



*An Association That's All About Your Business*

Cal/OSHA Advisory  
Committee

Cal/Trans State Building  
Los Angeles, California

CH&LA

PRESENTATION

March 19, 2013

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President & CEO



# CH&LA BACKGROUND

- Founded in 1893
- The Voice of the Industry
- AH&LA is Our National Affiliate



The California Hotel & Lodging Association is a non-profit association that promotes the rights and interests of the California lodging industry.



# EDUCATION PROFILE

- CH&LA Education Foundation
  - Research
    - *We Welcome Service Animals™*
      - National Program
        - Employee Version
        - Law Enforcement Version
      - Flat / Fitted Sheet Study (Dr.Wiker)
    - **Scholarships**
      - Approximately 20 Scholarships Annually
        - Students
        - Employees
        - Properties



**\$250,000 in Scholarships**



# EDUCATIONAL CONFERENCES

- Northern California Hotel & Lodging Conference
  - South San Francisco
- Southern California Hotel & Lodging Conference
  - City of Commerce
- InnSpire Conference & Trade Show
  - Santa Rosa
- Tourism Safety & Security Conference
  - Anaheim
- AH&LA / American Express Seminar Series
- Regional Seminars
- Twice Monthly Webinars (AH&LA + CH&LA)

**CH&LA Educates  
Thousands in the  
Industry Annually**





# AH&LA EDUCATIONAL INSTITUTE

## ■ Products & Services

- Housekeeping: The Deep Cleaning Process
- Housekeeping: Quality Guestroom Cleaning
- Housekeeping: Laundry Operations
- Stay Safe: Awareness Training for Housekeepers
- Ten Minute Trainer: Housekeeping
- Bed Bugs: Facts & Prevention
- Public Space Cleaner Trainer Guide Package
- Laundry Attendant Trainers Guide Package
- Guest Room Attendant Package

## ■ Certifications

- Certified Housekeeping Executive
- Certified Housekeeping Manager
- Certified Guest Room Attendant
- Certified Laundry Attendant
- Public Space Cleaner

**582 California Certifications**

**Product & Services Available to  
Xxx,xxx California Housekeeping Employees**



# INDUSTRY OVERVIEW

- California Hotel Industry
  - 5,478 Lodging Properties
  - 499,342 Lodging Rooms
- 2012 California Performance
  - 68.8% Occupancy
    - Santa Monica – 81.4%
    - South Lake Tahoe – 51.8%
  - 3.6% increase from 2011
- California Employees
  - Xx,xxx in 2011

**Lodging Industry  
Unionization**

**6.5% of all workers**

**-16.7% since 2009**

# EVOLUTION OF HOUSEKEEPING

- Green Lodging Program
  - Public/Private Partnership
    - Integrated Waste Management
    - Dept. of General Services
- Third Day Linen Service
  - One Hotel Brand:
    - Only 7% Request Daily Service
- Water-Saving Programs
  - Towel Usage
- Technology Improvements
  - Occupancy Sensors / Engineering Notification Systems



Source: Department of General Services, USA Today

# SAFETY / TRAINING OVERVIEW

- Initiation / On-Boarding
  - Several Different Approaches
    - Week-Long Training Program
    - Job Shadow / Reserve Shadow
    - Team Rotations
- Safety Focus
  - Several Different Approaches
    - Significant Initial Focus
    - Weekly Meeting Focus
    - Monthly / Quarterly Reinforcement
    - Injury / Re-Focus



# SAFETY INTEGRATION

- Safety Standardization
  - Minimizes Omissions
- Integration into Safety Committees
  - Provides Venue for Suggestions
  - Corporate-Wide Support
  - Proven Feedback Loop

# HOUSEKEEPING SAFETY

- Safety & Training is Working!
  - Injury Rate at 5.1 per 100 (2011)
    - 8.9% Reduction in Injuries Since 2008
  - Injury Rate 57.8% Less Than Janitors/Maids



Source: Bureau of Labor Statistics, U.S. Department of Labor



# SUMMARY / NEXT STEPS

- The Lodging Industry is Committed to Safety & Training
- Focused on Improvement
- Soliciting Further Research to Determine Best Practices
  - AH&LA Foundation Grant Application
    - Model Injury & Illness Prevention Plan
    - Webinar/Seminars (Multi-Lingual)
    - Focus on Best Practices



Source: Bureau of Labor Statistics, U.S. Department of Labor





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