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**MOTION BY SUPERVISOR LINDSEY P. HORVATH  
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**Hotel Worker Protections**

Hotel workers face unique threats on the job, are often subjected to burdensome workloads, may not be informed of their rights, and are often subject to retaliation.

Hotel workers who work by themselves in guest rooms are vulnerable to inappropriate, threatening, and sometimes criminal behavior, including sexual assault. Ensuring that hotel workers are equipped with personal security devices and supported in their ability to report criminal and threatening behavior to the proper authorities will promote their personal safety from criminal threats and improve public safety overall.

Additionally, hotel workers who clean guest rooms are frequently assigned overly burdensome room cleaning quotas and can be disciplined for failing to meet those quotas. Overly burdensome room cleaning quotas undermine the public interest because they don't allow hotel room cleaners to perform their work in a manner that adequately protects public health. Such cleaning requirements also interfere with hotel workers' ability to meet family, community, and personal obligations, because overly burdensome workloads often force workers to stay past their scheduled shifts. Hotel workers must receive fair compensation through a wage premium when their workload assignments exceed defined limits. Ensuring hotel workers receive fair compensation for their work assignments will promote the public interest and enable hotel

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workers to receive fair pay for honest work.

Hotel workers are also frequently assigned unexpected and mandatory overtime, which limits their ability to meet family and personal commitments and interferes with their ability to schedule in advance for those commitments. Hotel employers must be prohibited from assigning an employee overtime work when their shifts exceed 10 hours in a day without obtaining the worker's informed consent, except in emergencies.

Several cities in the County of Los Angeles such as Los Angeles, West Hollywood, Santa Monica, Long Beach, and Glendale have protections in place for hotel workers in their jurisdictions. In May 2020, the Board of Supervisor's approved a motion by Supervisors Hahn and Solis adopting an ordinance providing a "right-to-recall" for janitorial, maintenance, security service, and hospitality industry workers laid off due to the COVID-19 pandemic, as well as "worker retention" provisions for employees impacted by businesses that were sold or filed bankruptcy as a result of the COVID-19 pandemic. These provisions are important, but the County of Los Angeles must enact the remaining hotel worker protections that are in similar ordinances in the cities of West Hollywood, Santa Monica, and Los Angeles to ensure workers in unincorporated areas of the County receive the same protections as workers in other areas of the County, and can do their job free from fear and retribution.

**WE, THEREFORE, MOVE** that the Board of Supervisors directs the following:

- 1) Instruct County Counsel to draft a hotel worker protection ordinance for the unincorporated areas of the County that is substantially similar to the hotel worker protection ordinances in

the cities of West Hollywood, Santa Monica, and Los Angeles, and return to the Board with the ordinance. The hotel worker protection ordinance shall include the following protections:

- a. Mandate hotels to provide personal security devices (sometimes known as panic buttons) to employees that are required to work in guest rooms or restrooms by themselves;
- b. Mandate hotel employers to provide training to hotel workers on the use of personal security devices;
- c. Prohibit hotel employers from taking any adverse action against hotel employees who report threats or incidents of violence to law enforcement;
- d. Mandate that for hotels with fewer than forty guest rooms, a hotel employer shall not require a room attendant to clean rooms amounting to a total of more than 4,500 square feet of floor space in any eight-hour workday, unless the hotel employer pays the room attendant twice the room attendant's regular rate of pay for each and every hour worked during the workday. For hotels with forty or more guest rooms, a hotel employer shall not require a room attendant to clean rooms amounting to a total of more than 3,500 square feet of floor space in any eight-hour workday, unless the hotel employer pays the room attendant twice the room attendant's regular rate of pay for each and every hour worked during the workday. If a room attendant is assigned to clean seven or more checkout rooms or additional bedrooms during any eight-hour

workday, each such checkout room or additional bedroom shall for purposes of this subsection count as five hundred square feet, regardless of the actual square footage of each room. The limitations contained herein apply to any combination of spaces, including guest rooms, meeting rooms, and other rooms within the hotel, and apply regardless of the furniture, equipment, or amenities in such rooms. The workload amounts set forth above shall be reduced on a prorated basis if a room attendant works less than eight hours in a workday, shall be increased on a prorated basis for each hour of overtime that a room attendant works in excess of eight hours in a workday, and shall be calculated on a prorated basis by room attendant if a room attendant is assigned to clean rooms jointly with one or more other room attendants;

- e. Prohibit hotel employers from mandating hotel workers work over 10 hours a day unless the hotel worker consents in writing; and
- f. Mandate that hotels contract with a certified Public Housekeeping Training Organization (as defined in the ordinance) at least once a year to provide Public Housekeeping Training to new employees, or employees that have not received the training within the last five years. The training shall include:
  - i. Hotel worker rights included in the hotel worker protection ordinance;
  - ii. Best practices for identifying and responding to suspected instances of human trafficking, domestic violence, or violent or threatening conduct;
  - iii. Best practices for effective cleaning techniques to prevent the spread of

disease;

iv. Best practices for identifying and avoiding insect or vermin infestations; and

v. Best practices for identifying and responding to the presence of other potential criminal activity.

2) Instruct County Counsel to compare the County's current "right-to-recall" and "worker retention" provisions, that were adopted by the Board in May 2020, with the "right-to-recall" and "worker retention" provisions that are in place in West Hollywood, Santa Monica, and Los Angeles, and make any revisions to the County's provisions that would strengthen them, if they provide less protections than those in West Hollywood, Santa Monica, and Los Angeles. County Counsel should specifically focus on whether the provisions in the other cities are permanent (not just related to COVID-19). If the other cities provide permanent protections, those provisions should be incorporated into the County's ordinance.

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