

CHARTING CHANGE

*Workers' Voices in an
Automated World*



An IAM Canada Report

HOSPITALITY AND HEALTHCARE



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The IMAW over the last several years has steadily grown its footprint in healthcare and hospitality, our study of automation included trends in these industries, but focus groups were, unfortunately, not arranged. Automation in healthcare is especially interesting, given that it's not a sector that has traditionally been vulnerable to automation, yet, new advancements in AI are expected to cause major changes, ones our union needs to understand to protect members in these industries.

HEALTHCARE INDUSTRY TRENDS

- Long-term care sub-sector plagued with labour shortages, but is also characterized by low wages, poor working conditions, physically demanding work and precarious employment.
- Cuts to healthcare, and education and training of healthcare workers have also eroded the labour market, making it additionally difficult to recruit workers into the industry
- High rates of burnout in the industry
- Certain countries, like Japan are filling the gap between the demand for labour and availability of labour through technology
- Demand for personal care aides, health care aides, and home care aides will be in highest demand in the next ten years
- Culturally sensitive robots are already in use in home care settings
- Exo-skeletons that assist with movement and physiotherapy, including interactive robots are already in use in nursing and retirement homes across Japan
- In the United States, smart walking canes, resident monitoring and tracking systems, automated assistive walking devices, electronic pets that monitor health, all of which can perform some of the tasks done by personal support workers, healthcare aides, and other healthcare workers.
- Some facilities are removing 24/7 nursing stations and replacing them with mobile kiosks where nurses use iPads to conduct some of the work that would have been done through the nursing station
- Emergence of smart residences and Big Data will usher in an era of real-time monitoring of residents, patients or clients and collect data to fine tune treatments. This type of monitoring also makes it possible for staff to respond to negative patterns within and across facilities, which isn't possible today.





HOSPITALITY INDUSTRY TRENDS

- Need to ensure travelers trust that the facility is safe, clean and possibility of transmission of contagious illnesses is minimized, if not eliminated has resulted in expansion of self-service features, and contact-less technologies
- Use of robots has expanded beyond greeting guests and concierge services, to robots that are capable of cleaning, disinfecting, transporting luggage, performing security, room service and restaurant waiting.
- Use of virtual reality and augmented reality for bookings, and for personalizing accommodations through smart technologies
- The industry is evolving quick in response to client preferences and customization of client's stays.