

# LEISURE AND HOSPITALITY SERVICES

## Massachusetts Occupational Injuries and Illnesses Report 2010

*The leisure and hospitality services industry had the second-highest total recordable case incidence rate within the service providing sector in 2010. Within all private industries, it had the third highest total recordable case incidence rate. The total number of work-related incidents in the leisure and hospitality industry decreased as did the number of "other recordable cases" and injury-only cases. Common examples of occupations in this industry include: professional athletes, actors, dancers, event promoters, caterers, waiters and waitresses, bartenders, chefs and cooks, bakers, hotel workers, janitors and cleaners, maids and housekeepers, amusement park workers, zookeepers and curators.*

### Key Leisure and Hospitality Services Industry Findings

- The leisure and hospitality services industry had a total recordable case (TRC) incidence rate of 4.0 incidents per 100 full time equivalent employees (FTEs). This was formerly an incidence rate of 5.1 in 2008. The cases with days away or job restriction (DART) rate was 1.6. The DAFW-only rate was 1.4 and the DJTR-only rate was 0.3. Finally, the other recordable cases (ORC) rate was 2.3 incidents per 100 FTEs.
- The subsectors of this industry include: art, entertainment, and recreation, which had a TRC incidence rate of 3.3, and accommodation and food services, which had a 4.1 TRC incidence rate.
- This industry employed approximately 305,300 employees, representing 11.2% of the total private sector workforce and 12.9% of the service-providing workforce.
- Arts, entertainment, and recreation employed approximately 48,200 employees or 15.8% of the industry. Accommodation and food services accounted for 84.2% (257,100 workers) of the industry.
- The leisure and hospitality industry reported approximately 7,500 recordable cases. Of this total, arts, entertainment, and recreation accounted for 800 cases or 10.7%; accommodation and food services accounted for 6,700 cases or 89.3% of the total incidents.
- Cases involving days away from work, job transfer or restriction, or a combination of either of the two (DART) accounted for 41.3% (3,100 cases) of the total cases. Those cases involving days away from work only (DAFW) accounted for approximately 34.7% (2,600 cases). Incidents resulting in job transfer or restriction only (DJTR) accounted for 6.7% (500 cases). Finally, there were 4,400 (58.7%) other recordable cases (ORC) that did not require missed, restricted, or transferred duty.
- Approximately 200 or 2.7% of these cases were reported as illness only. Approximately 7,300 or 97.3% cases were reported as injury-only cases.



#### Commonwealth of Massachusetts

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## Case and Demographic Findings Based on 2,590 cases with days away from work

**OCCUPATION:** Restaurant cook was the most commonly affected occupation in the leisure and hospitality industry, with 410 DAFW cases. Fast food and counter workers accounted for 290 cases. Waiters and waitresses accounted for 250 cases. Maids and housekeeping cleaners and first-line supervisors/managers of food preparation and serving workers both accounted for 190 cases each. 180 cases were sustained by combined food preparation and serving workers (including fast food).

**GENDER:** Approximately 47.9% (1,240 cases) of all DAFW cases affected females; 52.1% (1,350 cases) of all DAFW cases affected males. Within the service providing industries, this industry has the most even representation of gender.

**AGE:** The 25-34 and 35-44 age groups each accounted for 570 DAFW cases, which is 22% respectively of the total. 490 cases or 18.9% of the total were from the 45-54 age group. The 20-24 age group accounted for 420 (16.2%) of the total DAFW cases. 270 of the total, or 10.4%, were in the 55-64 age group. The 16-19 age group accounted for 220 cases (8.5%) and the 65 and over age group represented 30 cases (1.2%).

**NATURE:** Sprains, strains, and tears were responsible for 910 DAFW cases or 35.1% of the total in 2010. Cuts and lacerations accounted for 480 cases or 18.5%. 260 cases, or 10.0% resulted in bruises and contusions. Heat burns and scalds accounted for 200 cases or 7.7%. Fractures accounted for 170 cases or roughly 6.6%.

**EVENT:** Contact with objects or equipment accounted for 780 cases or 30.1% of the total DAFW cases. Falls, slips, and trips accounted for 770 cases or 29.7%. Bodily reaction and exertion accounted for 490 cases or 18.9%. Exposure to harmful substances or environments accounted for 250 cases or roughly 9.7%. Transportations accidents accounted for 20 incidents, or 77%.

**SOURCE:** Containers were the source of 580 cases (22.4%) and the floor or other ground surfaces caused 550 cases (21.2%). The person (injured or ill worker) was the source of 420 cases (16.2%). Tools, instruments and equipment accounted for 260 cases (10.0%). Machinery made up the source of 200 cases (7.7%). 140 cases (5.4%) were caused by parts and materials while 100 cases (3.9%) were caused by furniture and fixtures.

**PART OF BODY:** The upper extremities (arms, wrists, hands, fingers) accounted for 1,010 cases, with DAFW, or 39.0% of the total—a stark rise from 2008 when 20.7% of the injuries were to the upper extremities. The trunk (back, shoulders, chest) accounted for 800 DAFW cases, or 30.9% of the total. The lower extremities (legs, ankles, feet and toes) accounted for 530 cases, or 20.5% with DAFW. The head region (including the face) accounted for 120 cases, or 4.6% of the total.

**Data source:** Bureau of Labor Statistics, U.S. Department of Labor, Survey of Occupational Injuries and Illnesses, in cooperation with participating State agencies, 2011.



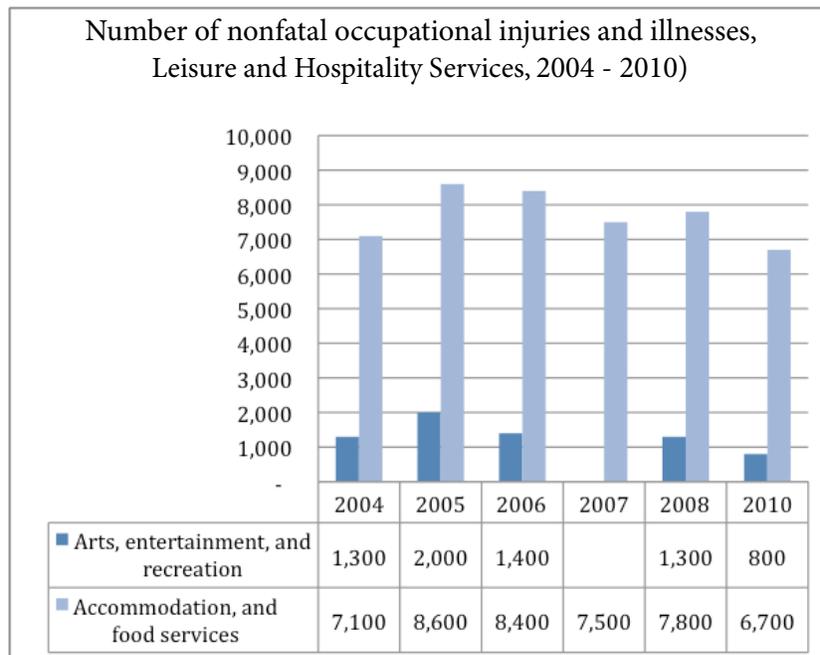
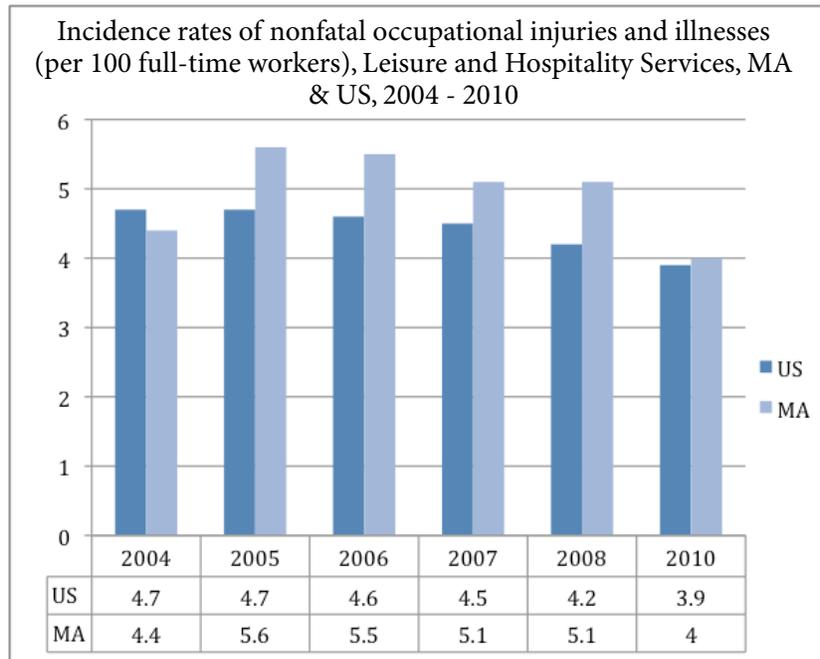
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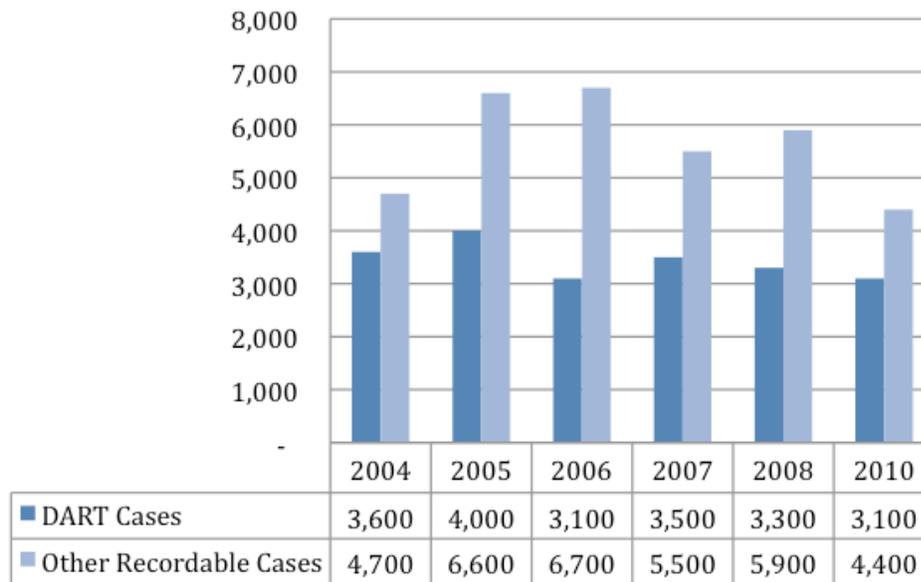
## Non-Fatal Occupational Injury and Illness Data Charts

While data were collected in 2009, they were not statistically significant and therefore not publishable. These graphs represent data from 2004 to 2010, excluding 2009.

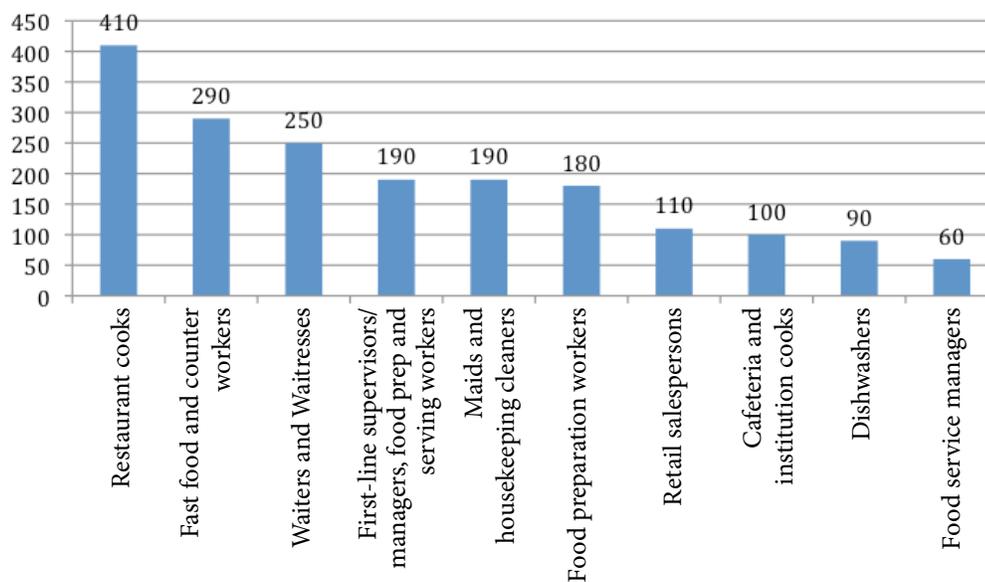


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Number of cases with days away from work, restricted, or transferred duty (DART) cases vs. other recordable cases (ORC) of nonfatal injuries and illnesses, Leisure and Hospitality Services, MA & US, 2004 - 2010

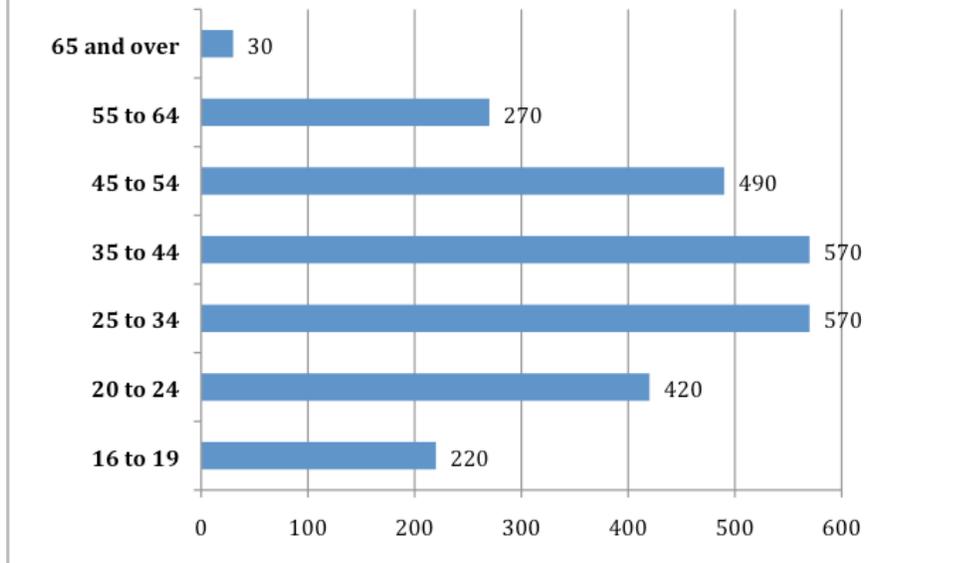


Selected occupations with the highest number of nonfatal injuries and illnesses with days away from work, Leisure and Hospitality Services, 2010

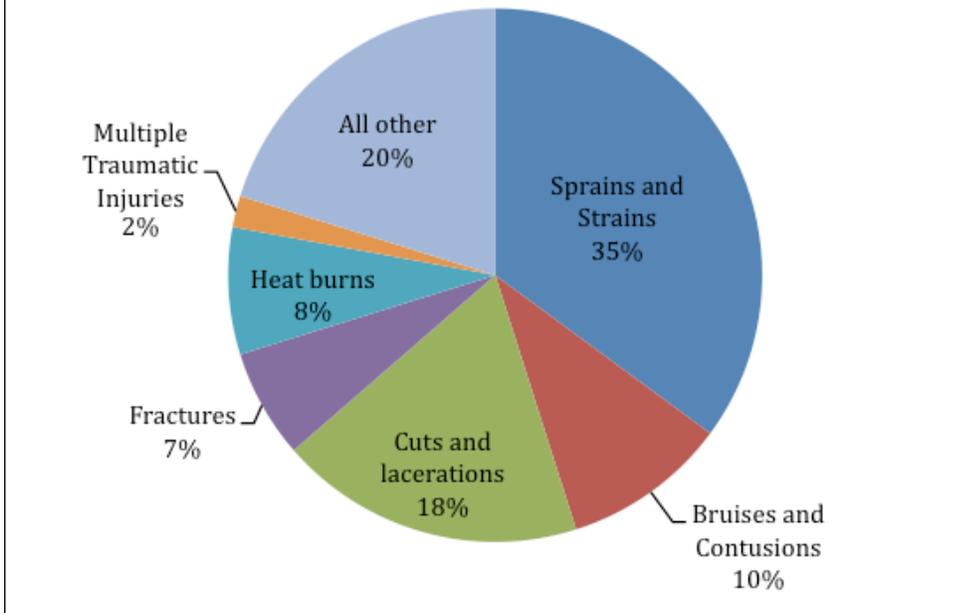


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Number of cases involving days away from work, by age of worker, Leisure and Hospitality Services, 2010

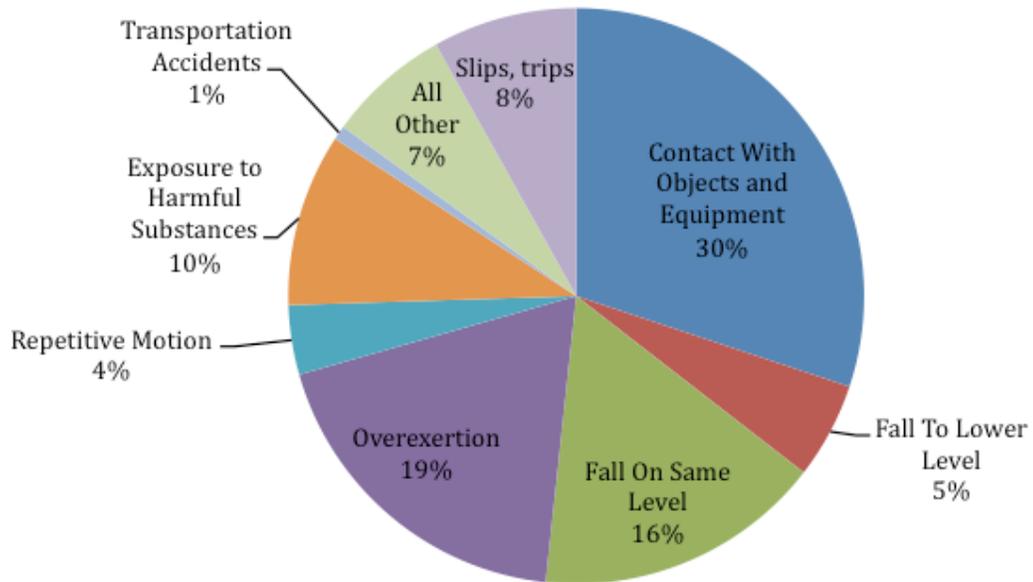


Percent distribution of nonfatal injuries and illnesses involving days away from work, by nature of injury or illness, Leisure and Hospitality Services, 2010

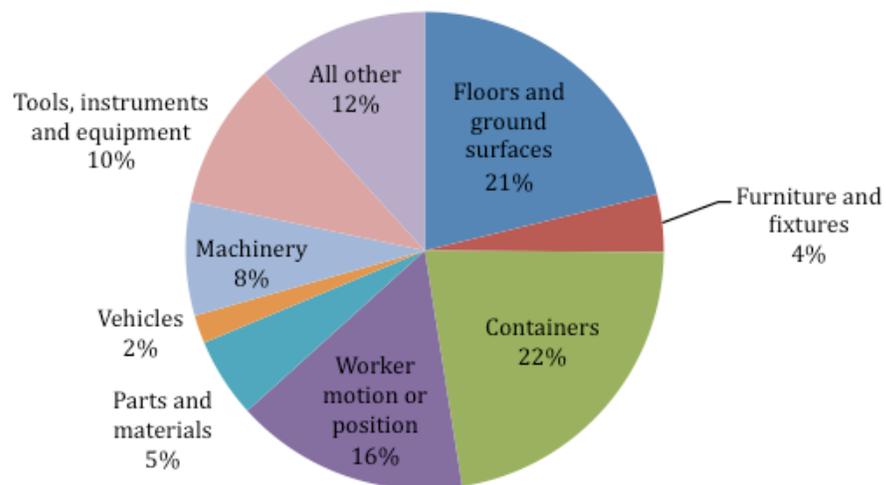


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Percent distribution of nonfatal injuries and illnesses involving days away from work, by event or exposure, all private industries, Leisure and Hospitality Services, 2010



Percent distribution of nonfatal injuries and illnesses involving days away from work, by source of injury or illness, all private industries, Leisure and Hospitality Services, 2010



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Percent distribution of nonfatal injuries and illnesses involving days away from work, by part of body, all private industries, Leisure and Hospitality Services, 2010

