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|  | **Industry/Sector:** | Overnight Accommodation | **Department/Job Position:** | Housekeeping/Room Attendant |
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| **Common Tasks and Duties:** | * Entering guest rooms * Handling linens, towels and waste * Pushing carts and moving/lifting objects * General room and floor cleaning * Cleaning bathrooms * Replenishing stocks and room supplies * Making guest beds | **Reasonably Foreseeable or Common Hazards:** | * Musculoskeletal injuries (MSI) and ergonomics * Working with the public, violence and harassment * Working alone or in isolation * Slips, trips and falls * Struck by/against incidents * Chemical cleaners * Biohazards e.g. blood and bodily fluids, sharps * Electrical hazards * Fatigue and psychological hazards |

Employers are to review this HIRA document and customize to their location, job tasks and site-specific hazards. To edit a row, simply use Microsoft word to edit (e.g. edit text, change risk ratings, delete a row, or add a new row). When determining risk follow the Guidance Document - Assessing Risk for HIRA Tools. When identifying controls, be sure to use the [Hierarchy of Controls](https://www.go2hr.ca/explore-all-resources/health-safety/identify-hazards-manage-risk) to control risk through elimination, substitution, engineering controls, administrative controls and Personal Protective Equipment (PPE). Once complete, this should be reviewed by the JHSC or a Worker H&S Rep, and reviewed annually thereafter.

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|  | **Full Name** | **Job Position** | **Signature** | **Date** |
| **Completed By:** |  |  |  |  |
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| **Task** | **Hazards/Risks** | **Inherent (Before Controls) Risk** | | | **General Control Measures** | **Residual (After Controls) Risk** | | | **Additional Notes** |
| **Probability** | **Severity** | **Rating** | **Probability** | **Severity** | **Rating** |
| Entering guest rooms | * Unexpected occupants or pets * Aggressive guests, violence and harassment * Slips, trips and falls * Struck by/against incidents | Possible | Critical | Med. Risk | * Written procedure for guest room entry * Knock loudly and announce presence * Door signage to indicate “do not disturb”/“service requested” * Pet policy with guest education and signage * Work in pairs or groups, rather than working alone * Work with guest room door open, cart to the side as visual cue * Ensure adequate lighting for work tasks * Violence/harassment policies, risk assessments and training * Maintain situational awareness at all times, avoid distractions * Devices for immediately summoning assistance e.g. radios, apps, panic button, whistles etc. | Unlikely | Serious | Low Risk | Supervisors to remind workers if working alone and room occupied with guest(s), workers are permitted to come back to complete service when the guest(s) have left the room or request another worker’s assistance. See above for more on working alone or in isolation |
| Working alone or in isolation | * Aggressive guests, violence and harassment * Personal safety risks * Delayed response to medical and H&S incidents or emergencies | Possible | Serious | Med. Risk | * Working Alone Policy with established check-in procedures * Work with guest room door open, cart to the side as visual cue * Ensure adequate lighting for work tasks * Violence/harassment policies, risk assessments and training * Maintain situational awareness at all times, avoid distractions * Devices for immediately summoning assistance e.g. radios, apps, panic button, whistles etc. * Do not block egress routes with carts/items | Unlikely | Serious | Low Risk | When possible, have staff work in pairs or groups, particularly in locations or at times with increased risk |
| Overnight coverage and fatigue | * Mental well-being and health * Fatigue, lower reaction times * Increased absenteeism * Safety and service quality affected | Likely | Moderate | Med. Risk | * Limit shift length and avoid excessive overtime * Avoid scheduling critical tasks during low-alert periods * Train staff to recognize signs of fatigue and a supportive culture that prioritizes rest and wellness * Encourage healthy sleep habits and work-life balance | Possible | Moderate | Med. Risk | See resources for employers from WorkSafeBC and go2HR on psychological safety, mental health and fatigue |

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| Musculoskeletal injuries (MSI) and ergonomics | * Repetitive motions such as wiping, scrubbing or vacuuming * Awkward postures when bending, reaching or twisting * Overexertion when tucking sheets or lifting mattresses/objects * Pushing or pulling heavy carts or equipment * Improper lifting techniques when handling equipment, supplies, laundry or waste | Likely | Serious | High Risk | * Training on MSI prevention, ergonomics and safe lifting * Reminders during pre-shift briefings on MSI prevention * Warm-up, stretch and take breaks * Use safe lifting techniques, ask for help when needed * Use extension tools (e.g. long-handled dusters) or step stools when needed * Push carts instead of pulling to reduce risk of strain * Keep carts maintained and organized to avoid overloading * Rotate tasks throughout the shift to reduce repetitive motions * Report and replace worn or broken equipment * Store heavier items at waist height to avoid unnecessary lifting | Possible | Serious | Med. Risk | See resources for employers from WorkSafeBC and go2HR on MSI prevention specific to housekeeping and room attendants for overnight accommodation |
| Making beds and general cleaning | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more above) * Heavy objects e.g. beds, furniture | Likely | Serious | High Risk | * Training on MSI prevention, ergonomics and safe lifting * Warm-up, stretch and take breaks * Rotate tasks, when possible * Use lifting aids and buddy-system when lifts or push/pulls are too heavy * Use knee pads, when possible * See more above on MSI risks and general control measures | Possible | Serious | Med. Risk | Employers to consider elimination and engineering controls to reduce MSI risks associated with moving mattresses, these include:   * Self-raising or adjustable frames * Pillow-top (non-flip) mattresses   Bed frames with tool clearance and mattress lifters to avoid lifting beds for cleaning or tucking |
| Handling linens, towels and waste | * Exposure to biological hazards e.g. blood, bodily fluids * Sharps e.g. syringes and needles * Broken glass * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more above) | Likely | Serious | High Risk | * Written procedure for handling blood/bodily fluids and sharps * Ensure linens and waste are bagged and labelled * Training on sharps, biohazards and blood/bodily fluids * Hepatitis B vaccinations to be offered to workers at greater risk than the public for exposure to blood and bodily fluids * Equipment for sharps/glass disposal e.g. tongs, puncture-resistant gloves, sharps biohazard container etc. * PPE e.g. gloves, eye/face protection, plastic apron, N95 etc. | Possible | Serious | Med. Risk | Should blood/bodily fluid and sharps be identified, workers are to report to the supervisor to have designated and trained personnel with equipment and PPE to clean and dispose of blood/bodily fluid and sharps |
| Floor cleaning (e.g. vacuuming, sweeping, mopping) | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more above) * Slips and falls due to wet surfaces * Trips and falls due to objects or materials on the floor or cords | Likely | Moderate | Med. Risk | * Inspect the area, remove objects that pose tripping hazards * Wear slip-resistant footwear * Clean up spills immediately, and use “Wet Floor” signage * Use correct cleaning products for floors and surfaces * Use cordless equipment or properly managed cords * Use low-noise equipment and hearing protection | Possible | Moderate | Med. Risk |  |
| Working with equipment (e.g. carts, vacuums) | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more above) * Struck by/against incidents * Equipment malfunction * Electrical hazards | Likely | Moderate | Med. Risk | * Inspect and maintain equipment regularly including wheels * Push (do not pull) carts, maintain lines of sight * Do not overload carts, ask for assistance when needed * Encourage staff to report faulty or broken equipment * Provide workers with instruction on electrical safety | Possible | Moderate | Med. Risk | Reminders on electrical safety: not overloading outlets, unplugging by the plug (do not pull cord), reporting damaged equipment (including cords and plugs), and always unplugging equipment before cleaning or servicing e.g. vacuums |
| Restocking mini-bars or supplies | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more above) * Slips, trips and falls | Possible | Moderate | Low Risk | * Use proper lifting/carrying techniques, maintain lines of sight * Keep work area clear (do not store materials on the floor) * Use carts or lifting aids for transporting materials * Use step stools to reach higher areas and shelves, do not stand on tables, chairs or other objects | Unlikely | Moderate | Low Risk |  |

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| Using chemical cleaners | * Exposure to chemical hazards e.g. chemical burns, splashes to eyes, respiratory or skin irritation * Unlabelled or illegible containers * Spills and environment concerns | Possible | Serious | Med. Risk | * WHMIS training for staff using chemical cleaning products * Supplier and workplace labels in place and legible * Safe handling practices and PPE as required by label/SDS * Employer to assess products for hazards before procuring * Safety Data Sheets (SDS) referenced and available * Ensure adequate and good ventilation in working areas * Regular inspections for WHMIS compliance * Ensure proper storage of cleaners in secured area/cart * Spill response procedures with SDS * First aid on site with emergency eyewash | Unlikely | Moderate | Low Risk | Educate workers on hazards of WHMIS and consumer products (and associated symbols) e.g. Windex or other products that may not be WHMIS-controlled |