will vary to address needs of each trainee group. Available topics include hearing protection, tree-trimming safety,


**Intermediate Goal 2.2:** Create and disseminate information that will reduce risks for skin and respiratory disorders associated with building cleaning and maintenance work.


Sarlo K, Kirchner DB, Troyano E, Smith LA, Carr GJ, Rodriguez C. Assessing the risk of type 1 allergy to enzymes present in laundry and cleaning products: evidence from the clinical data. Toxicology. 2010 May 27;271(3):87-93. doi: 10.1016/j.tox.2010.03.007.


Kogevinas M, Zock JP, Jarvis D, Kromhout H, Lillienberg L, Plana E, et al. Exposure to substances in the workplace and new-onset asthma: an international prospective population-


Green Seal. Institutional Cleaning Products.  


Light E. Efficacy of "green" cleaning products with respect to common respiratory viruses and mold growth. J Environ Health. 2009 May;71(9):24-7; quiz 35.  


Accessed July 26, 2013


New Jersey Public Health Services Branch. Los Productos de Limpieza el Asma: Informacion Impressindible para del trabajador.


**Strategic Goal 3:** Eliminate health disparities for priority population workers in building services industries.


Intermediate Goal 3.1: Work with stakeholders in the building services industries to develop training materials for supervisors and workers that address environmental, organizational and behavioral factors associated with health disparities, if any are found to exist.


Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to Make the Road New York, Brooklyn, NY, $159,600. The grantee will present one-hour training sessions on hazard identification for the cleaning industry, mold hazards and protection, chemical hazards, ergonomics, and construction Focus Four to workers located in the Greater New York City area and Long Island. The target audience will be hard-to-reach immigrant workers, with emphasis on Latino workers. https://www.osha.gov/dte/sharwood/2013_grant_recipients.html. Accessed June 16, 2014

Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to Hispanic Resource Center of Larchmont and Mamaroneck, Mamaroneck, NY, $87,000. The grantee will offer workplace safety training to new immigrant, limited English speakers and low literacy immigrant workers, mostly day laborers and domestic workers. Training topics will include the recognition of landscaping, construction, and chemical hazards; lead and asbestos removal hazards; and an introduction to OSHA and worker rights. Training and materials will be offered in Spanish. https://www.osha.gov/dte/sharwood/2013_grant_recipients.html. Accessed June 16, 2014

Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to Casa Latina, Seattle, WA, $144,000. The grantee will deliver training to Latino immigrant day laborers in the construction, gardening/landscaping, and moving industries in King County, Washington. Topics will include lifting heavy objects, eye hazards, airborne chemicals/dust, noise, other chemicals, falling objects, working at heights, weather protection, and working in unsanitary conditions. https://www.osha.gov/dte/sharwood/2013_grant_recipients.html. Accessed June 16, 2014
Occupational Safety and Health Administration. FY2013 Developmental Follow-on Susan Harwood Grant to CASA de Maryland, Inc., Hyattsville, MD, $181,390. The grantee will deliver training to workers in construction, building and grounds maintenance, warehouse work and moving, housekeeping and agriculture. The training will target non-English speaking/limited English proficient workers, non-literate and low-literacy workers, immigrant and minority workers, other hard-to-reach workers in Maryland. Training will include the identification and control of electrical-landscaping hazards. [https://www.osha.gov/dte/sharwood/2013_grant_recipients.html](https://www.osha.gov/dte/sharwood/2013_grant_recipients.html). Accessed June 16, 2014

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Interfaith Worker Justice, Chicago, IL, $181,388. The grantee will provide worker and train-the-trainer training that addresses specific health and safety hazards in construction, cleaning service, poultry/meat packing, restaurants, landscaping, and home care. Training will target non-English speaking/limited English proficiency workers, non-literate and low literacy workers, young workers, and hard-to-reach workers. Training and materials will be available in English and Spanish. [https://www.osha.gov/dte/sharwood/2012_grant_recipients.html](https://www.osha.gov/dte/sharwood/2012_grant_recipients.html). Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Hispanic Resource Center of Larchmont and Mamaroneck, Mamaroneck, NY, $88,350. The grantee will provide training in each of four topics: landscaping, falls in the workplace, chemical hazards, lead and asbestos removal. Training targets new immigrant, limited English speakers and low literacy immigrant workers including day laborers and domestic workers. Training and materials will be available in English and Spanish. [https://www.osha.gov/dte/sharwood/2012_grant_recipients.html](https://www.osha.gov/dte/sharwood/2012_grant_recipients.html). Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Casa Latina, Seattle, WA, $152,000. The grantee will offer 4-hour health and safety training for day laborers working in the construction, moving, and gardening/landscaping industries in King County, Washington. Topics will include lifting heavy objects, eye hazards, airborne chemicals/dust, noise, chemicals, working at heights, and weather protection. [https://www.osha.gov/dte/sharwood/2012_grant_recipients.html](https://www.osha.gov/dte/sharwood/2012_grant_recipients.html). Accessed July 29, 2013

Occupational Safety and Health Administration. 2010 Developmental Susan Harwood Grant to CASA de Maryland, Inc. (Central American Solidarity Association), Hyattsville, MD, $220,000. The grantee will provide training for high-risk Latino workers in the construction, building and grounds maintenance, agricultural, and warehouse industries in Maryland. Training will be offered through local community colleges and employment centers. Training will include a train-the-trainer module. The training and/or materials will be offered in
Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Regents of the University of California, The - Berkeley, Berkeley, CA, $187,000. The grantee will provide training to low-income, immigrant and youth workers employed in small businesses in Northern California. The target audiences are workers in nail salons, restaurants, janitorial services, residential care, and landscaping services. The training and/or materials will be offered in English, Vietnamese, and Spanish.


Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to National Council for Occupational Safety and Health, Raleigh, NC, $663,000. The grantee will conduct training that targets high-risk vulnerable workers, especially those with limited English proficiency. Training will be provided by participating COSH groups. Training will include classes on hazards associated with maintenance, housekeeping, custodial, agricultural, and restaurant work. The training and/or materials will be offered in English and Spanish.


Occupational Safety and Health Administration. FY2011 Developmental Susan Harwood Grant to Interfaith Worker Justice, Chicago, IL, $186,998. The grantee will develop and provide safety training that targets low-wage, immigrant workers in construction, landscaping, poultry/meatpacking, restaurants, and cleaning services. The employer training will include how to develop or improve a safety and health program. The training and/or materials will be offered in English, Spanish and Polish.


Occupational Safety and Health Administration. FY2011 Developmental Susan Harwood Grant to Hispanic Resource Center for Larchmont and Mamaroneck, Mamaroneck, NY, $93,000. The grantee will build long term health and safety capacity and provide safety training to workers in New York. Training topics will include fall protection, electrical safety, confined space, heat exposure, machine safety and chemical hazards. Training will target new immigrant Hispanic workers and day laborers in the construction and landscaping industries. Training and materials will be provided in Spanish.


Education and Schools

Strategic Goal 4: Reduce the frequency and severity of injuries and illnesses by 30% among workers in public and private education including teachers, custodians, food service workers, nurses, security, support staff, garage mechanics, bus drivers and office workers.

Occupational Disease in Connecticut, 2013. Available at:


**Intermediate Goal 4.1**: Create guidance documents for hazard identification and control and indoor air quality in public and private schools.


**Intermediate Goal 4.2.** Identify essential components of effective health and safety programs in public and private education.


Ashley L, O’Connor DB, Jones F. A randomized trial of written emotional disclosure interventions in school teachers: Controlling for positive expectancies and effects on health


Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to American Federation of Teachers Educational Foundation, Washington, DC, $187,000. The grantee will expand the capacity of its safety and health program to prevent work-related illnesses and injuries among school and university employees, and health care workers. Topics will include workplace violence, ergonomics and walking and working surfaces. https://www.osha.gov/dte/sharwood/2011_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to American Federation of Teachers Educational Foundation, Washington, DC, $181,390. The grantee will provide basic hazard awareness training to workers and administrators in multiple states. The grantee will expand its health and safety trainer network, facilitate the building of effective health and safety committees, and provide technical support and training. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013

Hotels and Motels

**Strategic Goal 5:** Reduce the incidence and severity of occupational injuries by 20% as measured in lost work days among hotel and motel workers.

**Intermediate Goal 5.1.** Establish programs for collection and analysis of illness and injury event information, including standard elements for severity in order to identify trends, emerging issues and intervention needs among hotel and motel employees through collaboration among employers, employees, workers’ compensation insurance carriers, labor, academic, and government agencies.

**Intermediate Goal 5.2:** Develop guidelines and training materials for effective injury interventions for hotel and motel workers.


**Strategic Goal 6:** Reduce by 20% the incidence and severity of occupational illness and morbidity that result in lost work days among hotel and motel workers.

**Intermediate Goal 6.1:** Create and disseminate information to reduce risk for skin disorders, respiratory disease, stress-related disorders and musculoskeletal disorders associated with working conditions in hotels and motels.


**Strategic Goal 7:** Eliminate health disparities for priority population workers in the hotel and motel industry.


**Intermediate Goal 7.1:** Develop training materials for supervisors and workers that address environmental, organizational, and behavioral factors associated with health disparities, if any are found to exist, among hotel and motel workers.


Lugwe LY. Room attendants training programs as a prerequisite to job satisfaction (Master’s Thesis). 1994 Providence RI: Johnson and Wales University.


Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Regents of the University of California at Los Angeles, Los Angeles, CA, $181,390. The grantee will offer culturally and language appropriate training to low wage immigrant workers in the hotel, car wash and waste industries. Training and materials will target the large Southern California Spanish-speaking workforce. Classes will provide training on topics such as hazard identification, chemical hazards, ergonomics, worker rights, and effective health and safety committees. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013

Public Administration (Except Public Safety)

**Strategic Goal 8:** Reduce by 30% the frequency and severity of injuries and illnesses among government workers.

**Intermediate Goal 8.1:** Create guidance documents for hazard identification and control, indoor air quality, occupational stress, and workplace violence in government work environments.

Recreation and Entertainment

**Strategic Goal 9:** Reduce traumatic injuries and fatalities by 30% in the recreation and entertainment industries.

**Intermediate Goal 9.1:** Develop and promote best practice guidelines to prevent injuries from over exertion, adverse bodily reaction, falls, and contact with equipment and objects in the recreation and entertainment industry.


Restaurants and Food Services

**Strategic Goal 10:** Reduce the frequency of injuries by 30% among food service workers.


Intermediate Goal 10.1: Promote the development of comprehensive occupational safety and health programs for restaurants and other food service establishments.


Susan Harwood Grant, University of Puerto Rico, Medical Sciences Campus, San Juan PR. The grantee will provide training in ergonomic hazards and the Hazard Communication Standard to food service workers and supervisors in Puerto Rico. Training topics will include the symptoms of musculoskeletal disorders, ergonomic hazard identification and control, hazardous substances, and exposure prevention. Training materials will include case studies and hazard identification checklists. Training will be provided in Spanish.

Susan Harwood Grant, Voces de la Frontera, Milwaukee WI. The grantee will provide ergonomics training to hard-to-reach immigrant workers in southeast Wisconsin and
Chicago. Training will cover best practices for preventing musculoskeletal disorders (MSD), worksite and workstation reorganization for workers in the manufacturing, construction, and restaurant industries. Existing materials will be used but they will be translated from English into Hmong and Burmese.

Susan Harwood Grant, MinKwon (Young Korean American Service and Education Center, Inc.), Flushing NY. The grantee will provide culturally- and linguistically-appropriate educational materials and training to Korean, Nepali, and Latino immigrant workers in Queens, New York. Topics will include worker rights under the OSH Act, common injuries and workplace hazards and prevention in the nail salon, construction, retail, and restaurant industries. Training will be provided in Spanish, Nepali, and Korean.

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Regents of the University of California at Berkeley, Berkeley, CA, $181,330. The grantee will conduct training that addresses a variety of safety and health hazards facing hard-to-reach workers, immigrants, and young workers concentrated in the restaurant, nail salon, and recycling industries. Training will take place in California. Training and materials will be available in English and Spanish. A select number of materials will be available in Chinese.


Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Interfaith Worker Justice, Chicago, IL, $181,388. The grantee will provide worker and train-the-trainer training that addresses specific health and safety hazards in construction, cleaning service, poultry/meat packing, restaurants, landscaping, and home care. Training will target non-English speaking/limited English proficiency workers, non-literate and low literacy workers, young workers, and hard-to-reach workers. Training and materials will be available in English and Spanish.


Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Georgia Tech Applied Research Corporation, Atlanta, GA, $181,350. The grantee will provide training on workplace hazards targeting young workers and employers of young workers specifically in the healthcare, cosmetology, culinary and construction industries. Training will be focused in the South and Southeast including Texas, Louisiana, South Carolina, North Carolina, Tennessee and Kentucky.


Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Regents of the University of California - Berkeley, Berkeley, CA, $187,000. The grantee will provide training to low-income, immigrant and youth workers employed in small businesses in Northern California. The target audiences are workers in nail salons, restaurants, janitorial services, residential care, and landscaping services. The training and/or materials will be offered in English, Vietnamese, and Spanish.


Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Regents of the University of California at Los Angeles, Los Angeles, CA, $181,390. The grantee will offer culturally and language appropriate training to low wage immigrant workers in the hotel, car wash and waste industries. Training and materials will
target the large Southern California Spanish-speaking workforce. Classes will provide training on topics such as hazard identification, chemical hazards, ergonomics, worker rights, and effective health and safety committees.


Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to National Council for Occupational Safety and Health, Raleigh, NC, $663,000. The grantee will conduct training that targets high-risk vulnerable workers, especially those with limited English proficiency. Training will be provided by participating COSH groups. Training will include classes on hazards associated with maintenance, housekeeping, custodial, agricultural, and restaurant work. The training and/or materials will be offered in English and Spanish.


Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Interfaith Worker Justice, Chicago, IL, $186,998. The grantee will develop and provide safety training that targets low-wage, immigrant workers in construction, landscaping, poultry/meatpacking, restaurants, and cleaning services. The employer training will include how to develop or improve a safety and health program. The training and/or materials will be offered in English, Spanish and Polish.


Occupational Safety and Health Administration. 2010 Pilot Susan Harwood Grant to Make the Road New York Inc., Brooklyn, NY, $85,000. The grantee will conduct a needs assessment to identify workplace hazards in small businesses located in New York City. Training will be developed for Latino immigrant workers and employers engaged in low-wage industries including restaurants, manufacturing, commercial laundry, and garment. The plan calls for integrating the safety materials into ESOL and job skills training classes.


Occupational Safety and Health Administration. 2010 Pilot Susan Harwood Grant to Center for Human Services, Bethesda, MD, $85,000. The grantee will develop a training program targeting immigrant and low literacy Hispanic/Latino workers in Pennsylvania's food service industry. Training materials will be modified for low literacy and second language learners. Training will include OSHA, worker rights and reducing workplace injuries. The training and/or materials will be offered in English and Spanish.


Occupational Safety and Health Administration. 2009 Susan Harwood Grant to Restaurant Opportunities Centers United, New York, NY, $275,000. Restaurant Opportunities Centers United plans to provide training to small restaurant employers in various locations including Chicago, New York, Detroit, Los Angeles, Miami, and Washington, DC. The proposed work plan includes conducting train-the-trainer curriculum in multiple languages, a peer education program, and an employer education program as well as developing local health and safety committees for ongoing workers and employer education. It is projected that 50 small restaurant employers and 2,000 restaurant workers will receive training addressing ergonomic guidelines for the restaurant industry.


**Strategic Goal 11:** Reduce the frequency of workplace violence events by 20% in restaurants and food delivery services.

**Intermediate Goal 11.1:** Create, promote and deliver acceptable and effective violence prevention strategies for restaurants and for food delivery services.


Telecommunications

**Strategic Goal 12:** Reduce the incidence of serious occupational illnesses and injuries by 70% within the telecommunications industry.
Intermediate Goal 12.1: Develop and promote guidelines for reducing illnesses and injuries in the telecommunications industry that are associated with work organization factors, physical hazards associated with musculoskeletal disorders, shift work, work load, work pace, training, and indoor air quality.


Strategic Goal 13: Reduce occupational traumatic injuries and fatalities by 70% in the telecommunications industries.


Occupational Safety and Health Administration. 2010 Developmental Susan Harwood Grant to Steelworkers Charitable and Educational Organization, Pittsburgh, PA, $207,000. The grantee will develop culturally and linguistically appropriate health and safety education and technical assistance that address the needs of USW and CWA members. The targeted audiences are high-risk, underserved, immigrants, Spanish-speaking, and limited English proficiency workers. [https://www.osha.gov/dte/sharwood/2010_grant_recipients.html](https://www.osha.gov/dte/sharwood/2010_grant_recipients.html). Accessed July 29, 2013

**Temporary Labor Industry**

**Strategic Goal 14:** Reduce the incidence by 30% and severity of injuries and illnesses among workers who are employees of temporary labor agencies or otherwise employed as contractors or contingent workers by 2015.


**Intermediate Goal 14.1:** Produce peer-reviewed journal articles on differences in exposures or health conditions that may be attributable to employment status for temporary or contingent workers and promote a set of best practice recommendations to reduce any differences.


Waste Collection and Disposal

**Strategic Goal 15**: Reduce the incidence and severity of injuries in the waste collection, disposal and recycling industries by 30%.

**Intermediate Goal 15.1**: Create an industry-wide council, including management and worker representatives, to collaborate on developing comprehensive health and safety guidelines or standards for the solid waste industry.


**Intermediate Goal 15.2**: Create, disseminate, and evaluate the effectiveness of best practices guidance documents for the solid waste industry.


**Intermediate Goal 15.3:** Identify, develop and incorporate engineering solutions to eliminate hazards for solid waste collection and disposal operations through partnerships with Federal and State regulators, vehicle manufacturers and equipment manufacturers.

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Regents of the University of California at Berkeley, Berkeley, CA, $181,330. The grantee will conduct training that addresses a variety of safety and health hazards facing hard-to-reach workers, immigrants, and young workers concentrated in the restaurant, nail salon, and recycling industries. Training will take place in California. Training and materials will be available in English and Spanish. A select number of materials will be available in Chinese. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Regents of the University of California, The - Los Angeles, Los Angeles, CA, $187,000. The grantee will work with local labor federations and unions to provide health and safety awareness classes for low wage and immigrant workers in Southern California. The target audiences are workers in hotel, car wash and waste/recycling industries. Topics will include chemical safety, material safety data sheets, and noise exposure. The training and/or materials will be offered in English and Spanish. https://www.osha.gov/dte/sharwood/2011_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Regents of the University of California at Los Angeles, Los Angeles, CA, $181,390. The grantee will offer culturally and language appropriate training to low wage immigrant workers in the hotel, car wash and waste industries. Training and materials will target the large Southern California Spanish-speaking workforce. Classes will provide training on topics such as hazard identification, chemical hazards, ergonomics, worker rights, and effective health and safety committees. https://www.osha.gov/dte/sharwood/2012_grant_recipients.html. Accessed July 29, 2013


ANSI Z245.1-2012 Mobile Wastes and Recyclable Materials Collection, Transportation, and Compaction Equipment - Safety Requirements

ANSI Z245.21-2013 Stationary Compactors - Safety Requirements for Manufacturing and Reconstruction


ANSI Z245.41-2008 Facilities for the Processing of Commingled Recyclable Materials -- Safety Requirements

ANSI Z245.42-2012 Waste Transfer Station - Safety Requirements

ANSI Z245.5-2013 Baling Equipment - Safety Requirements for Installation, Maintenance, and Operation
Strategic Goal 16: Reduce by 30% the incidence of musculoskeletal disorders that result in one or more lost work days in services industry subsectors with elevated rates or counts or where effective intervention methods should be adopted.

Intermediate Goal 16.1: Develop, test, and disseminate effective intervention programs for services industries with higher risks for musculoskeletal disorders.


**Intermediate Goal 16.2.** Complete research projects with detailed analytical reports on the relationships between musculoskeletal disorders and working conditions for services sector industries and related occupations.


Tang K, MacDermid JC, Amick BC 3rd, Beaton DE. The 11-item workplace organizational policies and practices questionnaire (OPP-11): examination of its construct validity, factor


Surveillance

**Strategic Goal 17.** Support the creation of additional surveillance systems and utilize existing surveillance data to increase knowledge about trends, emerging issues and priorities for occupational illnesses, injuries and fatalities among services sector workers.


**Intermediate Goal 17.I:** Evaluate illnesses, injuries, and fatalities that may be due to working conditions and identify opportunities for interventions in the services sector by working collaboratively with the Bureau of Labor Statistics, the Occupational Safety and Health Administration, the National Center for Health Statistics and state occupational surveillance programs.


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**Intermediate Goal 17.2:** Collaborate with workers’ compensation and other insurance programs to collect and systematically analyze occupational illness and injury surveillance information to identify health and safety intervention needs for services sector workers.


**Intermediate Goal 17.3:** Design and pilot test new methods of surveillance for occupational illness and injury among services sector workers through collaboration of insurance carriers, management, labor, academic institutions and government agencies.


2012 Workshop Proceedings and Articles


Relevant Articles:


Baker C, Coombe A. Hitting the Mark: Improving Effectiveness of High Hazard Industry Interventions by Modifying Identification and Targeting Methodology.


Forst L, Friedman L. Occupational Amputations in Illinois: Data Linkage to Target Interventions.


Roisman R, Joe L, Frederick M, Beckman S, Beckman J, Jones M, Harrison R. Using an Administrative Workers’ Compensation Claims Database for Occupational Health Surveillance in California: Validation of a Case Classification Scheme for Amputations.

Tarawneh I, Lampl M, Robins D, Bentley, D. Injury Trends in the Ohio Workers’ Compensation System.


2009 Workshop Proceedings and Articles


Relevant articles:


Harrison R, Flattery J. State-Based Occupational Injury and Disease Surveillance.


Forst L, Friedman L. Data Linkages for Prevention: Traumatic Injuries in Construction.

Leigh JP. Past, Present and Future Uses of Some Workers’ Compensation Data.

Oleinick A, Zaidman B. Harmonizing Existing Databases Counting Workplace Injuries and Illnesses.

Hair and Nail Salons

Strategic Goal 18: Reduce incidence of occupational illnesses and injuries by 20% in nail and hair salon workers.

Intermediate Goal 18.1: Establish programs for systematic collection and analysis of occupational illnesses and injuries in nail and hair salon workers and publish results in the open literature through collaboration of State and Federal programs.


**Intermediate Goal 18.2:** Minimize workplace exposures of harmful chemicals for nail and hair salon workers through the collaborative efforts of product manufacturers, suppliers, employers, employees and their representatives, and government agencies.

**Intermediate Goal 18.3:** Assess the quality of nail and hair care product information available to nail and hair salon workers.


Intermediate Goal 18.4: Disseminate occupational injury prevention information for hair and nail salon establishments through collaborative efforts of product manufacturers, suppliers, employers, employees and their representatives, and government agencies.


Video and other links showing administrative controls for protecting nail and salon workers: http://www.lhwmp.org/home/health/nail-salons.aspx

Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Regents of the University of California - Berkeley, Berkeley, CA, $187,000. The grantee will provide training to low-income, immigrant and youth workers employed in small businesses in Northern California. The target audiences are workers in nail salons, restaurants, janitorial services, residential care, and landscaping services. The training and/or materials will be offered in English, Vietnamese, and Spanish. https://www.osha.gov/dte/sharwood/2011_grant_recipients.html. Accessed July 29, 2013

Occupational Safety and Health Administration. FY2011 Developmental Follow-on Susan Harwood Grant to Georgia Tech Applied Research Corporation, Atlanta, GA, $187,000. The grantee will provide training for young workers, employers, teachers and parents in the fields
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Occupational Safety and Health Administration. FY2011 Developmental Susan Harwood Grant to Boat People, SOS Inc., Falls Church, VA, $175,000. The grantee will build long term health and safety capacity and provide training and educational materials on hazards (including exposure to toxic substances) and means of prevention in the nail care industry. Training will also cover OSHA’s hazard communication standard. The target audience includes Vietnamese nail salon workers and owners in California, the District of Columbia, Maryland, Texas, and Virginia. [https://www.osha.gov/dte/sharwood/2011_grant_recipients.html](https://www.osha.gov/dte/sharwood/2011_grant_recipients.html). Accessed July 29, 2013

Occupational Safety and Health Administration. FY2011 Pilot Susan Harwood Grant to MinKwon Center for Community Action, Inc., Flushing, NY, $78,000. The pilot grantee will develop expertise and provide training to workers on hazards in the nail salon and construction industries. The grantee will provide training to high-risk and limited-English workers. Training and materials will be developed for a low literacy audience and be provided in Korean, Spanish, and Nepali. [https://www.osha.gov/dte/sharwood/2011_grant_recipients.html](https://www.osha.gov/dte/sharwood/2011_grant_recipients.html). Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Regents of the University of California at Berkeley, Berkeley, CA, $181,330. The grantee will conduct training that addresses a variety of safety and health hazards facing hard-to-reach workers, immigrants, and young workers concentrated in the restaurant, nail salon, and recycling industries. Training will take place in California. Training and materials will be available in English and Spanish. A select number of materials will be available in Chinese. [https://www.osha.gov/dte/sharwood/2012_grant_recipients.html](https://www.osha.gov/dte/sharwood/2012_grant_recipients.html). Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Georgia Tech Applied Research Corporation, Atlanta, GA, $181,350. The grantee will provide training on workplace hazards targeting young workers and employers of young workers specifically in the healthcare, cosmetology, culinary and construction industries. Training will be focused in the South and Southeast including Texas, Louisiana, South Carolina, North Carolina, Tennessee and Kentucky. [https://www.osha.gov/dte/sharwood/2012_grant_recipients.html](https://www.osha.gov/dte/sharwood/2012_grant_recipients.html). Accessed July 29, 2013

Occupational Safety and Health Administration. FY2012 Developmental Follow-on Susan Harwood Grant to Boat People, SOS Inc., Falls Church, VA, $166,250. The grantee will provide train-the-trainer classes and employer and worker training classes regarding chemical hazards in the nail salon industry. Training will target small business, non-English speaking/limited English speaking, and hard to reach workers. Training materials will be translated into Vietnamese. [https://www.osha.gov/dte/sharwood/2012_grant_recipients.html](https://www.osha.gov/dte/sharwood/2012_grant_recipients.html). Accessed July 29, 2013