



2019 BREASTFEEDING ACCOMMODATION SURVEY RESULTS REPORT

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INTRODUCTION

BACKGROUND

Breastfeeding is an investment in health for both mother and baby. The risk of high blood pressure, type 2 diabetes, ovarian cancer and breast cancer are reduced for mothers who are able to breastfeed. Benefits for a breastfed baby include reduced risk of asthma, obesity, and allergies, as well as fewer ear and respiratory infections. Providing breastfeeding accommodations in workplace environments helps reduce barriers to continuing to provide breastmilk for babies. By providing accommodations for working mothers, companies have found they retain experienced employees, reduce sick time taken by both mothers and fathers for children's illnesses, provide higher company loyalty and employee morale, and lower health care and insurance costs.

PROJECT PURPOSE

Through the Local Strategies for Physical Activity and Nutrition (LSPAN) grant from the Washington State Department of Health (DOH), the Kittitas County Public Health Department (KCPHD) received funding to support the implementation and promotion of the Federal Fair Labor Standards Act (FLSA) breastfeeding accommodation requirements in worksites. In addition to federal requirements, Washington State passed a law for employee breastfeeding accommodations, which corresponded to the timeline of this project. RCW 43.10.005 was implemented on July 28, 2019 and applies to all businesses with 15 or more employees. With this law came several significant changes to previous requirements, including allowing reasonable break times for lactating mothers for up to two years.

KCPHD chose to work specifically with local fast food restaurants to create and implement breastfeeding specific accommodation policies that align with federal and state law. KCPHD focused on this job sector due to the above average number of fast food restaurants per capita in Kittitas County, which provide a high number of minimum wage jobs to residents. Fast food restaurants also frequently face many challenges helping their employees continue to breastfeed after returning to work. To determine which restaurants would be considered "fast food," KCPHD used the US Census Bureau definition of fast food restaurants as "*limited-service establishments primarily engaged in providing food services (except snack and non-alcoholic beverage bars) where patrons generally order or select items and pay before eating.*" Contact lists were then created using current Environmental Health food permit data.

SURVEY OBJECTIVES

The breastfeeding accommodation survey had two main objectives:

1. Gather information on fast food restaurants' knowledge, attitudes, and practices regarding legally required breastfeeding accommodations and optional best practices for breastfeeding friendly workplaces.
2. Analyze response data to determine how KCPHD can best assist fast food restaurants in supporting breastfeeding employees in Kittitas County. This data can be used for future breastfeeding projects and continue to expand breastfeeding accommodation support for other companies in Kittitas County by partnering with the Kittitas County Chamber of Commerce.

SURVEY DESIGN

KCPHD's survey was based on the *Business Case for Breastfeeding; Steps for Creating a Breastfeeding Friendly Worksite*, "Making Breastfeeding Work Worksite Self-Assessment" and RCW 43.10.005. The Office of Women's Health, under the U.S. Department of Health & Human Services, provides the Business Case for Breastfeeding comprehensive program. This program was designed to educate employers about the value of supporting breastfeeding employees at work. Tools, resources, and guides are available for employers to utilize to increase business support for breastfeeding employees at work. The worksite self-assessment was found through the West Central Public Health Partnership in Colorado which was modified from Boulder County Public Health's *Making Breastfeeding Work*. This assessment gives employers the opportunity to recognize where an organization is regarding support for breastfeeding employees.

KCPHD's survey was reviewed by the Kittitas County Breastfeeding Coalition and the Kittitas County Chamber of Commerce prior to distribution. Previous Kittitas County Public Health Assessment Coordinator Amy Fuller provided review and modification of survey questions, as well as created an assessment plan for survey administration.

SURVEY QUESTIONNAIRE

The survey was available in one of two modalities: paper form or electronic. The electronic survey was administered through SurveyMonkey® online survey software. The survey contained a total of 12 questions. Demographic information was not collected in this survey. Survey questions were multiple choice. Questions began with gathering information about employer knowledge regarding state and federal requirements for providing breastfeeding accommodations in the workplace. Next, respondents were asked if there was a company policy in place for breastfeeding employees. They were asked questions about possible barriers to providing breastfeeding accommodations, such as scheduling sufficient break time and providing a private space that is not a bathroom. Respondents were asked about interest in planning or implementing breastfeeding accommodations with help from the Kittitas County Public Health Department, or if they had interest in learning about best practices for supporting breastfeeding employees. Please see Appendix A for the full questionnaire.

METHODS

SURVEY DISTRIBUTION AND COLLECTION

The survey was sent out in paper copy at the beginning of September 2019. Packets, which included an introduction letter with a QR code and the link to the online survey, were sent to 32 local fast food restaurant locations. The packet also included a paper copy of the survey with a self-addressed stamped envelope for ease of return, and an informational sheet covering the basic elements of the new Washington State accommodation law.

There were 25 fast food restaurant locations that received packets in Ellensburg, eight in Cle Elum, one in Roslyn, and one in Vantage. There were 17 locations in which the contact person had a Kittitas County mailing address. Six of those locations were franchises, while 11 locations were independently owned businesses. Fifteen locations had the contact person with a mailing address outside of Kittitas County. All of those locations were franchises or chains and five of the 15 had individuals listed as the contact. The other 10 had some form of corporation listed. Ten of those mailing addresses were in Washington State, with five addresses outside of Washington State.

Paper Survey Distribution

Paper surveys were mailed to recipients in a packet with a pre-addressed, stamped envelope for ease of survey return. All restaurants meeting the Census definition of “fast food” received a packet. In the follow up email, paper copies of the survey were offered to be mailed again in an effort to increase response rate.

Electronic Survey Distribution

The SurveyMonkey online assessment tool was used to generate an electronic questionnaire link and QR code. The survey link was sent out to local fast food restaurant owners in the original packet. In a follow up email, the survey link was sent to increase ease of access for respondents with the hope of increasing response rate.

RESULTS

There were 35 fast food location identified in Kittitas County with three franchises owned by the same individuals. Because of this, a total of 32 surveys were sent out. Out of the 32, three paper copies and eight online surveys were completed and returned to the KCPHD. To have an accurate representation, or an appropriate statistical significance for the survey results, KCPHD needed a larger number of surveys returned. Only 11 surveys were returned, therefore KCPHD can't be positive that these views reflect the entire populations' knowledge or practices surrounding breastfeeding laws and accommodations.

BREASTFEEDING ACCOMMODATION QUESTIONS

Question #1

The majority of survey respondents, at 82%, reported being aware of the Federal Fair Labor Standards Act (FLSA) breastfeeding accommodation requirements. Eighteen percent of respondents reported being unaware of the FLSA requirements for breastfeeding accommodations.

Are you aware of the Federal Fair Labor Standards Act (FLSA) breastfeeding accommodation requirements?

Answered: 11 Skipped: 0

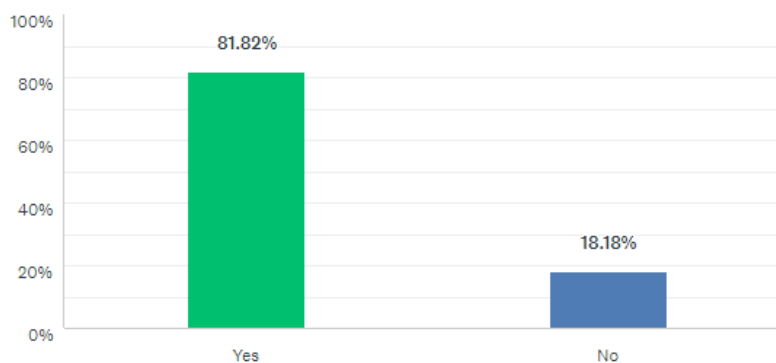


Figure 1. Awareness of FLSA breastfeeding accommodation requirements

Question #2

A majority of respondents (64%) reported that they were aware of the new Washington State law surrounding breastfeeding accommodation requirements which went into effect in July 2019.

Are you aware of the new Washington State law (RCW 43.10.005) surrounding breastfeeding accommodation requirements which went into effect in July 2019?

Answered: 11 Skipped: 0

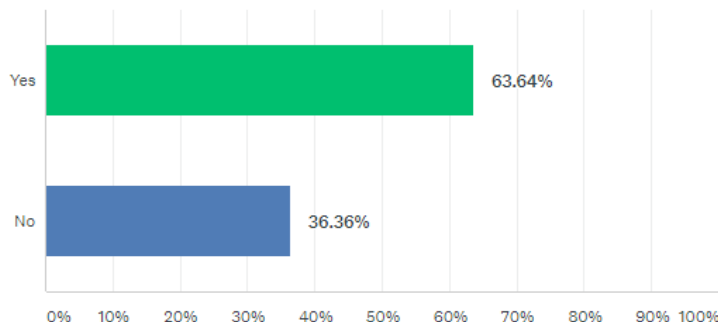


Figure 2. Awareness of Washington State breastfeeding accommodation law

Question #3

A majority of respondents (82%) reported that they are prepared to comply with Washington State breastfeeding accommodation requirements when needed. A concern for cost and high amount of inconvenience was noted as an additional comment from one respondent.

Are you prepared to comply with RCW 43.10.005 breastfeeding accommodation requirements when needed?

Answered: 11 Skipped: 0

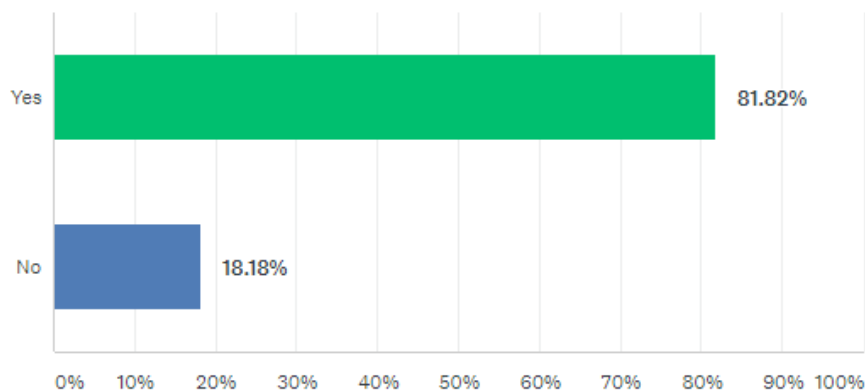


Figure 3. Compliance for Washington State RCW 43.10.005

Question #4

Respondents (73%) reported that their breastfeeding policy is informal and is not written, with 27% of locations not having a breastfeeding policy. No locations had a written breastfeeding policy.

Q4 Please select the answer that best describes your current breastfeeding accommodation policy.

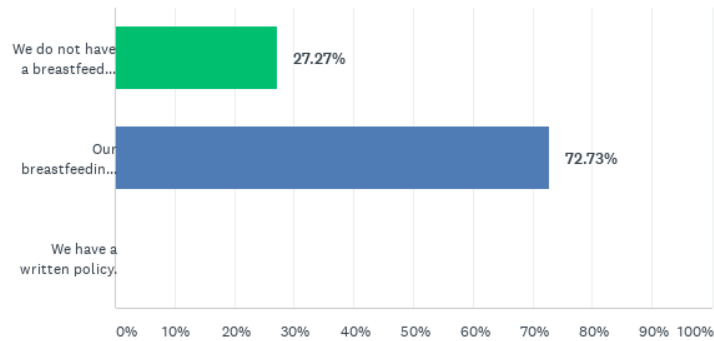


Figure 4. Breastfeeding written policy

Question #5

No respondents answered yes when asked if they were interested in developing a breastfeeding accommodation policy. Thirty three percent of respondents were not interested in developing a breastfeeding accommodation policy. Respondents “other” comments reported being able to use a room as a private space and noting that a location would do whatever was necessary to comply with the law.

Q5 Are you interested in developing a breastfeeding accommodation policy?

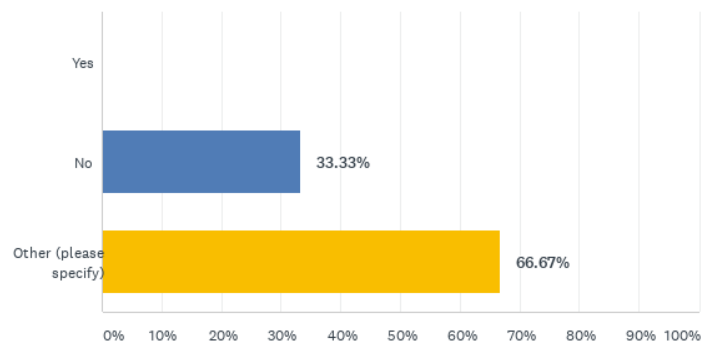


Figure 5. Interest in breastfeeding accommodation policy

Question #6

Q6 Please describe any barriers that prevent you from having a policy.

When asked to describe any barriers, only two respondents provided information. The first respondent felt that it would be difficult to find a suitable location to make necessary accommodations due to a small, shared office space. The second respondent expressed safety concerns about allowing infants to be breastfed in the restaurant kitchen. It should be noted that allowing infants on the premises to breastfeed is not a requirement of federal or state law.

Question #7

Less than half of respondents had breastfeeding accommodation policies that “met FLSA and RCW accommodation requirements,” with 28% of respondents unsure if requirements were being met. Fourteen percent reported that their breastfeeding accommodation policy “is not regularly distributed to employees and few employees are aware of it.” “Other” responses included an owner who was breastfeeding, so the employees are aware of support and another location agreeing to update their annual employee handbook.

Q7 Please select all that apply regarding your breastfeeding accommodation policy

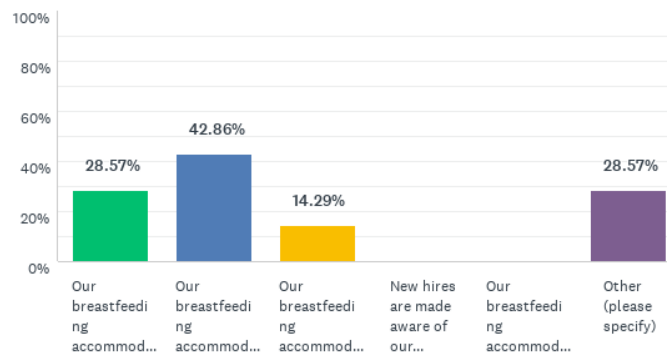


Figure 6. Policy meeting FLSA and RCW standards and employee awareness

Question #8

The majority of respondents (70%) stated that they have not yet had a request for milk expression break accommodation. Twenty percent reported “few barriers to scheduling breaks and work patterns during the employee’s shift but they are easily resolved.” Ten percent reported “no barriers to scheduling breaks and work patterns during the employee’s shift.” Ten percent selected “there are significant

barriers to scheduling breaks and work patterns during the employee’s shift and can prevent adequate breaks.”

When providing sufficient break time for a breastfeeding employee to express milk, please select the answer that best describes your situation.

Answered: 10 Skipped: 1

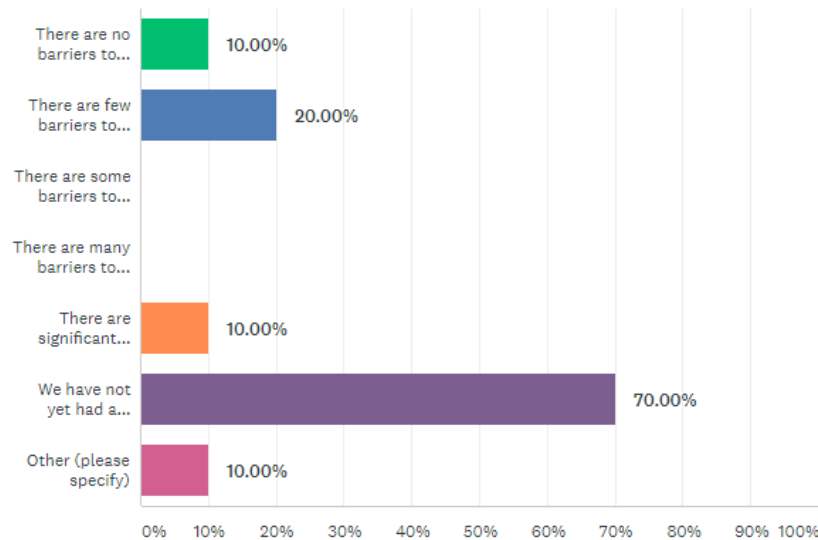


Figure 7. Description for sufficient break time

Question #9

Q9 Please describe current barriers to scheduling breaks and work patterns.

When asked to describe current barriers to scheduling breaks and work patterns, there were no responses.

Question #10

Half of the respondents indicated that regular breastfeeding space is “identified but is used for other purposes when not needed.” Slightly less than half of responses indicated that there is “no designated breastfeeding space available that is not a bathroom.” Twenty percent of locations have a “breastfeeding space identified as the need arises, although it may change by the day, week, or month.”

When providing a private space that is not a bathroom for a breastfeeding employee to express milk, please select the answer that best describes your situation.

Answered: 10 Skipped: 1

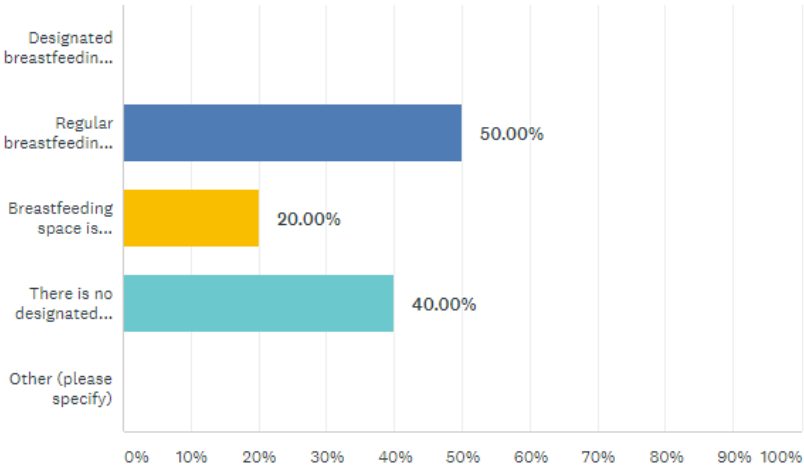


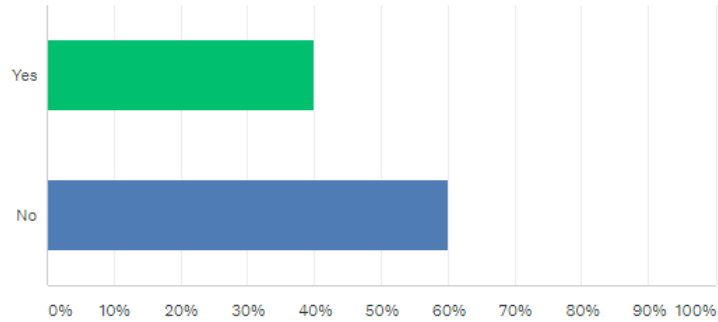
Figure 8. Location for breastfeeding employee

Question #11

When asked about interest in assistance from Public Health in planning for and/or implementing breastfeeding accommodation requirements or learning about additional best practices for supporting breastfeeding employees, 40% of respondents were interested in assistance from Public Health. Sixty percent of responses indicated they were not interested. Comments indicated possible interest in future help, agreement to assist future employees as needed, and mention of space to be utilized.

Are you interested in assistance from Public Health in planning for and/or implementing breastfeeding accommodation requirements, or learning about additional best practices for supporting breastfeeding employees?

Answered: 10 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	40.00%	4
No	60.00%	6
TOTAL		10

Figure 9. Interest in Public Health assistance

CONCLUSION

KEY FINDINGS

There were many restaurant locations that indicated finding a suitable location for breastfeeding employees was a concern. However, over half of the locations who responded to the survey indicated having a usable space. Many locations had yet to receive a request for breastfeeding accommodation. The majority of restaurant locations felt prepared to comply with breastfeeding requirements with little interest in adopting a formal written policy.

DISCUSSION

Lessons Learned

There was little interest in responding to the initial questionnaire and follow up with owners of local fast food locations was challenging. In the future, it may be beneficial to go to locations in-person in hopes of connecting with a manager or owner. However, this may not prove to be a good use of time, depending on busyness of establishments and who is on shift. By relying on traditional mail, e-mails, and phone correspondence, there was the risk that an address or phone number was not up to date. It may be helpful for upcoming projects to reach out to a focus group or conduct a key informant interview to gauge how best to communicate with and offer messaging for specific groups. This potentially would increase the interest, response, and participation.

Many locations had not received an accommodation request from a breastfeeding employee. Lack of interest from restaurants participating in potential policy adoption could be from a lack of breastfeeding accommodation requests. The dedication of time to implement a new policy may have felt unnecessary to meet the minimum standards required by the State and Federal requirements. Some fast food restaurants were owned by chains and although we reached out to local proprietors, the response was still limited. This was the case with locally owned establishments as well. This could be due to larger companies having their own policies in place and certain procedures to follow in order to change them. With locally owned establishments, lack of interest in working with Public Health may be due to the owners having enough on their plate to run the restaurant.

Increasing awareness around the ways businesses can benefit from supporting lactating mothers and ultimately encouraging businesses to adopt an official policy would be a good path forward when offering assistance. As referenced above, many employers have not had a request from a breastfeeding employee, so it does not seem to be high on their radar. Messaging for local businesses going forward would benefit from a proactive, educational approach. The educational aspect can encompass various points of view. These could include requirements of Washington State and Federal laws surrounding breastfeeding accommodations, how these accommodations can benefit individual businesses, and providing information on the personal health benefits for moms and babies.

In addition to clear messaging surrounding requirements, business owners expressed the need for assistance finding a suitable location they can utilize for lactating mothers that will work for their specific business. Examples of lactation spaces from online resources could be shown. It needs to be clearly communicated that providing funding to furnish or create a lactation space is not allowable.

Providing examples of policies that businesses can easily adapt for their various professions and individual establishments would be helpful. Including information about when an employer should have a conversation with all staff (not just women) about the company's breastfeeding accommodation policy and expectations of staff would be necessary.

Providing locations with a breastfeeding accommodation toolkit that summarizes much of the above information would be a beneficial resource to provide. Employers would be able to review information and access additional help from the Kittitas County Public Health Department. The toolkit could include:

- Overview of basic information
- List of additional best practices
- Information specifically for managers
- FAQ
- Tips
- Breakroom flyer for employees
- Resources
- Policy examples

With the initial information distributed to 32 Kittitas County fast food establishments, it is the hope that when these locations have a breastfeeding employee, or are ready to adopt a written policy, they will know that KCPHD can offer assistance. Future work and collaboration with the Kittitas County Chamber of Commerce will increase visibility of assistance offered. Building relationships with various entities in our county is important for the Kittitas County Public Health Department. Becoming a trusted, helpful and accurate resource for businesses and others in Kittitas County is important moving forward.

APPENDICES

APPENDIX A: RESTAURANTS

- Arby's
- Basecamp Books and Bites
- Blustry's
- Burger King
- Campus U-Tote-Em
- Carl's Jr.
- Cattedogs
- Dairy Queen
- Dirks
- Domino's Pizza
- Jack In the Box
- Jimmy John's
- McDonald's
- Pita Pit
- Pizza Hut
- Red Arrow
- Rossow's U-Tote-Em
- Sahara Pizza
- Saks Restaurant
- Sonic
- Subway
- Taco Bell
- Taco Del Mar
- Twin Pines Drive In
- Wendy's
- Westside Pizza
- Brooklyn's Pizzeria
- Daily Bread and Mercantile

APPENDIX B: SURVEY

Employer Breastfeeding Accommodation Survey

Learning more about breastfeeding accommodations at your business

The Kittitas County Public Health Department (KCPHD) would like to learn more about your business' breastfeeding accommodation experience. Thank you for taking the time to complete this survey.

NOTE: KCPHD is NOT a regulatory agency for breastfeeding accommodations. We are interested in helping your business implement or update policies to support mothers who are breastfeeding and have returned to work. Only businesses who are interested in receiving assistance will be contacted by KCPHD staff for follow up. Otherwise responses will be anonymous.

This survey can also be found online at: <https://www.surveymonkey.com/r/CRKJQPH> or by scanning the QR code above.

1. Are you aware of the Federal Fair Labor Standards Act (FLSA) breastfeeding accommodation requirements?

Yes No

2. Are you aware of the new Washington State law (RCW 43.10.005) surrounding breastfeeding accommodation requirements, which went into effect in July 2019?

Yes No

3. Are you prepared to comply with the Washington State breastfeeding accommodation requirements (RCW 43.10.005) when needed?

Yes No

4. Please select the answer that best describes your current breastfeeding accommodation policy.

- A. We do not have a breastfeeding policy. *Please go to question #5*
- B. Our breastfeeding policy is informal and is not written. *Please go to question #7*
- C. We have a written policy. *Please go to question #7*

If answered A on question #4:

5. Are you interested in developing a breastfeeding accommodation policy?

Yes No

6. Please describe any barriers that prevent you from having a policy:

Please continue to question #8 (on the reverse side)

If answered B or C on question #4:

7. Please select all that apply regarding your breastfeeding accommodation policy:

- A. Our breastfeeding accommodation policy **may not** meet the FLSA and RCW accommodation requirements.
- B. Our breastfeeding accommodation policy **meets** the FLSA and RCW accommodation requirements.
- C. Our breastfeeding accommodation policy is not regularly distributed to employees and few employees are aware of it.
- D. New hires are made aware of our breastfeeding accommodation policy as part of the onboarding process.
- E. Our breastfeeding accommodation policy **exceeds** the minimum FLSA and RCW accommodation requirements.
- F. Other (please specify):

Please continue to question #8 (on the reverse side)

8. When providing sufficient break time for a breastfeeding employee to express milk, please select the answer that best describes your situation:

- A. There are **no** barriers to scheduling breaks and work patterns during the employee's shift. *Please go to question #10*
- B. There are **few** barriers to scheduling breaks and work patterns during the employee's shift, but they are easily resolved. *Please go to question #10*
- C. There are **some** barriers to scheduling breaks and work patterns during the employee's shift, but they are eventually resolved.
- D. There are **many** barriers to scheduling breaks and work patterns during the employee's shift and many remain unresolved.
- E. There are **significant** barriers to scheduling breaks and work patterns during the employee's shift and can prevent adequate breaks.
- F. We have not yet had a request for milk expression break accommodation. *Please go to question #10*
- G. Other (please specify):

If answered C, D, or E on question #8:

9. Please describe current barriers to scheduling breaks and work patterns.

10. When providing a private space that is not a bathroom for a breastfeeding employee to express milk, please select the answer that best describes your situation:

- A. Designated breastfeeding space is available and used primarily for milk expression.
- B. Regular breastfeeding space is identified, but is used for other purposes when the employee is not breastfeeding.
- C. Breastfeeding space is identified as the need arises, and may change by the day/week/month.
- D. There is no designated breastfeeding space available that is not a bathroom.

11. Are you interested in assistance from Public Health in planning for and/or implementing breastfeeding accommodation requirements, or learning about additional best practices for supporting breastfeeding employees?

- Yes
- No

If answered yes on question #11:

12. Please provide contact information for Public Health staff to follow up:

Name, Position

Company

Address

Address 2

City/town

Email address

Phone number

Thank you for participating in this survey! The Kittitas County Public Health Department, the Kittitas County Breastfeeding Coalition, and the Kittitas County Chamber of Commerce appreciate your time. Please don't hesitate to contact Public Health staff if you have any questions, comments, or additional feedback at 509-962-7515.

BREASTFEEDING ACCOMMODATION LAW

WHO: Businesses with 15+ employees.

WHAT: Provide reasonable breaks each time an employee needs to express breast milk.

WHERE: Provide private location where employee will not be disturbed. This cannot be a bathroom.

WHEN: Up to 2 years after baby is born.

WHY: It is the law! RCW 43.10.005

FOR MORE INFORMATION CALL THE KITTITAS
COUNTY PUBLIC HEALTH DEPARTMENT AT
(509) 962-7515 OR REVIEW RCW 43.10.005 AT
LEG.WA.GOV





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