



**President**  
Ms. Elizabeth Ehrenstrom  
City of Oroville

**Vice President**  
Ms. Kristine Haile  
City of Folsom

**Treasurer**  
Mr. Tim Sailsbery  
City of Willows

**Secretary**  
Ms. Gina Will  
Town of Paradise

**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND  
RISK MANAGEMENT COMMITTEE MEETING  
AGENDA**

**Date:** Thursday, April 25, 2019

**Time:** 10:00 a.m.  
Lunch available at 11:30 a.m.

**Location:** Rocklin Event Center - Garden Room  
2650 Sunset Boulevard  
Rocklin, CA 95677

**A - Action**  
**I - Information**  
  
**1 - Attached**  
**2 - Hand Out**  
**3 - Separate Cover**  
**4 - Verbal**

**MISSION STATEMENT**

*The Northern California Cities Self Insurance Fund, or NCCSIF, is an association of municipalities joined to protect member resources by stabilizing risk costs in a reliable, economical and beneficial manner while providing members with broad coverage and quality services in risk management and claims management.*

**A. CALL TO ORDER**

**B. INTRODUCTIONS**

**C. APPROVAL OF AGENDA AS POSTED**

**A 1**

**D. PUBLIC COMMENTS**

*This time is reserved for members of the public to address the Committee on matters pertaining to NCCSIF that are of interest to them.*

pg. 3 **E. CONSENT CALENDAR**

**A 1**

*All matters listed under the consent calendar are considered routine with no separate discussion necessary. Any member of the public or Risk Management committee may request any item to be considered separately.*

- pg. 4  
pg. 9
1. Minutes of the Risk Management Committee Meeting - October 25, 2018
  2. TargetSolutions 2018/19 YTD Usage Report

**F. COMMITTEE BUSINESS**

- pg. 10
1. **York Risk Management Services, Assessments and Recommendations** **I 1**  
*York Risk Control will present an overview of the risk control services provided over the last year and plans for 2019, including an updated scorecard of member assessments for committee review.*



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**2. Police Risk Management Committee (PRMC)**

- pg. 31      a. **PRMC Update** **I   1**  
*Tom Kline from York Risk Control will provide the Committee with a summary of the last two Police Risk Management Committee Meetings.*
  
- pg. 36      b. **PRM Grant Fund Usage Report and Request** **A   1**  
*The Program Administrators will provide an update of where grants are used by police agencies and a request for use beyond body camera.*
  
- pg. 39      3. **Crisis Communication Training and Support Services** **A   1**  
*The Committee will discuss the need for service and provide recommendation to the Board of Directors.*
  
- pg. 56      4. **FY 19/20 Risk Control Services Plan and Budget** **A   1**  
*Marcus Beverly will present the draft budget for risk services for review and recommendation to the Board of Directors.*
  
- pg. 59      5. **Round Table Discussion** **I   4**  
*This is an opportunity for Committee members to ask questions or raise issue on risk exposures common to the members.*

- pg. 64      **G. INFORMATION ITEMS** **I   1**  
NCCSIF Travel Reimbursement Form

**H. ADJOURNMENT**

**UPCOMING MEETINGS**

- Police Risk Management Committee Meeting - May 2, 2019
- Claims Committee Meeting - May 16, 2019
- Executive Committee Meeting - May 16, 2019
- Board of Directors Meeting - June 13, 2019

*Per Government Code 54954.2, persons requesting disability related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, are requested to contact Raychelle Maranan at Alliant Insurance Services at (916) 643-2712.*

*The Agenda packet will be posted on the NCCSIF website at [www.nccsif.org](http://www.nccsif.org). Documents and material relating to an open session agenda item that are provided to the NCCSIF Risk Management Committee less than 72 hours prior to a regular meeting will be available for public inspection and copying at 2180 Harvard Street, Suite 460, Sacramento, CA 95815.*

*Access to some buildings and offices may require routine provisions of identification to building security. However, NCCSIF does not require any member of the public to register his or her name or to provide other information, as a condition to attendance at any public meeting and will not inquire of building security concerning information so provided. See Government Code section 54953.3.*



BACK TO AGENDA

**Northern California Cities Self Insurance Fund  
Risk Management Committee Meeting  
April 25, 2019**

**Agenda Item E.**

## **CONSENT CALENDAR**

### **ACTION ITEM**

**ISSUE:** The Risk Management Committee (RMC) reviews and approves items on the Consent Calendar as a whole. If an item requires clarification or amendment it may be pulled for separate discussion and the Committee may approve the remainder of the Consent Calendar. Any item removed from Consent will be agendaized later during the meeting as recommended by the Chair and approved by the Committee.

**RECOMMENDATION:** Review and approve the Consent Calendar.

**FISCAL IMPACT:** None

**BACKGROUND:** The Committee regularly places the minutes of previous meetings on the Consent Calendar for approval, as well as any other routine items that generally do not require discussion.

### **ATTACHMENT(S):**

1. Minutes of the Risk Management Committee Meeting - October 25, 2018
2. TargetSolutions 2018/19 YTD Usage Report



**MINUTES OF THE  
NCCSIF RISK MANAGEMENT COMMITTEE MEETING  
ROCKLIN EVENT CENTER, ROCKLIN, CA  
OCTOBER 25, 2018**

**COMMITTEE MEMBERS PRESENT**

Liz Cottrell, City of Anderson  
Toni Benson, City of Colusa  
Rachel Ancheta, City of Dixon  
Jim Ramsey, City of Elk Grove  
Kristine Haile, City of Folsom  
Cora Hall, City of Galt  
Jon Hanken, City of Ione  
Yvonne Kimball, City of Jackson

Joyce Starosciak, City of Marysville  
Loree McCay, City of Nevada City  
Liz Ehrenstrom, City of Oroville (**Chair**)  
Dave Warren, City of Placerville  
Sandy Ryan, City of Red Bluff  
Kimberly Sarkovich, City of Rocklin  
Sheleen Loza, City of Yuba City

**OTHER MEMBERS PRESENT**

Julie Rucker, City of Elk Grove  
Veronica Rodriguez, City of Lincoln

Jennifer Styczynski, City of Marysville  
Natalie Springer, City of Yuba City

**COMMITTEE MEMBERS ABSENT**

Shari Harris, City of Auburn  
Tom Watson, City of Corning  
Juan Solis, City of Gridley  
City of Lincoln (vacant)

Crystal Peters, Town of Paradise  
City of Rio Vista (vacant)  
Wayne Peabody, City of Willows

**CONSULTANTS & GUESTS**

Marcus Beverly, Alliant Insurance Services  
Raychelle Maranan, Alliant Insurance Services

Dori Zumwalt, York Risk Services  
Gail Zeigler, Bickmore

**A. CALL TO ORDER**

Chair Liz Ehrenstrom called the meeting to order at 10:04 a.m.

**B. INTRODUCTIONS**

Introduction was made and the majority of the members were present constituting a quorum.

**C. APPROVAL OF AGENDA AS POSTED**



**A motion was made to approve the Agenda as posted.**

**Motion:** Dave Warren                      **Second:** Jon Hanken                      **Motion Carried**  
**Ayes:** Cottrell, Benson, Ancheta, Ramsey, Haile, Hall, Hanken, Starosciak, McCay, Ehrenstrom,  
Warren, Ryan, Sarkovich  
**Nays:** None

**D. PUBLIC COMMENTS**

There were no public comments made.

**E. CONSENT CALENDAR**

1. Minutes of the Risk Management Committee Meeting - April 26, 2018

**A motion was made to approve the Consent Calendar as posted.**

**Motion:** Kimberly Sarkovich                      **Second:** Jon Hanken                      **Motion Carried**  
**Ayes:** Cottrell, Benson, Ancheta, Ramsey, Haile, Hall, Hanken, Starosciak, McCay, Ehrenstrom,  
Warren, Ryan, Sarkovich  
**Nays:** None

**F. COMMITTEE BUSINESS**

*Natalie Springer and Sheleen Loza arrived at 10:08 a.m.*

**F.1. Bickmore Risk Management Assessments and Services**

Ms. Gail Zeigler updated the Committee on the services Bickmore provided to the members during 2018/19 program year to date. Members have received risk control services including implementing recommendations from the Hazard & Safety Assessments and ongoing support for various customized services as requested by members including on-site trainings. The half day on-site risk management orientation, also known as Risk Management 101 for Supervisors and Managers, is available to members who want the training and it does not count towards city's own service days. This RM 101 is a collaborative effort by Alliant, York and Bickmore and the service team needs at least 60 days lead time to schedule the training. Members were reminded of TargetSolutions training platform that is free to members. Standard courses are provided by EIA, the Excess Workers' Compensation provider, and premium contents such as Fire, EMT and Law Enforcement trainings are available at discounted rate. TargetSolutions platform is easy to use and can be used as training tracker tool.

Ms. Zeigler noted the following regional trainings scheduled since the last Committee meeting in April 2018:

1. Aquatics Risk Management was held in May 2018



2. Commercial Driver Safety was held in June 2018
3. Traffic Control & Flagger Training was held in July 2018
4. Asbestos Cement Pipe Exposure Management will be held in December 2018

*Yvonne Kimball arrived at 10:26 a.m.*

## **F.2. NCCSIF Safety and Risk Control Regional Trainings**

Ms. Zeigler indicated that the pool may schedule four regional workshops annually. The Committee discussed the various topics from the list that Bickmore provided. After discussion, the Committee selected the following topics for regional trainings next year:

1. Workplace Violence/Active Shooter
2. Heat Illness Prevention Train-the-Trainer
3. Bloodborne Pathogen for Public Works
4. Temporary Traffic Control Flagger/Work Zone Safety

**A motion was made to schedule four regional trainings for the next calendar year on the above selected topics.**

**Motion:** Dave Warren

**Second:** Jon Hanken

**Motion Carried**

**Ayes:** Cottrell, Benson, Ancheta, Ramsey, Haile, Hall, Hanken, Kimball, Starosciak, McCay, Ehrenstrom, Warren, Ryan, Sarkovich, Loza

**Nays:** None

## **F.3. Police Risk Management Committee Update**

Ms. Zeigler provided a summary of the recent and planned activities of the Police Risk Management Committee (PRMC) meeting:

- At the May 2, 2018 meeting, training was conducted on Skelly Process, Peace Officer Bill of Rights, and Brady Obligations presented by John Whitefleet, from the law firm of Porter Scott.
- At the August 2, 2018 meeting, training was conducted on Use of Force, ADA - Application for Arrests and Department Policies and Training presented by Bruce Kilday, Kevin Dehoff and Derick Konz, from the law firm of Angelo, Kilday, and Kilduff.
- For the upcoming November 1, 2018 meeting, the California Highway Patrol is going to demonstrate the StarChase Pursuit Management Technology. In addition, Derick Konz, from Angelo, Kilday and Kilduff, will discuss new laws affecting the police, including requirements for disclosure of videos and personnel record.
- For the upcoming February 21, 2019 meeting, Laura Cole, from Cole Pro Media, will provide training on social media and crisis management.



#### **F.4. Trending Reports for Workers' Compensation and Liability Claims**

Ms. Dori Zumwalt from York Risk Services presented an overview of NCCSIF claim trends for the past five years and analysis of the top loss exposures related to the Workers' Compensation (WC) and Liability Programs. The top occupation for WC injury is police officer and second is fire fighter due to entitlement of presumptive on-duty injuries for safety personnel. The big driver of liability claims are police and public works.

Ms. Zumwalt indicated the average number of WC claims per month is typically 20-25, but August had an unusual activity with 40 claims reported. The average WC cost claim is \$32,000. First Aid should be reported to York for risk management and trend analysis report purposes. Ms. Zumwalt indicated that she can customize a report for each agency by request.

Presented as information only.

#### **F.5. Safety and Risk Control Services with Bickmore Risk Services**

Mr. Beverly indicated that the Safety and Risk Control Services agreement with Bickmore Risk Services is expiring June 30, 2019. The proposed agreement is a three-year term with two optional one-year terms as previously recommended by the Executive Committee in order to stagger the renewal dates of service providers contract renewals. Mr. Beverly reviewed the scope of services and noted a new category for root cause analysis of Workers' Compensation claims for more immediate oversight and correction strategies to prevent future occurrences. The proposed cost for this additional service is \$17,360.

The Committee had lengthy discussion to justify the additional cost for root cause analysis service by Bickmore and whether it would be a value added service than what York Risk Services already provides to the pool. After further discussion, the Committee is not in favor of root cause analysis service however, individual members may request this service utilizing their service time. It was noted that unused service days/hours does not rollover to next fiscal year. Ms. Zeigler indicated the unused days/hours offset the cost for those members that use more than their allotted service days.

**A motion was made to recommend the Safety and Risk Control Services agreement with Bickmore Risk Services to the Board for approval without the root cause analysis service.**

**Motion:** Dave Warren

**Second:** Kimberly Sarkovich

**Motion Carried**

**Ayes:** Cottrell, Benson, Ancheta, Ramsey, Haile, Hall, Hanken, Kimball, Starosciak, McCay, Ehrenstrom, Warren, Ryan, Sarkovich, Loza

**Nays:** None

## **F.6. Return to Work (RTW) Best Practices**

Mr. Beverly indicated that members should increase focus on Return To Work (RTW) efforts as a means of reducing overall cost of claims. Offering modified duty has shown to decrease disability. Mr. Beverly indicated that he will e-mail the IRMI.com article on Return To Work Best Practices to the members and noted that irmi.com (International Risk Management Institute) has wealth of resources on their site. IRMI provides risk management and insurance analysis and a good resource for expert commentary and analysis.

Presented as information only.

## **F.7. Round Table Discussion**

Ms. Loree McCay from City of Nevada City shared that vaccine grant is available through Nevada County for \$10 only and encouraged other members to check with their respective counties if similar grants is available.

Ms. Rachel Ancheta from City of Dixon shared that the City utilized the Cordico Wellness service for their public safety personnel. The Cordico Employee Assistance Program (EAP) is specifically designed for the needs of law enforcement and other first responders. The Mobile app is user-friendly and on-the-go access is convenient for immediate needs.

## **G. INFORMATION ITEMS**

1. NCCSIF Travel Mileage Reimbursement Form

## **H. ADJOURNMENT**

The meeting was adjourned at 12:06 p.m.

**Next Meeting Date:** April 2019

Respectfully Submitted,

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Gina Will, Secretary

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Date



**TARGETSOLUTIONS 18/19 YTD UTILIZATION REPORT**

|    | NCCSIF Member               | # of Users<br>with Active<br>Login | Total<br>STANDARD<br>Courses<br>Completed | Total<br>PREMIUM<br>Courses<br>Completed | Total<br>CUSTOM<br>(Member<br>Created)<br>Courses<br>Completed |
|----|-----------------------------|------------------------------------|---|--|--|
| 1  | Anderson                    | 27                                 | 16  | 0  | 0  |
| 2  | Auburn                      | 18                                 | 1   | 0  | 0  |
| 3  | Corning                     | 24                                 | 23  | 0  | 0  |
| 4  | Dixon                       | 59                                 | 2   | 0  | 9  |
| 5  | Folsom                      | 263                                | 24  | 12                                       | 0  |
|    | Folsom Fire Department      | 77                                 | 382                                       | 923                                      | 943  |
| 6  | Galt                        | 148                                | 25  | 0  | 150  |
| 7  | Gridley                     | 63                                 | 117                                       | 0  | 0  |
| 8  | Ione                        | 12                                 | 14  | 6  | 0  |
| 9  | Lincoln                     | 7                                  | 3   | 0  | 1  |
| 10 | Marysville Fire Department  | 24                                 | 34  | 155                                      | 44   |
| 11 | Nevada City Fire Department | 6                                  | 0   | 15                                       | 0  |
| 12 | Oroville                    | 86                                 | 114                                       | 0  | 81   |
| 13 | Paradise                    | 69                                 | 3   | 0  | 0  |
| 14 | Red Bluff                   | 95                                 | 112                                       | 0  | 0  |
| 15 | Rio Vista Fire Department   | 27                                 | 6   | 129                                      | 1  |
| 16 | Rocklin                     | 194                                | 60  | 0  | 0  |
| 17 | Willows                     | 23                                 | 32  | 0  | 3  |
| 18 | Yuba City                   | 237                                | 278                                       | 0  | 66   |
|    | <b>Total</b>                | <b>1459</b>                        | <b>1246</b>                               | <b>1240</b>                              | <b>1298</b>  |



## **YORK RISK MANAGEMENT SERVICES, ASSESSMENTS AND RECOMMENDATIONS**

### **INFORMATION ITEM**

**ISSUE:** Henri Castro and Dave Beal will present an update on the services York Risk Control has provided NCCSIF members during the 2018/2019 program year to date.

#### **Hazard & Safety Assessment**

As of September 2018, York has met with all NCCSIF members and completed the FY 17/18 Hazard & Safety Assessments. Discussions included progress made on the prior year's recommendations and assessing members on the two new categories, Volunteer Risk Management and Special Events Risk Management. The next round of assessments will be scheduled in the 19/20 program year.

#### **Member Services**

Members receive two days of risk control services to help implement recommendations from the Hazard & Safety Assessment. Examples of service include written program development for Cal/OSHA compliance and liability exposures, assistance with program implementation, participation in safety committee meetings, inspections and customized employee training.

One additional day of service is provided to each member for additional requested services such as ergonomic evaluations, playground inspections program development, etc.

Members can also receive a half day on-site risk management orientation (Risk Management 101 for Managers and Supervisors). This orientation is jointly led by the NCCSIF Program Administrator, York Account Manager (TPA) and York Risk Control Account Manager. The cities of Folsom, Rocklin, and Oroville have participated in the orientation. Several other members have indicated a desire to schedule the orientation at a future date and time. York will continue to work with NCCSIF staff to reach out and schedule additional trainings at member cities request.

#### **Regional Training Workshops:**

York provided the following regional trainings since the committee last met in October 2018:

- Aquatics Risk Management
  - Yuba City: May 16, 2018; 14 attendees
- Commercial Driver Safety
  - Red Bluff: June 12, 2018; 25 attendees
  - Rocklin: June 13, 2018; 40 attendees
- Traffic Control & Flagger Training
  - Corning: July 10, 2018; 35 attendees
  - Dixon: July 11, 2018; 41 attendees



**Northern California Cities Self Insurance Fund  
Risk Management Committee Meeting  
April 25, 2019**

**Agenda Item F.1. (continued)**

- Asbestos Cement Pipe Exposure Management
  - Red Bluff: December 13, 2018; 15 attendees
  - Lincoln: December 18, 2018; 19 attendees

The following regional trainings are completed or scheduled through July:

- Heat Illness Prevention for Supervisors
  - Corning: April 11, 2019
  - Galt: April 25, 2019
- Bloodborne Pathogens for Public Works
  - Corning: May
  - Lincoln: May
- Temporary Traffic Control/Work Zone Safety
  - Red Bluff or Corning: June
  - TBD: June
- Workplace Violence Prevention Train-the-Trainer
  - Corning: July 11
  - Galt: July 18

**Additional Services and Resources**

In addition to unlimited phone and email consultation, members have access to the following York Risk Control website resources <http://riskcontrol.yorkrisk/>:

- **On-line Streaming Videos** - Members have access to over 400 on-line streaming videos to help comply with OSHA and other regulatory training requirements. York-produced videos are also developed on key safety topics.
- **Safety Publications** - York Risk Control has developed customized safety publications that provide guidance on a range of topics from OSHA regulatory updates to safety training resources for employees. The publications are written in an interesting and informative manner, nicely designed, and ready for distribution.
- **Webinars** - York Risk Control conducts live webinars on a range of safety and risk management topics. All of our webinars are recorded and our library contains over 40 topics to choose from.
- **Sample Programs, Forms, and Checklists** - Our up to date sample safety programs, forms, and checklists are written in a streamlined yet comprehensive manner. These documents are in Word format so that they can be easily customized by each member.



**Agenda Item F.1. (continued)**

**Resource Development**

York Risk Control is constantly adding website resources. Since the last Risk Management Committee meeting the following topics have been added to the website:

- ***New Safety Publications***
  - Wet Weather Driving
  - Disaster Preparedness
  - Ergonomics - Setting yourself up for success - Re branded
  - Ladder Safety
  - Aquatics Risk Management - Includes New AED Requirements for Public Pools
  
- ***New Streaming Videos***
  - Trucks, Trailers and Towing: Safe Practices and Awareness
  - Forklift Safety: Real Accidents, Real Stories II
  - Garage Shop Safety for Fleets
  - School Safety: Crossing Guard Training
  - School Bus Safety: The Role of Parents and Teachers
  
- ***New or Revised Model Programs, Policies and Forms***
  - Aquatics Inspection Form
  - Heat Illness Prevention Program - Revised (*coming soon*)
  - Hearing Conservation Program - Revised
  - Respiratory Protection Program
  - Safety Cone Policy
  - Mobile Device and Electronics Policy
  - Seat Belt Usage Policy
  - Video Surveillance Use Policy & Guidelines (*coming soon*)

**Risk Control Manager Transition**

Gail Zeigler resigned her position with York in March 2019 to pursue other professional goals. In her absence, Henri Castro has assigned Dave Beal, Risk Control Manager, to assume the position as Risk Control Manager for NCCSIF. Dave has over 20 years of risk control and food safety experience and has been with York for 14 years. He has experience in working with many types of public agencies on training, program development, inspections and ergonomic evaluations and has built strong relationships with several NCCSIF members. In addition, he has achieved the following professional designations: Certified Safety Professional (CSP); Associate in Risk Management for Public Entities (ARM-P); Certified Ergonomic Assessment Specialist (CEAS) and Aquatics Facility Operator (AFO).



BACK TO AGENDA

**Northern California Cities Self Insurance Fund  
Risk Management Committee Meeting  
April 25, 2019**

**Agenda Item F.1. (continued)**

**FISCAL IMPACT:** None.

**RECOMMENDATION:** None. This is provided as information only.

**BACKGROUND:** NCCSIF contracted with York on January 1, 2012 to provide risk control services. Henri Castro and Dave Beal are NCCSIF's Risk Control Consultants for these services.

**ATTACHMENTS:**

1. Member Services Summary Report July 1, 2018 - April 10, 2019
2. Risk Management Assessment Scorecard Summary (includes progress updates)
3. Proposed Service Plan for FY 19/20



**NCCSIF Member Services Report**  
**July 1, 2018 – April 14, 2019**

| Client    | Activity   | Status             | Est Hours | Service days | Staff           |
|-----------|--|--------------------|-----------|--------------|-----------------|
| Anderson  | Program Development<br>Auto, Fleet and Driver Risk       | Completed          | 8         | 1            | Daniel Newsom   |
| Auburn    | Phone & E-mail Consultation<br>Sex Harassment Training   | Completed          | 3         | N/A          | Gail Zeigler    |
| Colusa    | Phone & E-mail Consultation<br>PW Uniform                | Completed          | 1         | N/A          | Gail Zeigler    |
| Corning   | Program Development<br>Emergency Action Plan             | Closed - see notes | 8         |              | Daniel Newsom   |
|           | Program Development<br>Auto, Fleet and Driver Risk       | Closed - see notes | 8         |              | Daniel Newsom   |
|           | Consulting<br>Facilitate new Safety committee            | Closed - see notes | 4         |              | Daniel Newsom   |
|           | Consulting<br>Target Solutions                           | Completed          | 8         | 1            | Jane Hayes      |
| Dixon     | Program Development<br>IIPP Review                       | Completed          | 2         | 1/2          | Daniel Newsom   |
|           | Phone & E-mail Consultation<br>Hearing Conservation      | Completed          | 1         | N/A          | Gail Zeigler    |
|           | Assessment<br>Ergonomics Evals                           | Completed          | 16        | 2            | Dave Beal       |
|           | Assessment<br>Ergonomics                                 | In Progress        | 10        | 1            | Dave Beal       |
| Elk Grove | Phone & E-mail Consultation<br>Risk Mgt Policy           | Completed          | 1         | N/A          | Gail Zeigler    |
|           | Phone & E-mail Consultation<br>Record Retention Question | Completed          | 1         | N/A          | Gail Zeigler    |
| Folsom    | Assessment<br>2017.18 Focused Risk Assessment            | Completed          | 8         | 1            | Dave Beal       |
|           | Assessment<br>Hazard Inspections                         | Completed          | 8         | 1            | Dave Beal       |
|           | Training<br>Defensive Driver                             | Completed          | 8         | 1            | Dave Beal       |
| Galt      | Program Development<br>Volunteer Program                 | Placeholder        | 12        |              | William Vannett |
|           | Assessment<br>2017.18 Focused Risk Assessment            | Completed          | 8         | 1            | William Vannett |
|           | Program Development<br>Confined Space                    | Closed - see notes | 16        |              | Chris Williams  |
|           | Training<br>Confined Space                               | Closed - see notes | 8         |              | Chris Williams  |
|           | Training<br>Police                                       | Completed          | 8         | 1            | William Vannett |



**NCCSIF Member Services Report  
July 1, 2018 – April 14, 2019**

| Client     | Activity  | Status                | Est Hours | Service days | Staff              |
|------------|---|-----------------------|-----------|--------------|--------------------|
| Gridley    | Program Development<br>Auto, Fleet and Driver Risk                          | In Progress           | 8         | 1            | Dave Beal          |
|            | Assessment<br>Ergonomics<br>Police Dispatch                                 | Completed             | 8         | 1            | Dave Beal          |
|            | Training<br>RM 101 for Sup & Mgr  | Placeholder           | 8         |              | Dave Beal          |
|            | Assessment<br>Ergonomics<br>City Hall                                       | Completed             | 8         | 1            | Dave Beal          |
|            | Training<br>Workplace Violence<br>Bickmore Encounters Videos                | In Progress           | 8         | 1            | Dave Beal          |
|            | Phone & E-mail Consultation<br>Accident Investigation                       | Completed             | 1         | N/A          | Gail Zeigler       |
| Ione       | RM 101 for Sup and Mgr  | Placeholder           | 8         |              | Dave Beal          |
|            | Assessment<br>Focused Risk Assessment                                       | Completed             | 3         | 1            | Gail Zeigler       |
| Jackson    | Training<br>Aerial & Fork Lifts   | Completed             | 8         | 1            | Dave Beal          |
|            | Training<br>Traffic Control & Flagging                                      | Completed             | 8         | 1            | Dave Beal          |
|            | Phone & E-mail Consultation<br>Sidewalks                                    | Completed             | 1         | N/A          | Gail Zeigler       |
|            | Phone & E-mail Consultation<br>BBP Immunizations                            | Completed             | 2         | N/A          | Gail Zeigler       |
| Lincoln    | RM 101 for Sup and Mgr  | Placeholder           | 8         |              | Dave Beal          |
|            | Training<br>BBP   | Closed -<br>see notes | 8         |              | Gail Zeigler       |
|            | Assessment<br>Parks and Recreation<br>Playground Inspection                 | Completed             | 24        | 2            | William<br>Vannett |
|            | Consulting<br>Orientation Risk Control Services                             | Completed             | 4         | N/A          | Gail Zeigler       |
|            | Phone & E-mail Consultation<br>Auto, Fleet and Driver Risk<br>Spinner Knobs | Completed             | 2         | N/A          | Gail Zeigler       |
| Marysville | Assessment<br>2017.18 Focused Risk Assessment                               | Completed             | 9         | 1            | Gail Zeigler       |
|            | Consulting<br>Orientation Risk Control Services                             | In Progress           | 4         | N/A          | Dave Beal          |
|            | Phone & E-mail Consultation<br>CRT  | Completed             | 1         | N/A          | Gail Zeigler       |



**NCCSIF Member Services Report  
July 1, 2018 – April 14, 2019**

| Client      | Activity  | Status                       | Est Hours | Service days | Staff           |
|-------------|---|------------------------------|-----------|--------------|-----------------|
| Nevada City | Program Development Ergonomics                                      | Awaiting Member Availability | 8         |              | Gail Zeigler    |
|             | Program Development IIPP  | Completed                    | 8         | 1            | Daniel Newsom   |
|             | Program Development Phone & E-mail Consultation Website access      | Completed                    | 1         | N/A          | Gail Zeigler    |
| Oroville    | Assessment 2017.18 Focused Risk Assessment                          | Completed                    | 8         | 1            | Gail Zeigler    |
|             | Program Development Auto, Fleet and Driver Risk                     | Completed                    | 8         | 1            | Gail Zeigler    |
|             | Consulting Ergonomics New Police Dispatch Center                    | Completed                    | 4         | 1/2          | James Szymanski |
|             | Program Development Return to Work                                  | Completed                    | 4         | 1/2          | Gail Zeigler    |
| Paradise    | Training Aerial & Fork Lifts Public Works Training Day              | Closed - see notes           | 12        | 1            | Gail Zeigler    |
| Placerville | Phone & E-mail Consultation Safety Training                         | Completed                    | 1         | N/A          | Gail Zeigler    |
| Red Bluff   | Program Development Develop Hearing Conservation Program            | Closed - see notes           | 8         | 1            | Gail Zeigler    |
|             | Program Development Auto, Fleet and Driver Risk                     | Completed                    | 8         | 1            | Gail Zeigler    |
|             | Training Driver Training  | Awaiting Member Availability | 8         | 1            | Gail Zeigler    |
|             | Program Development Auto, Fleet and Driver Risk                     | Awaiting Member Availability | 8         | 1            | Lee Sorenson    |
|             | Program Development Develop City BBP program                        | Closed - see notes           | 8         |              | Gail Zeigler    |
|             | Program Development Develop Citywide Respiratory Protection Program | Closed - see notes           | 8         |              | Gail Zeigler    |
|             | Program Development Develop Confined Space Program                  | Closed - see notes           | 8         |              | Gail Zeigler    |
|             | Program Development LOTO Develop Program                            | Closed - see notes           | 8         |              | Gail Zeigler    |
|             | Program Development Lead Exposure Program                           | Closed - see notes           | 4         |              | Gail Zeigler    |





**NCCSIF Member Services Report  
July 1, 2018 – April 14, 2019**

| <b>Client</b> | <b>Activity</b>  | <b>Status</b>                      | <b>Est Hours</b> | <b>Service days</b> | <b>Staff</b> |
|---------------|--|------------------------------------|------------------|---------------------|--------------|
| Rio Vista     | Program Development<br>Auto, Fleet and Driver Risk                     | Closed -<br>see notes              | 8                |                     | Dave Beal    |
|               | Training<br>Heat Illness   | Closed -<br>see notes              | 6                |                     | Dave Beal    |
|               | Program Development<br>BBP   | Awaiting<br>Member<br>Availability | 16               |                     | Dave Beal    |
|               | Training<br>BBP  | Completed                          | 6                | 1                   | Dave Beal    |
|               | Phone & E-mail Consultation<br>Sexual Harassment Training              | Completed                          | 2                | N/A                 | Gail Zeigler |
|               | Consulting<br>RC Services Orientation                                  | Placeholder                        | 4                |                     | Dave Beal    |
| Rocklin       | Training<br>RM 101   | Completed                          | 12               | 1                   | Gail Zeigler |
|               | Physical Inspection<br>Facility Inspection                             | Completed                          | 6                | 1/2                 | Gail Zeigler |
|               | Training<br>Emergency Response<br>Management                           | Completed                          | 6                | 1/2                 | Gail Zeigler |
|               | Phone & E-mail Consultation<br>BBP<br>Hep A                            | Completed                          | 1                | N/A                 | Gail Zeigler |
|               | Phone & E-mail Consultation<br>Quarry Park                             | Completed                          | 2                | N/A                 | Gail Zeigler |
|               | Phone & E-mail Consultation<br>Waivers                                 | Completed                          | 1                | N/A                 | Gail Zeigler |
|               | Safety Committee   | Completed                          | 4                | 1/2                 | Gail Zeigler |
|               | Phone & E-mail Consultation<br>Emergency Response<br>Management<br>EAP | Completed                          | 1                | N/A                 | Gail Zeigler |
|               | Phone & E-mail Consultation<br>Respiratory Protection Program<br>Smoke | Completed                          | 1                | N/A                 | Gail Zeigler |
|               | Consulting<br>On site RM services                                      | Completed                          | 4                | 1/2                 | Gail Zeigler |
|               | Program Development<br>IIPP<br>IIPP , EAP and Ergo                     | Completed                          | 8                | 1                   | Gail Zeigler |
|               | Phone & E-mail Consultation<br>Ergonomics<br>Equipment Vendors         | Completed                          | 1                | N/A                 | Gail Zeigler |



**NCCSIF Member Services Report  
July 1, 2018 – April 14, 2019**

| Client    | Activity   | Status      | Est Hours | Service days | Staff              |
|-----------|--|-------------|-----------|--------------|--------------------|
| Willows   | Assessment<br>2017.18 Focused Risk Assessment                        | Completed   | 8         | 1            | Gail Zeigler       |
| Yuba City | Phone & E-mail Consultation<br>Safety Training Guide                 | Completed   | 1         | N/A          | Gail Zeigler       |
|           | Program Development<br>LOTO Review Electrical Safety<br>Program      | Completed   | 4         | 1/2          | Chris Williams     |
|           | Accident Investigation<br>Incident Report Forms                      | Completed   | 4         | 1/2          | Jane Hayes         |
|           | Phone & E-mail Consultation<br>Smoke                                 | Completed   | 1         | N/A          | Gail Zeigler       |
|           | Phone & E-mail Consultation<br>Respiratory Protection Program<br>N95 | Completed   | 1         | N/A          | Gail Zeigler       |
| NCCSIF    | Regional Training<br>Asbestos Cement Pipe                            | Completed   | 20        | N/A          | Gail Zeigler       |
|           | Regional Training<br>Traffic Control & Flagging                      | Completed   | 20        | N/A          | Gail Zeigler       |
|           | Regional Training<br>Traffic Control & Flagging                      | Completed   | 8         | N/A          | William<br>Vannett |
|           | Police Risk Mgt Committee  | Completed   | 6         | N/A          | Gail Zeigler       |
|           | RMC Meeting  | Completed   | 16        | N/A          | Gail Zeigler       |
|           | Training<br>Police Department Operations                             | In Progress | 8         | N/A          | Tom Kline          |
|           | Consulting<br>Police Department Operations<br>Police Risk Management | Completed   | 4         | N/A          | Gail Zeigler       |
|           | Regional Training<br>Traffic Control & Flagging                      | Placeholder | 12        | N/A          | Gail Zeigler       |
|           | Regional Training<br>BBP for Public Works and Parks                  | Placeholder | 12        | N/A          | Gail Zeigler       |
|           | Regional Training<br>Heat Illness Supervisor Training                | In Progress | 12        | N/A          | Gail Zeigler       |
|           | Regional Training<br>Workplace Violence                              | In Progress | 12        | N/A          | Gail Zeigler       |
|           | Special EC Meeting   | Completed   | 4         | N/A          | Gail Zeigler       |
|           | Regional Training<br>Heat Illness Supervisor Training                | In Progress | 4         | N/A          | William<br>Vannett |



# Risk Management Assessment Scorecard Summary

As of April 14, 2019

|              | Risk Management Framework | Injury & Illness Prevention Program | ADA Compliance | Driver & Vehicle Use Safety | Ergonomics Injury Management | Sidewalk Liability Management | Urban Forest Management | Volunteer Risk Management | Special Events Management |
|--------------|---------------------------|-------------------------------------|----------------|-----------------------------|------------------------------|-------------------------------|-------------------------|---------------------------|---------------------------|
| Anderson     | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Auburn       | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Colusa       | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Corning      | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Dixon        | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Elk Grove    | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Folsom       | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Galt         | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Gridley      | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Ione         | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Jackson      | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Lincoln      | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Marysville   | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Nevada City* | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Oroville     | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Paradise     | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Placerville  | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Red Bluff    | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Rio Vista    | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Rocklin      | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Willows      | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |
| Yuba City    | ●                         | ●                                   | ●              | ●                           | ●                            | ●                             | ●                       | ●                         | ●                         |

\*Nevada City is PARSAC member for liability and did not answer questions regarding Sidewalk Liability or Urban Forest. Volunteered answers in other liability exposures were scored.

### Implementation Level

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●

| 1 RISK MANAGEMENT FRAMEWORK |  |
|-----------------------------|--|
| 1-1                         | Executive Management has developed a Risk Management Policy that supports an effective risk management structure designed to protect employees and reduce costs associated with liability and workers' compensation losses.                  |
| 1-2                         | The City Council has adopted a resolution supporting the Risk Management Policy.   |
| 1-3                         | The NCCSIF Board and Risk Management Committee members have reviewed the updated NCCSIF Risk Management Policies & Procedures Manual.  |
| 1-4                         | A Safety/Risk Management Committee has been formed to assist with effectively implementing the City's Injury & Illness Prevention program and risk management program. The committee provides regular progress reports to Senior Management. |
| 1-5                         | The City conducts an analysis of liability and workers' compensation losses to identify trends and loss reduction measures.  |
| 1-6                         | A risk control plan is developed with measurable loss reduction goals.   |
| 1-7                         | A system is in place to immediately report and investigate workers' compensation and liability claims to control claims costs.   |
| 1-8                         | Return-To-Work program is in place to aid in employee recovery and reduce claim costs.   |
| 1-9                         | The City utilizes the available NCCSIF risk management and safety resources.   |

|             | 1-1 | 1-2 | 1-3 | 1-4 | 1-5 | 1-6 | 1-7 | 1-8 | 1-9 |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Anderson    | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Auburn      | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Colusa      | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Corning     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Dixon       | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Elk Grove   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Folsom      | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Galt        | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Gridley     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Ione        | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Jackson     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Lincoln     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Marysville  | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Nevada City | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Oroville    | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Paradise    | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Placerville | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Red Bluff   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rocklin     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Willows     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Yuba City   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |

Implementation Level

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●

| 2 INJURY & ILLNESS PROGRAM IMPLEMENTATION |   |
|---|---|
| 2-1                                       | A current program has been developed that contains the Cal/OSHA required elements   |
| 2-2                                       | An IIPP Administrator, who has the authority to implement the program, has been designated.   |
| 2-3                                       | Responsibilities have been identified for managers, supervisors, and employees.   |
| 2-4                                       | All employees are held accountable for the completion of their safety duties as part of their performance review.   |
| 2-5                                       | A system for communicating hazards to employees and receiving employee feedback on safety concerns is in place. Examples include training, postings, communication, hazard reporting procedures, and safety committees. |
| 2-6                                       | Methods to enforce safety rules and regulations are in place and utilized.  |
| 2-7                                       | Procedures for identifying workplace hazards are in place, including hazard assessments, documented inspections, and observation of work practices.   |
| 2-8                                       | A system to correct unsafe conditions is in place.  |
| 2-9                                       | A documented accident investigation process is in place that includes root cause analysis, manager review, and corrective action follow-up.   |
| 2-10                                      | Training or other effective methods are used to ensure employees are aware of safety policies, programs, procedures, and tasks.   |
| 2-11                                      | All IIPP activities are documented and records are maintained as required by Cal/OSHA.  |

|             | 2-1 | 2-2 | 2-3 | 2-4 | 2-5 | 2-6 | 2-7 | 2-8 | 2-9 | 2-10 | 2-11 |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|
| Anderson    | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Auburn      | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Colusa      | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Corning     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Dixon       | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Elk Grove   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Folsom      | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Galt        | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Gridley     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Ione        | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Jackson     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Lincoln     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Marysville  | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Nevada City | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Oroville    | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Paradise    | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Placerville | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Red Bluff   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Rio Vista   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Rocklin     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Willows     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |
| Yuba City   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●    | ●    |

Implementation Level

| 3 ADA COMPLIANCE |  |
|------------------|--|
| <b>3-1</b>       | A self-evaluation of programs and facilities has been conducted per ADA requirements.  |
| <b>3-2</b>       | A transition plan has been completed to bring noncompliant programs and facilities into compliance.                          |
| <b>3-3</b>       | There is a process in place to ensure all new construction, alterations, and additions meet current accessibility standards. |
| <b>3-4</b>       | A procedure is in place for filing complaints related to compliance with ADA requirements.                                   |
| <b>3-5</b>       | A qualified individual has been assigned to coordinate ADA compliance requirements.  |
| <b>3-6</b>       | Budget and development plans include budgeting for ADA compliance projects.  |

|             | 3-1 | 3-2 | 3-3 | 3-4 | 3-5 | 3-6 |
|-------------|-----|-----|-----|-----|-----|-----|
| Anderson    | ●   | ●   | ●   | ●   | ●   | ●   |
| Auburn      | ●   | ●   | ●   | ●   | ●   | ●   |
| Colusa      | ●   | ●   | ●   | ●   | ●   | ●   |
| Corning     | ●   | ●   | ●   | ●   | ●   | ●   |
| Dixon       | ●   | ●   | ●   | ●   | ●   | ●   |
| Elk Grove   | ●   | ●   | ●   | ●   | ●   | ●   |
| Folsom      | ●   | ●   | ●   | ●   | ●   | ●   |
| Galt        | ●   | ●   | ●   | ●   | ●   | ●   |
| Gridley     | ●   | ●   | ●   | ●   | ●   | ●   |
| Ione        | ●   | ●   | ●   | ●   | ●   | ●   |
| Jackson     | ●   | ●   | ●   | ●   | ●   | ●   |
| Lincoln     | ●   | ●   | ●   | ●   | ●   | ●   |
| Marysville  | ●   | ●   | ●   | ●   | ●   | ●   |
| Nevada City | ●   | ●   | ●   | ●   | ●   | ●   |
| Oroville    | ●   | ●   | ●   | ●   | ●   | ●   |
| Paradise    | ●   | ●   | ●   | ●   | ●   | ●   |
| Placerville | ●   | ●   | ●   | ●   | ●   | ●   |
| Red Bluff   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rocklin     | ●   | ●   | ●   | ●   | ●   | ●   |
| Willows     | ●   | ●   | ●   | ●   | ●   | ●   |
| Yuba City   | ●   | ●   | ●   | ●   | ●   | ●   |

### Implementation Level

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●

| 4 DRIVER & VEHICLE USE SAFETY |   |
|-------------------------------|---|
| 4-1                           | The City has a written program in place that establishes vehicle use, vehicle maintenance, use of personal vehicles during City business, driver selection criteria, and defensive driver requirements. |
| 4-2                           | All employees who are required to drive in the course of their employment are placed in the Department of Motor Vehicles' Employee Pull Notice Program.   |
| 4-3                           | Acceptable driver criterion mirrors the requirements in RM-2.   |
| 4-4                           | Maintenance records are maintained to meet relevant standards and warranties.   |
| 4-5                           | The program includes defensive driver techniques and safe practices on the use of hands free electronic devices and distracted driving.   |
| 4-6                           | Employees and supervisors who regularly drive on City business are trained on the City's program and procedures at hire and annually thereafter.  |

|             | 4-1 | 4-2 | 4-3 | 4-4 | 4-5 | 4-6 |
|-------------|-----|-----|-----|-----|-----|-----|
| Anderson    | ●   | ●   | ●   | ●   | ●   | ●   |
| Auburn      | ●   | ●   | ●   | ●   | ●   | ●   |
| Colusa      | ●   | ●   | ●   | ●   | ●   | ●   |
| Corning     | ●   | ●   | ●   | ●   | ●   | ●   |
| Dixon       | ●   | ●   | ●   | ●   | ●   | ●   |
| Elk Grove   | ●   | ●   | ●   | ●   | ●   | ●   |
| Folsom      | ●   | ●   | ●   | ●   | ●   | ●   |
| Galt        | ●   | ●   | ●   | ●   | ●   | ●   |
| Gridley     | ●   | ●   | ●   | ●   | ●   | ●   |
| Ione        | ●   | ●   | ●   | ●   | ●   | ●   |
| Jackson     | ●   | ●   | ●   | ●   | ●   | ●   |
| Lincoln     | ●   | ●   | ●   | ●   | ●   | ●   |
| Marysville  | ●   | ●   | ●   | ●   | ●   | ●   |
| Nevada City | ●   | ●   | ●   | ●   | ●   | ●   |
| Oroville    | ●   | ●   | ●   | ●   | ●   | ●   |
| Paradise    | ●   | ●   | ●   | ●   | ●   | ●   |
| Placerville | ●   | ●   | ●   | ●   | ●   | ●   |
| Red Bluff   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rocklin     | ●   | ●   | ●   | ●   | ●   | ●   |
| Willows     | ●   | ●   | ●   | ●   | ●   | ●   |
| Yuba City   | ●   | ●   | ●   | ●   | ●   | ●   |

**Implementation Level**

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●

| 5 ERGONOMIC INJURY MANAGEMENT |  |
|-------------------------------|--|
| 5-1                           | The City has developed an ergonomics program to assist in the identification, prevention, and control of exposure to ergonomic risk factors (awkward postures, repetitive motion, forceful exertion, contact stress, and vibration). <a href="https://www.dir.ca.gov/title8/5110.html">https://www.dir.ca.gov/title8/5110.html</a> |
| 5-2                           | High risk positions are identified by utilizing worksite evaluations, job hazard analyses, employee input, and loss data.  |
| 5-3                           | Once the risk factors are identified the City works at developing controls measures.   |
| 5-4                           | A system is in place for employees to report discomfort and/or symptoms of musculoskeletal problems and for the City to identify ergonomic solutions.  |
| 5-5                           | All employees are trained to recognize work-related ergonomic risk factors. High-risk employees are trained on their specific ergonomic risk factors and control measures.   |

|             | 5-1 | 5-2 | 5-3 | 5-4 | 5-5 |
|-------------|-----|-----|-----|-----|-----|
| Anderson    | ●   | ●   | ●   | ●   | ●   |
| Auburn      | ●   | ●   | ●   | ●   | ●   |
| Colusa      | ●   | ●   | ●   | ●   | ●   |
| Corning     | ●   | ●   | ●   | ●   | ●   |
| Dixon       | ●   | ●   | ●   | ●   | ●   |
| Elk Grove   | ●   | ●   | ●   | ●   | ●   |
| Folsom      | ●   | ●   | ●   | ●   | ●   |
| Galt        | ●   | ●   | ●   | ●   | ●   |
| Gridley     | ●   | ●   | ●   | ●   | ●   |
| Ione        | ●   | ●   | ●   | ●   | ●   |
| Jackson     | ●   | ●   | ●   | ●   | ●   |
| Lincoln     | ●   | ●   | ●   | ●   | ●   |
| Marysville  | ●   | ●   | ●   | ●   | ●   |
| Nevada City | ●   | ●   | ●   | ●   | ●   |
| Oroville    | ●   | ●   | ●   | ●   | ●   |
| Paradise    | ●   | ●   | ●   | ●   | ●   |
| Placerville | ●   | ●   | ●   | ●   | ●   |
| Red Bluff   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista   | ●   | ●   | ●   | ●   | ●   |
| Rocklin     | ●   | ●   | ●   | ●   | ●   |
| Willows     | ●   | ●   | ●   | ●   | ●   |
| Yuba City   | ●   | ●   | ●   | ●   | ●   |

### Implementation Level

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●



## 6 SIDEWALK LIABILITY MANAGEMENT

|            |   |
|------------|---|
| <b>6-1</b> | Written sidewalk inspection and mitigation procedures are in place. Procedures include a schedule for routine, documented sidewalk inspection and repair. |
| <b>6-2</b> | A written process is in place to notify property owners to repair sidewalks as allowed by the Municipal Code.   |
| <b>6-3</b> | Follow-up procedures are in place to ensure defects have been mitigated by the property owner within a reasonable period.                                 |
| <b>6-4</b> | The City has a follow-up procedure to ensure defects have been addressed by marking, barricading, etc. within reasonable periods.                         |
| <b>6-5</b> | Photographs are taken and maintained to visually record action taken to guard against contact by the public within a hazardous sidewalk site.             |
| <b>6-6</b> | The City maintains, where feasible, an annual budget to administer the program.   |
| <b>6-7</b> | A sidewalk liability transfer ordinance has been adopted. Alternatively, the City Council has considered and declined to pass such an ordinance.          |

|             | 6-1 | 6-2 | 6-3 | 6-4 | 6-5 | 6-6 | 6-7 |
|-------------|-----|-----|-----|-----|-----|-----|-----|
| Anderson    | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Auburn      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Colusa      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Corning     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Dixon       | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Elk Grove   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Folsom      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Galt        | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Gridley     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Ione        | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Jackson     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Lincoln     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Marysville  | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Nevada City | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Oroville    | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Paradise    | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Placerville | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Red Bluff   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rocklin     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Willows     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Yuba City   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |

### Implementation Level

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●

| 7 URBAN FOREST MANAGEMENT |  |
|---------------------------|--|
| 7-1                       | The City has a written urban forest management plan that includes selection and placement of trees and provides for identification and mitigation of hazards related to trees, shrubs, and vegetation. The plan also includes procedures for periodic inspection, care, maintenance, and complaint/emergency response. |
| 7-2                       | Urban forest management is under the control and supervision of persons who have the expertise to qualify as urban foresters or arborists. Alternatively, the management plan was created by an expert and managed by the City.  |
| 7-3                       | Inspection and monitoring frequency is prioritized by degree of exposure of the public to vegetation hazards. (i.e.: obscured intersections, parks, playgrounds).  |
| 7-4                       | The City examines and, where feasible, budgets for the cost of tree maintenance, including trimming, removal and replacement as needed.  |
| 7-5                       | The City has adopted an ordinance defining ownership and maintenance responsibilities for trees.   |

|             | 7-1 | 7-2 | 7-3 | 7-4 | 7-5 |
|-------------|-----|-----|-----|-----|-----|
| Anderson    | ●   | ●   | ●   | ●   | ●   |
| Auburn      | ●   | ●   | ●   | ●   | ●   |
| Colusa      | ●   | ●   | ●   | ●   | ●   |
| Corning     | ●   | ●   | ●   | ●   | ●   |
| Dixon       | ●   | ●   | ●   | ●   | ●   |
| Elk Grove   | ●   | ●   | ●   | ●   | ●   |
| Folsom      | ●   | ●   | ●   | ●   | ●   |
| Galt        | ●   | ●   | ●   | ●   | ●   |
| Gridley     | ●   | ●   | ●   | ●   | ●   |
| Ione        | ●   | ●   | ●   | ●   | ●   |
| Jackson     | ●   | ●   | ●   | ●   | ●   |
| Lincoln     | ●   | ●   | ●   | ●   | ●   |
| Marysville  | ●   | ●   | ●   | ●   | ●   |
| Nevada City | ●   | ●   | ●   | ●   | ●   |
| Oroville    | ●   | ●   | ●   | ●   | ●   |
| Paradise    | ●   | ●   | ●   | ●   | ●   |
| Placerville | ●   | ●   | ●   | ●   | ●   |
| Red Bluff   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista   | ●   | ●   | ●   | ●   | ●   |
| Rocklin     | ●   | ●   | ●   | ●   | ●   |
| Willows     | ●   | ●   | ●   | ●   | ●   |
| Yuba City   | ●   | ●   | ●   | ●   | ●   |

### Implementation Level

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●

## 8 VOLUNTEER RISK MANAGEMENT

|            |  |
|------------|--|
| <b>8-1</b> | The City has either 1) adopted a resolution extending Workers' Compensation benefits to volunteers or 2) the City Council has considered and declined to extend benefits.              |
| <b>8-2</b> | Volunteers complete applications and undergo screening procedures. Volunteer screen includes criminal background checks if the volunteer works with children, the elderly or disabled. |
| <b>8-3</b> | Volunteers receive clear direction on the scope of their volunteering duties including a written orientation and training procedures.  |
| <b>8-4</b> | The driving records of volunteers who operate vehicles while volunteering for the City are screened and have no more than four points in the last three years.                         |
| <b>8-5</b> | Volunteers who operate personal vehicles while volunteering for the City must provide proof of adequate auto insurance (NCCSIF recommended minimum limits of: 100k/300k/50k)           |
| <b>8-6</b> | Volunteers are advised their own insurance is primary in the event of an accident.   |
| <b>8-7</b> | Volunteers working with children have been trained regarding requirements for mandatory reporting of suspected abuse or neglect.   |

|              | 8-1 | 8-2 | 8-3 | 8-4 | 8-5 | 8-6 | 8-7 |
|--------------|-----|-----|-----|-----|-----|-----|-----|
| Anderson     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Auburn       | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Colusa       | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Corning      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Dixon        | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Elk Grove    | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Folsom       | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Galt         | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Gridley      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Ione         | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Jackson      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Lincoln      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Marysville   | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| *Nevada City | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Oroville     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Paradise     | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Placerville  | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Red Bluff    | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista    | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Rocklin      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Willows      | ●   | ●   | ●   | ●   | ●   | ●   | ●   |
| Yuba City    | ●   | ●   | ●   | ●   | ●   | ●   | ●   |

### Implementation Level

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●

| 9 SPECIAL EVENTS |  |
|------------------|--|
| 9-1              | The City has 1) a written process and 2) an application form for applicants who wish to use city facilities and/or host events on public property. (ex: classes, meetings, banquets, outdoor markets, block parties and parades)                               |
| 9-2              | The City requires a written contract and/or permit that includes language that the applicant agrees to defend, indemnify and hold harmless the city, its officials, agents and employees from any and all claims arising from the special event.               |
| 9-3              | When appropriate, the City requires the applicant to provide proof of insurance including an additional insured endorsement in favor of the city, its officials, agents and employees for any covered claims arising from the event.                           |
| 9-4              | The City utilizes NCCSIF's recommended insurance specifications and requires liability limits of at least \$1 million per occurrence, increasing with the level of risk, with at least \$5 million dedicated limit for any fireworks display or demonstration. |
| 9-5              | Special events requiring road closures includes a traffic management plan that is approved by a qualified engineer.  |
| 9-6              | The participants and/or volunteers of special events that involve risk of injury (ex: sporting activities) are required to sign waivers prior to participation.  |

|              | 9-1 | 9-2 | 9-3 | 9-4 | 9-5 | 9-6 |
|--------------|-----|-----|-----|-----|-----|-----|
| Anderson     | ●   | ●   | ●   | ●   | ●   | ●   |
| Auburn       | ●   | ●   | ●   | ●   | ●   | ●   |
| Colusa       | ●   | ●   | ●   | ●   | ●   | ●   |
| Corning      | ●   | ●   | ●   | ●   | ●   | ●   |
| Dixon        | ●   | ●   | ●   | ●   | ●   | ●   |
| Elk Grove    | ●   | ●   | ●   | ●   | ●   | ●   |
| Folsom       | ●   | ●   | ●   | ●   | ●   | ●   |
| Galt         | ●   | ●   | ●   | ●   | ●   | ●   |
| Gridley      | ●   | ●   | ●   | ●   | ●   | ●   |
| Ione         | ●   | ●   | ●   | ●   | ●   | ●   |
| Jackson      | ●   | ●   | ●   | ●   | ●   | ●   |
| Lincoln      | ●   | ●   | ●   | ●   | ●   | ●   |
| Marysville   | ●   | ●   | ●   | ●   | ●   | ●   |
| *Nevada City | ●   | ●   | ●   | ●   | ●   | ●   |
| Oroville     | ●   | ●   | ●   | ●   | ●   | ●   |
| Paradise     | ●   | ●   | ●   | ●   | ●   | ●   |
| Placerville  | ●   | ●   | ●   | ●   | ●   | ●   |
| Red Bluff    | ●   | ●   | ●   | ●   | ●   | ●   |
| Rio Vista    | ●   | ●   | ●   | ●   | ●   | ●   |
| Rocklin      | ●   | ●   | ●   | ●   | ●   | ●   |
| Willows      | ●   | ●   | ●   | ●   | ●   | ●   |
| Yuba City    | ●   | ●   | ●   | ●   | ●   | ●   |

**Implementation Level**

In Place/Effective ● In Progress/Needs work ● Absent/Ineffective ● Minimal Exposure Exists ● Not completed/discussed ●



**2019-2020**

## **PROPOSED YORK RISK CONTROL SERVICE PLAN**

### **Hazard & Safety Assessment (HSA)**

The focused HSA will be conducted for each member. The member's progress will be updated throughout the year.

### **HSA Recommendation Implementation**

Two days of risk control services are available to help members implement recommendations from the HAS. Examples of service include written program development for Cal/OSHA compliance and liability exposures, assistance with program implementation, hazard inspections, and customized employee training.

### **Member Requested Services**

One additional day of service is provided to each member for additional requested services, such as ergonomic evaluations, playground inspections, participating in safety committee meetings, etc.

### **Phone and Email Consultation**

Members have unlimited access to the NCCSIF Risk Control Manager for technical information and guidance.

### **Safety Communications**

Members receive regular communication on pertinent safety topics and regulatory changes.

### **Risk Management Committee Preparation and Participation**

York staff will attend the RMC and Board of Director's meetings. The Risk Control Manager will deliver a progress report that reflects the status of activities including the member on-site visits, training activities, identification of service and loss control recommendations, and other appropriate topics.

### **Police Risk Management Committee Preparation and Participation**

York will facilitate the Police Risk Management Committee meetings which include loss evaluation, research of training topics, identifying qualified trainers, training coordination, agenda preparation, meeting attendance, travel, and expenses.

### **Regional Workshop Training Coordination**

NCCSIF conducts regional workshops on pertinent safety topics. Coordination, by the Risk Control Manager, includes topic research, trainer selection, registration, announcements, and material development.

### **Website Resources**

Members have access to all of the following resources available on the York Risk Control website:

- *Webinars* - The York Risk Control team develops pertinent safety webinars. Members can view our live webinars at no additional charge. The recorded webinars and handout materials are posted on the York website.
- *On-Line Streaming Safety Videos* - The streaming video library service includes hundreds of up to date safety training titles available on-demand. This service allows members to deliver brief safety trainings or tailgate sessions.
- *Sample Programs and Training Publications* - The website has several sample programs available to members; many of the programs include a development guide. In addition, there are several forms and checklists available. Several safety training publications are available in the Training Tools portion of the website. The publications are nicely designed and ready for distribution.

### **ADDITIONAL RISK CONTROL SERVICES**

The list below outlines services that NCCSIF members and other York clients have requested. Pricing is quoted on an individual basis and vary depending on the size and scope of the project. Some members have utilized their risk management funds to cover the cost of these services.

#### **Rent- A-Risk Manager**

Many York clients request additional risk control services above and beyond their JPA's service plan. The Rent-A-Risk Manager program is offered to cities who want an on-site risk manager to assist with implementing the city's safety programs and risk management functions.

#### **Virtual Safety Manager**

York clients, who have access to Target Solutions, all agree it is a valuable training and tracking tool. However, the overwhelming feedback is that cities don't have staff resources to manage the system. The Virtual Safety Manager program works within the Target Solutions platform. York staff partners with the city to identify Cal/OSHA training requirements for all employees, assign training to employees, maintain the training tracking data base, and provide comprehensive training and documentation reports to city management.



## POLICE RISK MANAGEMENT COMMITTEE UPDATE

### INFORMATION ITEM

**ISSUE:** York Risk Services will provide an update on the recent and planned activities of the Police Risk Management Committee (PRMC).

The PRMC meetings continue to be well attended. At each PRMC meeting a new training topic is covered.

- November 1, 2018 - the PRMC meeting included a demonstration of StarChase Pursuit Management Technology by the California Highway Patrol. The technology allows police to “tag” a fleeing vehicle, avoiding potentially dangerous pursuits. In addition, Derick Konz, from Angelo, Kilday and Kilduff discussed new laws affecting the police, including requirements for disclosure of videos and personnel records that are expected to result in more Public Record Act requests.
- February 21, 2019 - City of Vacaville Police Chief John Carli provided some background information on the need for a law enforcement wellness app. Dori Zumwalt from York Risk Services presented a Workers’ Compensation Trending Report. The PRMC meeting training topic was *Having a Communication Strategy During a Crisis*. The presenter was Laura Cole from Cole Pro Media.
- May 5, 2019 - Dr. David Black, Cordico CEO will speak about the *Cordico Mobile Wellness Apps for Law Enforcement*. Paul Wright CEO of Savvy Health Solutions will speak about *Shifting the Wellness Mindset and Building a Fit-for-Life Culture*.

**FISCAL IMPACT:** None.

**RECOMMENDATION:** None - information only.

**BACKGROUND:** NCCSIF contracted with York Risk Services on January 1, 2012 to provide risk control services. Contracted services include the facilitation of the Police Risk Management Committee meetings by Tom Kline.

**ATTACHMENT(S):** Cordico Mobile Wellness Apps for Law Enforcement



# Cordico Mobile Wellness Apps for Law Enforcement

Law enforcement professionals face enormous stressors, pressures, and demands over the course of their careers. Our society depends upon them to repeatedly respond to traumatic events, and research reveals that officers nationwide overwhelmingly report that stress on the job has impacted their mental health. Leveraging input from thousands of first responders over the past 15+ years, our team painstakingly designed the Cordico Law Enforcement Wellness Apps as a scalable, high-tech solution to help strengthen the mental and physical wellness of law enforcement officers throughout the United States. Customized and branded for each agency, this innovative mobile technology is available 24/7/365, providing immediate handheld access to powerful wellness tools, including:

- ★ Alcohol Abuse
- ★ Anger Management
- ★ Behavioral Health Tools
- ★ Critical Incidents
- ★ Chaplain Support
- ★ Depression
- ★ Emotional Health
- ★ Family Support
- ★ Financial Fitness
- ★ Healthy Habits
- ★ Mental Toughness
- ★ Mindfulness
- ★ Officer Wellness
- ★ Peak Performance
- ★ Peer Support
- ★ Psychological First Aid
- ★ PTSD and PTSI
- ★ Push Notifications (Optional)
- ★ Relationship Success
- ★ Resilience Development
- ★ Self-Care Checklists
- ★ Sleep Optimization
- ★ Stress Management
- ★ Stress Response
- ★ Suicide Prevention
- ★ Supporting Children Who Fear for Your Safety
- ★ Teletherapy Access
- ★ Therapist Finder
- ★ Trauma
- ★ Wellness Self-Assessment Tools
- ★ Wellness Videos
- ★ Work-Life Balance

★ **NEW Resource:** Overview of Dr. Kevin Gilmartin’s *Emotional Survival for Law Enforcement*





# Benefits and Statistics

Benefits of the Cordico Law Enforcement Wellness Apps can include:

- Provide 24/7/365 **on-demand** access to powerful stress management and resilience tools
- Drive early awareness and **solutions** for stress-related problems
- Find **vetted** therapists using Cordico geo-mapping technology
- Deliver rapid, **confidential**, easy access to support resources
- Access HIPAA-encrypted **teletherapy**

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**Officers nationwide overwhelmingly report that stress on the job has impacted their mental health.**

<https://www.nbcnewyork.com/news/local/I-Team-Nearly-1-in-5-Cops-Has-Considered-Suicide-Amid-Stigma-Around-Mental-Health-Issues-500928011.html>

**Law enforcement suicides outnumber all combined line-of-duty deaths.**

<https://www.usatoday.com/story/news/2018/04/11/officers-firefighters-suicides-study/503735002/>

**90% of law enforcement officers report there is a stigma in law enforcement that creates a barrier to getting help for emotional or behavioral issues.**

<https://www.nbcnewyork.com/news/local/I-Team-Nearly-1-in-5-Cops-Has-Considered-Suicide-Amid-Stigma-Around-Mental-Health-Issues-500928011.html>

**Health care expenditures are nearly 50% greater for workers who report high levels of stress.**

Journal of Occupational and Environmental Medicine <https://www.cdc.gov/niosh/docs/99-101/default.html>

**40% of job turnover is the result of stress.**

<https://www.uml.edu/research/cph-new/worker/stress-at-work/financial-costs.aspx>

**Depression is the largest single predictor of absenteeism and work-related performance.**

<https://www.uml.edu/research/cph-new/worker/stress-at-work/financial-costs.aspx>

**Preventing a single workers' comp stress claim can provide hundreds of thousands of dollars in cost savings.**

Conversations with multiple risk management professionals responsible for workers' comp stress claim payments

**\$52 billion: Approximate amount of money employers pay per year for direct workers' compensation costs.**

Occupational Safety and Health Administration, United States Department of Labor <https://www.osha.gov/dcspl/products/topics/businesscase/costs.html>

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*“It is hard to measure the benefit of what doesn’t happen, but we are convinced we have a valuable tool that has evolved over the years to help control both the direct and indirect costs of public safety risk.”*

Jeff Tonks, CEO, Pooled Insurance Risk Manager (Client of Cordico)

*“I’m impressed with what Cordico is doing to support our first responders. If you take a look at what Cordico is offering, I think you too will be impressed.”*

Gordon Graham, Risk Management Expert, Co-Founder of Lexipol

Underline and bold emphasis added for illustrative purposes.

| <p><b>Minimal Customization</b></p> <p><b>Lowest Cost</b></p> <p>Full Wellness Toolkit Included</p> | <p><b>Local Customization</b></p> <p><b>Custom Resources</b></p> <p>Full Wellness Toolkit Included</p> | <p><b>Maximum Customization</b></p> <p><b>Dynamic + Interactive</b></p> <p>Full Wellness Toolkit Included</p>                            |
|---|--|--|
| Agency-Branded App  | Agency-Branded App   | Agency-Branded App   |
| Private App Deployment  | Private App Deployment   | Private App Deployment   |
| Confidential Access   | Confidential Access  | Confidential Access  |
|   | Customized Therapist Finder With Geo-Location  | Customized Therapist Finder With Geo-Location  |
|   | Customized Peer Support  | Customized Peer Support  |
|   | Customized Chaplain Support  | Customized Chaplain Support  |
|   | Customized Local Resources   | Customized Local Resources   |
|   |  | Access to the Cordico App Admin Portal   |
|   |  | Cordico App Admin Portal Training for Agency-Designated Employee   |
|   |  | Ability to Send Push Notifications   |
|   |  | Ability to Edit and Modify App Content   |
|   |  | Ability to Add New Customized App Content (Articles, Videos, Links, and More)  |
|   |  | Ability to Add New App Features (Customized Daily Wellness Tips, Agency Fitness Challenges, Agency Wellness Events, Calendars, and More) |
| <p><b>Request a Quote</b></p> <hr style="border: 2px solid orange;"/>                               | <p><b>Request a Quote</b></p> <hr style="border: 2px solid orange;"/>                                  | <p><b>Request a Quote</b></p> <hr style="border: 2px solid orange;"/>  |

# Cordico Mobile Wellness Apps for Law Enforcement

## Customization Overview

The Law Enforcement Mobile Wellness Apps are designed to be highly customizable on an ongoing basis to meet the needs of each unique agency. Every App is customized from the start, beginning with the icon button that opens the App (based upon your agency's badge or logo) and incorporating any agency-specific images, videos, peer support, chaplain(s), and preferred local resources. The goal is for the App to be a highly organized tool that contains all of the best wellness resources for your agency, available on-demand, 24/7/365, in an exceptionally easy to navigate interface.

Agencies can designate an employee to have access to the Cordico App Admin Portal, which allows them to:

- Send push notifications via the App
- Add new agency-specific wellness content to the App (examples might include Workout of the Day, Local Hiking Resources, or a Wellness Events Calendar)
- Add new agency-specific wellness videos to the App
- Add links to specified wellness content available online to the App
- Add additional content to the App (e.g., municipal codes, school maps, risk management checklists, etc.)
- Add or remove Peer Support Personnel and contact information
- Add or remove Chaplain Support Personnel and contact information
- Add or remove preferred professional resources (e.g., therapists) and contact information

Cordico can also manage customization of your App, including all of the above examples, along with the ability to add new content over time, modify existing content, and continually manage technology updates to your App.

Examples of recent content added to the Apps include:

- Detailed summary of Dr. Kevin Gilmartin's Emotional Survival for Law Enforcement
- Guidelines for Making Marriage Work based upon the work of Dr. John Gottman
- Key principles for achieving peak performance

Examples of new content currently under development for the Apps include (available soon):

- The Human Behind the Badge: Mindfulness for Law Enforcement by Chief of Police Jennifer Tejada
- Financial Health for Law Enforcement
- Parenting Tips for Law Enforcement
- Nutrition for Law Enforcement

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*"I'm impressed with what Cordico is doing to support our first responders. If you take a look at what Cordico is offering, I think you too will be impressed."*

Gordon Graham, Risk Management Expert, Co-Founder of Lexipol



**POLICE RISK MANAGEMENT GRANT FUND  
USAGE REPORT AND REQUEST**

**ACTION ITEM**

**ISSUE:** For the last four fiscal years NCCSIF members have funded grants totaling \$50,000 per year for their police departments to purchase and implement Body-Worn Cameras (BWC). Overall the program has been a success, with numerous cases of claims being avoided or settled quickly based on video evidence. The Police Risk Management Committee members regularly provide feedback on their needs and make suggestions for use of the grant funds.

The attached Usage Report tracks the grant funds over the life of the program. All but four members have taken advantage of the grants and have BWCs in use. The Galt Police Chief is supportive of BWCs but has been unable to obtain political or financial support. Willows recently outsourced their police department but plans to remain in the program to fund their Lexipol Fire Policy Service annual fee. Jackson has BWCs but has yet to request grant funds for them. Anderson is taking a wait and see approach as management feels the drawbacks outweigh the benefits.

Those members with BWC programs in place have been allowed to use the grant funds for other risk management purposes, including duty vests and tactical equipment. Several members have expressed interest in or are already using the Cordico wellness app, designed primarily for public safety personnel and first responders. One member without a BWC program, the City of Galt, would like to use their funds to implement the Cordico app. The Chief supports BWCs but has been unable to obtain the political or financial will to implement them.

**NCCSIF Members Using or Considering Cordico**

- Dixon Fire Department: launched the app last year
- Dixon Police Department: launched the app last year
- Elk Grove Police Department: launched the app last year
- Folsom Police Department: Chief is seeking to fund the app
- Galt Police Department: Chief is seeking to fund the app
- Lincoln Police Department: Chief has expressed serious interest in the app

The Police RMC recommends allowing members to use the grants for the Cordico app or other risk management needs as a way of clearing out the balances of those members who have yet to use the grants and kick starting the use of the Cordico app for those agencies who are interested.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund  
Risk Management Committee Meeting  
April 25, 2019**

**Agenda Item F.2.b. (continued)**

**RECOMMENDATION:** Review usage and member feedback to recommend funding for FY 19/20 and use of current balances for Cordico app or other risk management purposes.

**FISCAL IMPACT:** TBD - \$50,000 has been allocated to the preliminary draft FY 19/20 budget.

**BACKGROUND:** The Board approved a FY 14/15 budget of \$50,000 for the purchase of body cameras for NCCSIF's police agencies. The funds were used to purchase a total of 58 cameras directly from VieVu at a quantity discount. A VieVu rep distributed the cameras and provided training to the members. Two members used the funds to purchase different cameras and two have yet to take advantage of the funds. The \$50,000 Grant Funds in FY 15/16 and FY 16/17 were allocated to members to fund their body camera programs. If a member agency's body camera program is fully funded the grant can be used for other risk management functions.

**ATTACHMENT(S):** Police Risk Management Grant Funds Usage Report

**NCCSIF POLICE RISK MANAGEMENT GRANT FUNDS HISTORIC USAGE REPORT - as of 2/15/2019**

| Member          | FY 14/15<br>\$50,000 Grant<br>Camera<br>Allocation | FY 15/16<br>\$50,000 Grant<br>Fund Allocation | FY 16/17<br>\$50,000 Grant<br>Fund Allocation | FY 17/18<br>\$50,000 Grant<br>Fund Allocation | FY 18/19<br>\$50,000 Grant<br>Fund Allocation | GRAND TOTAL         | YTD<br>Reimbursements<br>Made | REMAINING<br>FUNDS | Reimbursement Notes/Usage   |
|-----------------|--|---|---|---|---|---------------------|-------------------------------|--------------------|---|
| 1 Anderson      | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          |                               | \$6,060.00         |   |
| 2 Auburn        | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         | \$12,120.00                   | \$0.00             | 4/25/17 \$6,280.56 (12 VieVu LE4 mini body worn cameras)<br>9/8/17 \$3,029.18 (4 VieVu LE4mini & 1 multi-dock LE4)<br>2/5/19 \$2,810.26 portion of invoice (16 VieVu LE5 body worn cameras)               |
| 3 Colusa        | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$3,030.00                    | \$3,030.00         | 7/27/17 \$3,030 (concealable vests with load bearing carriers)  |
| 4 Corning       | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$5,592.38                    | \$467.62           | 9/6/16 \$3,291.26 (4 VieVu LE4 body cameras)<br>2/15/19 \$2,301.12 firewall   |
| 5 Dixon         | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         | \$8,994.38                    | \$3,125.62         | 4/20/17 \$6,060 (30 Wolfcom Vision 1080p body camera with rotatable camera head and 32GB memory)<br>6/1/18 \$2,934.38 (3 Wolfcom Vision 1080p body camera + training cost for force options simulator)    |
| 6 Elk Grove*    | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         | \$12,120.00                   | \$0.00             | 1/11/18 \$9,090 (WatchGuard Vista HD body cameras)<br>3/20/19 \$3,030 (portion of Cordico Wellness Program)   |
| 7 Folsom        | 5  | \$3,787.50                                    | \$3,787.50                                    | \$3,787.50                                    | \$3,787.50                                    | \$15,150.00         | \$7,575.00                    | \$7,575.00         | 10/5/16 \$7,576 (8 VieVu LE4 body camera and 1 multi-dock network station)  |
| 8 Galt          | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         |                               | \$12,120.00        | 1/25/18 <i>Plan to use fund /BWC program under consideration</i>  |
| 9 Gridley       | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$4,543.26                    | \$1,516.74         | 9/6/16 \$3,291.26 (4 VieVu LE4 body camerass)<br>3/28/18 \$1,252 (one VieVu LE5 camera and seven Public Safety Vests)   |
| 10 Ione         | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$4,625.61                    | \$1,434.39         | 11/2/16 \$1,655.23 (2 VieVu LE4 body camera)<br>9/8/17 \$1,736.24 balance (2 VieVu LE4 body cameras and 2 LE4 Cradle)<br>5/21/18 \$1,234.14 (2 VieVu LE5 body camera and license for Veripatrol Software) |
| 11 Jackson      | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          |                               | \$6,060.00         |   |
| 12 Lincoln      | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         | \$6,548.50                    | \$5,571.50         | 10/5/16 \$6,060 (8 VieVu LE4 body cameras)  |
| 13 Marysville   | 3  | \$2,272.50                                    | \$2,272.50                                    | \$2,272.50                                    | \$2,272.50                                    | \$9,090.00          | \$4,919.87                    | \$4,170.13         | 8/18/17 \$4,919.87 (6 VieVu LE4 body cameras)   |
| 14 Nevada City  | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$4,545.00                    | \$1,515.00         | 2/6/18 \$4,545 (Body Camera Storage and Equipment cost for 2015-2017)   |
| 15 Oroville     | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         | \$12,120.00                   | \$0.00             | 9/23/16 \$3,010 (Video Storage Buffalo Terastation)<br>10/5/16 \$3,050 (5 VieVu LE4 body cameras)<br>11/20/17 \$1,174.00 (1 Tactical Armor-Ballistic Vest)<br>9/4/18 \$4,886 (20 VieVu LE5s body cameras) |
| 16 Paradise     | 3  | \$2,272.50                                    | \$2,272.50                                    | \$2,272.50                                    | \$2,272.50                                    | \$9,090.00          | \$4,545.00                    | \$4,545.00         | 11/15/16 \$762.14 (5 flashlights) + \$1,477.28 (1 VieVu LE4 multi-dock station)<br>3/14/17 \$2,305.58 (Ballistic Vests)   |
| 17 Placerville* | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$3,970.32                    | \$2,089.68         | 12/28/17 \$3,970.32 (4 Tactical Armor-Ballistic Vests)  |
| 18 Red Bluff    | 3  | \$2,272.50                                    | \$2,272.50                                    | \$2,272.50                                    | \$2,272.50                                    | \$9,090.00          | \$4,545.00                    | \$4,545.00         | 2/17/17 \$1,473.74 (Apex Body cam storage remediation)<br>10/18/17 \$3,071.26 (5 VieVu LE4 body cameras)<br>1/25/18 <i>Plan to use to purchase more BWC &amp; future funds to replace old cameras</i>     |
| 19 Rio Vista    | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$4,241.15                    | \$1,818.85         | 11/16/17 \$4,241.15 (9 VieVu LE5 body cameras)  |
| 20 Rocklin      | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         | \$12,120.00                   | \$0.00             | 10/5/16 \$6,516.24 (4 VieVu LE4 body cameras, 1 LE4 multi-dock, 1 LE3 multi-dock)<br>1/3/19 \$5,603.76 (58 Lenslock bwc cameras and 25 in car dash cameras)   |
| 21 Willows      | 2  | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$1,515.00                                    | \$6,060.00          | \$2,130.00                    | \$3,930.00         | 6/18/18 \$2,130 for 18/19 Lexipol-Fire Policy Service annual fee  |
| 22 Yuba City    | 4  | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$3,030.00                                    | \$12,120.00         | \$6,060.00                    | \$6,060.00         | 5/5/17 \$6,060 (Data911 body-worn cameras)  |
| <b>TOTAL</b>    | <b>58</b>  | <b>\$49,995.00</b>                            | <b>\$49,995.00</b>                            | <b>\$49,995.00</b>                            | <b>\$49,995.00</b>                            | <b>\$199,980.00</b> | <b>\$124,345.47</b>           | <b>\$75,634.53</b> |   |

\*Opted for Cash Allocation to purchase other than VieVu Camera  
Fund Allocation is based on cost of camera at \$757.50 each



## CRISIS COMMUNICATION TRAINING AND MEDIA SUPPORT SERVICES

### ACTION ITEM

**ISSUE:** NCCSIF Members have access to Crisis Incident Management (CIM) services through the group's Excess Workers' Compensation (EWC) coverage provider, CSAC EIA. The EIA will pay up to \$50,000 for Crisis Incident services and costs provided by a crisis management firm under contract with the EIA, Mainstream Unlimited.

A Crisis Incident qualifying for this benefit is one that has or may reasonably result in EWC coverage damages or may reasonably result in significant adverse regional or national media coverage. Please see the attached Policy Statement for CIM for more details on the EIA benefits and the attached information regarding Mainstream Unlimited's services.

Members and similar cities have also used a local media consultant Cole Pro Media, to assist in crisis communication but also for ongoing professional and social media relations and content. The firm specializes in communications for law enforcement and cities and is on retainer for the CA Police Chief's Association to assist with their media relations. Cole Pro Media has provided a sample retainer agreement to provide a full level of service to the group.

**RECOMMENDATION:** Review the attached overview of both company's services and provide direction regarding potential uses.

**FISCAL IMPACT:** TBD.

**BACKGROUND:** Crisis Incident Management and Social Media Communication are critically important areas for members to address on an ongoing basis. Some members have used Cole Pro Media and various EIA resources to assist them in dealing with the media and effectively communicating with the public, not only in crisis situations but through ongoing social media content.

### ATTACHMENTS:

1. Excess Workers' Compensation Program Policy Statement For Crisis Incident Management
2. Mainstream Media overview
3. Cole Pro Media overview and Retainer Agreement



## Excess Workers' Compensation Program Policy Statement for Crisis Incident Management

**Purpose.** The purpose of this policy statement is to provide resources to help manage a crisis incident that may give rise to a covered claim in the EWC Program. The EIA will pay for certain crisis incident costs and services provided to a member arising from a qualifying crisis incident.

**Crisis Incident Limit of Coverage.** The most the EIA will pay for a crisis incident is \$50,000 to be paid out of the EWC's pool funds. There will be no member retention applicable to crisis incident services and costs, and the cost of crisis incident services will not erode the limits of coverage provided under the Memorandum of Coverage.

**Eligibility.** Crisis incident services are available to all members in the EWC Program at the time of the incident and any other covered entity, if approved by the member. Whether an event qualifies as a crisis incident shall be determined at the sole discretion of the EIA.

**Qualifying Crisis Incident.** An incident qualifying for coverage under this policy statement is one that has or may reasonably result in damages or loss covered by the Memorandum of Coverage, and may reasonably result in significant adverse regional or national media coverage. Qualifying Crisis Incidents may include natural disasters such as earthquakes, fires and floods; man-made disasters such as explosions, major crashes, multiple deaths, burns, dismemberment, traumatic brain injury, permanent paralysis, acts of terrorism or terrorist like activity, shootings, molestations, breaches in secure data, cyber-bullying, or contamination of food, drink, or pharmaceuticals.

**Covered Expenses.** Crisis incident management will include costs associated with crisis management services, crisis incident costs, and crisis incident loss as follows:

1. **Crisis management services** includes those services performed by a crisis management firm under contract with the EIA in advising a member (covered entity) on minimizing potential harm to a member (covered entity) from a covered crisis incident.
2. **Crisis incident costs** includes amounts for the reasonable and necessary fees and expenses incurred by the EIA's crisis management firm, and amounts for reasonable and necessary printing, advertising, mailing of materials, or travel by directors, officers, employees, or agents of the member (covered entity), or the crisis management firm incurred at the written direction of the crisis management firm.
3. **Crisis incident loss** includes the following reasonable and necessary expenses incurred, provided that such expenses have been pre-approved and may be associated with damages or losses that would be covered by the Memorandum of Coverage:
  - a. Psychological counseling;
  - b. Expenses to secure the scene of a Crisis Management Event; and



- c. Any other expenses pre-approved by the EIA.

**Termination of Coverage.** Benefits provided under this policy statement shall cease when the crisis event is over, the \$50,000 limit has been reached, or the EIA determines that it is no longer a qualifying event for whatever reason, whichever comes first. After termination of coverage, members may continue to access the crisis management services under the EIA's contract at their own expense.

**Delegation of Authority to Critical Incident Team.** The Critical Incident Team consists of EIA staff members including the Chief Member Services Officer, Chief Executive Officer, Chief Claims Officer and Chief Operating Officer. Authority to determine a qualifying crisis incident and authorize coverage for services is delegated individually and collectively to the Crisis Incident Team.

# CRISIS INCIDENT MANAGEMENT SERVICES

*CSAC EIA partners with the industry's best to provide services that are second to none.*



**MAINSTREAM**  
UNLIMITED

For more training information, contact  
EIA's Risk Control Department  
riskcontrol@csac-eia.org 916.850.7300



The EIA has partnered with Mainstream Unlimited to assist members with both pre- and post-incident services.

## SERVICES INCLUDE:

- 1 Online training webinars and regional trainings in both Northern & Southern California**
- 2 Round-the-Clock Consultation Services (via e-mail and phone)**
- 3 Access to industry experts in the areas of: Psychology, Security Management, Fire and Public Safety**

For approved claims, members\* are offered up to \$50k in reimbursement for situation assessment and media assistance.

\*For EIA members in the: EWC, GL1, GL2, Medical Malpractice and Property Programs

## EMERGENCY? CALL 916.850.7700



### Consultation Services

A myriad of risk management and consulting services, including: risk assessments, policy review/development, training, and crisis analysis and response.



### Team of Experts

Their team of highly experienced consultants tailor solutions to meet your agency's unique needs.



### Competitive Rates

Special pricing for consultation services are available through your membership.



**PARTNER PROGRAM**



## **Mainstream Unlimited**

Risk Management and Organizational Consulting  
Some people dream of success. We make it happen.

biem47@outlook.com

www.mainstreamunlimited.com

800.831.5529 or 760.221.8205

### **Services Provided**

#### **24/7 Critical Incident Support/Response Communication - Phone and/or Email Response**

Address critical incident questions as they arise; including Situation Assessment; Tactics and Actions Implementation; Create/Deliver Public Announcement media, radio, bulletins, etc.; Deployment of Outside Resources to Member Site; Coordination of Special Services, such as: medical and funeral expenses, family travel and lodging, etc.; and other services as needed.

- Situation Specific Assessment
- Tactics and Actions Implementation
- Create/Deliver Public Announcements – media, radio, bulletins, etc.
- Deployment of Outside Resources to Member Site
- Coordination of Special Services: medical and funeral expenses, family travel and lodging, etc.
- Crisis Management Team assistance

Cost \$300/hr./consultant

#### **24/7 Critical Incident Support/Response Communication – In-person Response**

Provide on-site assistance at agency location because of a crisis/event.

Cost \$300/hr./consultant

#### **Critical Incident Management Training/Development**

On-site Training to include Critical incident communication(s), such as:

- Crisis Management/Response
- Media relations management
- Drills/Tabletop exercises
- Crisis Management Team

Seminar-type discussion, using case studies, small-group exercises, video vignettes, and common employee threats, workplace violence scenarios, domestic violence in the workplace, outsider threats, facilities threats, and cyber threats.



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Discuss best practices for workplace threat management. Leave with real action plans, become more familiar with two Threat Assessment Team checklists, and create empowered responses.

- Other proprietary training courses

Cost - \$500/hr./consultant

### **PIO or Communications - Phone Consultation**

Provide support services to newly-assigned or untrained spokespeople, PIOs or department heads on how to deal effectively with the media, to include:

- Pre-Incident Preparation
- Post-Incident Debriefing
- Recovery Services
- Incident Closure Report
- After Action Reports
- Other related services, as needed

Cost - \$300/hr./consultant

### **All site security/vulnerability assessments**

a. On-site service to conduct an initial, limited facility and operations evaluation for selected major Agency Departments/facilities, and report findings

1. Identify Department/facility specific issues regarding the worksite, and recommend possible security and critical incident solutions

2. Identify procedural and staffing issues for the Department/facility, and recommend possible security and critical incident solutions

b. Recommend/develop security and critical incident response procedure for the Department/facility

1. Include generic, best-practice procedures including “active shooter”, and satisfy the unique challenges of the Department

c. Conduct a meeting with Department/facility management to determine what can be done, approve recommended procedures, and how to proceed with training



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d. On-site workplace security and critical incident response training for the specific Department staff.

1. Desktop or classroom presentation of appropriate security and critical incident response principles and procedure for the Department/facility
2. Demonstration of selected scenarios, and a hands-on exercise putting the principles and procedure into practice

Cost \$300/hr./consultant



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800.831.5529 or 760.221.8205

**Workplace Security and Emergency Plan Review & Development**

- Review existing plans
- Make recommendations, to include:
  - Emergency Operations Center Response(s)
  - Police & Fire Interactions
  - Public Works Support
  - Report writing
  - Pre-site document review & preparation
  - Development of Customized Training

Cost - \$175/hr./consultant

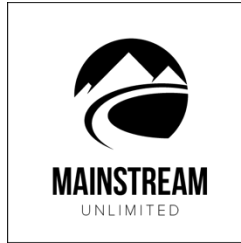
**Consultants**

Robert May, J.D.

Dr. Steve Albrecht, PHR, CPP, BCC

Other specialty consultants, as needed, subject to approval by Agency.

Travel is billed at actual cost for mileage, motel, meals, and rental car(s), etc. Mileage is reimbursed at IRS Mileage Rates (2017).



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## Agency Preparation Plan for Catastrophic Events

- 1) In the event of a critical incident, the City's spokesperson is:
- 2) In the event of a critical incident, the City's Control Group (key City employees) are:
- 3) The optimum defense attorney for the City's defense against a civil suit, one to be present during key meetings, press releases preparations, and the interviews of City personnel involved in the incident is:
- 4) If the critical incident response requires the need for a public relations firm, that firm is:
- 5) The City Council members requiring the need for direction concerning exchanges with the media are:
- 6) The City employee assigned to monitor and provide reports concerning social media activity is:
- 7) The City's decision-maker concerning the need to respond to press releases, respond to family members and/or their attorney, and whether or not to release body camera and dispatch recordings is:
- 8) The City's Public Information Officer is:
- 9) The City's employee assigned to communicate with the District Attorney's office/investigators is:
- 10) The City's employee assigned to control and monitor the follow-up investigation is:
- 11) The City's social media evidence collection vendor is:

- 12) The City's Risk Manager and City Attorney who will work with the City's Third-Party Claims Administrator (TPA) to authorize defense spending within the City's self-insured retention layer are:
- 13) The City's Human Resource contact in the event employee discipline is necessary is:
- 14) The City's contact person for the self-insured pool's Litigation Manager/Claims Manager is:
- 15) The City's employees/City Council members who possess settlement authority for early resolution cases are:
- 16) The party assigned to generate a settlement authority request and present the same is:
- 17) The Risk Manager having the authority to "lock down" an incident scene for the purpose of preserving evidence for future civil litigation purposes is:
- 18) The City's mediator preference for early resolution discussions is:
- 19) The City's employee responsible for the Police Officer(s) and Police Department's well-being during the litigation process is:

\*Given the likelihood of the City's Police Chief becoming a defendant in a civil lawsuit, the City Police Chief is NOT recommended as the City's spokesperson.





# SERVICES

SOCIAL MEDIA MARKETING EXPERTS

Cole Pro Media is a trailblazing social media manager that has worked with dozens of **cities, sheriffs' offices and police departments** throughout California since 2013. With extensive experience as on-camera journalists and social media mavens, we offer a variety of services that can be catered to the specific needs of your office, budget and overall situation.

camera journalists and social media mavens, we offer a variety of services that can be catered to the specific needs of your office, budget and overall situation.

## MANAGE YOUR CONTENT

You are the experts of the information that comes out of your office. Whether it's an ordinary day or crisis situation, you give us the facts, and we will help you:

- Phrase your important information and updates in a clear and concise manner that is tailor-made for social media
- Consult on posting schedule and frequency (in terms of time of day, updates on developing situations, etc.)
- Plan a long-term social calendar so that your content never grows stale
- Work with you to develop concepts for regular features (staff member of the month, upcoming events, etc.) and on-going messaging

## CREATE CONTENT FOR YOU

Everyone and everything has the potential to be a social media story. The key is to communicate your stories in a way that captures people's attention quickly and gives them the actionable details that they need. We can help create content including:

- Posts for Facebook, Twitter, Instagram and other social platforms as needed
- Social media presentations that can be shared with staff, other agencies and/or your broader community
- Fully-produced videos for your website and social pages. Our video production capabilities include script development, shooting, editing, and voice-over.

script development, shooting, editing, and voice-over.

## TRAIN YOUR STAFF

The most critical aspect of having an active, engaged social presence is ensuring that your platforms are consistent sources of timely, relevant news and information. Cole Pro Media can train your staff to assemble stories in a simple, convenient, online-appropriate way. Trainings can include:

- Social post construction and formatting
- Crisis communications, mainly how to address sensitive subjects with grace and transparency.
- Proper techniques to work effectively with reporters and the best practices during a crisis situation.

## CRISIS COMMUNICATIONS

We take great pride in our ability to help clients communicate effectively and quickly during even the most trying of circumstances.

As law enforcement, your day-to-day activities involve high profile individuals, public entities, the loss of property, injury, and even life and death. While we never advocate spin in any form, we are huge proponents of positioning the facts in a way that is most clear and beneficial to everyone involved including victims, suspects, the community at large, and your department.

We understand that what is ordinary for law enforcement may have enormous impact on individuals, families and communities – this nuanced understanding must be reflected in online communications. We also understand what reporters and news agencies are looking for when covering stories of public interest that also have salacious implications. Working with Cole Pro Media provides you with a seasoned media professional who can help you navigate the most sensitive of subjects so that the facts are heard. Our years of experience in working in these situations – both on behalf of law enforcement and in front of the camera – give us unique insight into these matters.



## MEDIA SERVICES AGREEMENT

This Media Services Agreement (hereinafter, the “Agreement”) is made on the 1st day of July 2019 by Cole Pro Media, LLC (hereinafter, the “Media Consultant”) and the NCCSIF (hereinafter, the “Client”). The contract will remain in place until June 30<sup>th</sup> 2021. Each month the Client will bill a fixed rate. Every month client will pay a flat rate of \$2500 for Media Consultant’s services. Anything over 12 hours of work, client will pay an additional \$325 an hour.

## ENGAGEMENT OF SERVICES

Client hereby engages Media Consultant to act as Client’s advisor for reviewing news releases and making changes, phone calls dealing with crisis communication issues, and help on working with the mainstream media. Media consultant will also provide social media support, including what’s working, what’s not working, helping create relevant content, how to respond to comments, and using the platform to tell your own news stories. This service provides client with monthly calls and emails about social media content, including help writing content, coming up with content, and answering any and all questions about progress throughout the month. Every month, media consultant will also hold a two hour on-site social media training or media training at a location in the Sacramento area.

## RELATIONSHIP OF THE PARTIES

The relationship of Media Consultant to Client is that of Independent Contractor and this Agreement will not establish any relationship of partnership, joint venture, employment, franchise or agency between the Parties. Neither Party will have the power to bind the other Party or to incur any obligations on its behalf.

## CLIENT GOALS AND OBLIGATIONS

Client shall articulate their needs when it comes to media questions, crisis communications and social media training and support. Client will respond to Media Consultant's questions through email or telephone.

## MEDIA CONSULTANT'S RESPONSIBILITIES

At the request of Client, Media Consultant shall counsel, advise, and guide Client in matters of media questions, crisis communications and social media messaging.

## MEDIA CONSULTANT'S COMPENSATION AND WORK EXPECTATIONS

As compensation for Media Consultant's services, Client agrees to pay a fixed rate of \$2500 a month. The contract will remain in effect until June 30<sup>th</sup> 2021. If Client would like Media Consultant to work outside of this scope of work it will be charged at a rate of \$325. Client will pay Media Consultant within 30 days of invoice after work is completed. Payment shall be sent to 3069 Alamo Drive #122, Vacaville, CA, 95687 and made payable to Cole Pro Media.

## CLIENT EXPENSES

Media Consultant shall not incur any outside expenses on behalf of Client, such as the costs of legal and accounting fees, unless such expenses have been specifically authorized by Client in writing in advance. If Client approves any outside expense then Client shall reimburse Media Consultant for such.

## TERM

The Term of this Agreement shall commence on the date set forth above. Either party has the right to terminate this Agreement at anytime, but must provide it in writing.

## GOVERNING LAW

This Agreement shall be construed and enforced according to the laws of the State of California.

## SEVERABILITY

If a provision of this Agreement is or becomes illegal, invalid or unenforceable in any jurisdiction, that shall not affect the validity or enforceability in that jurisdiction of any other provision of this Agreement.

## NOTICES

All notices, demands or requests which are required or permitted to be given pursuant to this Agreement shall be in writing. Notices shall be delivered personally, by commercial carrier, or by registered or certified mail, postage prepaid, addressed to a party listed in this Agreement. Either Party may change her/its address for Notices by notice pursuant to this section.

## ENTIRE AGREEMENT

This Agreement contains the entire agreement between the parties hereto and supersedes any prior agreements or understandings regarding the subject matter hereof. No modification or amendment of this Agreement shall be of any force or effect unless in writing and executed by both the Parties hereto.

IN WITNESS WHEREOF, Media Consultant and Client have executed this Agreement as of the day and year first written above.

“Media Consultant”

“Client”

Cole Pro Media, LLC

NCCSIF

By

\_\_\_\_\_  
Laura Cole      Date  
President  
3069 Alamo Dr. #122  
Vacaville, CA 95687

\_\_\_\_\_  
NCCSIF                      Date



## **FY 19/20 RISK CONTROL SERVICES PLAN AND BUDGET**

### **ACTION ITEM**

**ISSUE:** Each year the Committee reviews the attached preliminary Risk Management Services Budget and makes a recommendation regarding the types and amounts of funding. The attached budget is presented with certain items highlighted. The Police and Training Funds have already been discussed and are presented with amounts for FY 19/20, pending any direction from the Committee.

**RECOMMENDATION:** Review and recommend budget for FY 19/20.

**FISCAL IMPACT:** TBD - Total proposed as presented is \$488,214.

**BACKGROUND:** The Risk Management Committee annually reviews the administrative budget for Risk Management Services and makes a recommendation to the Executive Committee for the upcoming fiscal year.

### **ATTACHMENT(S):**

1. Proposed Risk Management Services Budget for FY 19/20
2. FY 18/19 Member Training Fund Usage Report



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND  
PRELIMINARY ADMIN BUDGET  
July 1, 2019 to June 30, 2020**

| <b>EXPENSES:</b>        |                                       | <b>WORK COMP</b> | <b>LIABILITY</b> | <b>2019-20<br/>TOTAL</b> | <b>2018-19<br/>PRIOR YEAR</b> | <b>\$ CHANGE</b> | <b>% CHANGE</b> |
|-------------------------|---------------------------------------|------------------|------------------|--------------------------|-------------------------------|------------------|-----------------|
| <b>Safety Services:</b> |                                       |                  |                  |                          |                               |                  |                 |
| 52204                   | Risk Control Services Agreement       | \$89,240         | \$89,240         | \$178,480                | \$178,480                     | \$0              | 0.0%            |
| 52201                   | Outside Training                      | \$15,000         | \$15,000         | \$30,000                 | \$30,000                      | \$0              | 0.0%            |
| 52202                   | Risk Mgmt Comm Mtg Expense            | \$750            | \$750            | \$1,500                  | \$1,500                       | \$0              | 0.0%            |
| 52207                   | Member Training and Risk Management   | \$50,000         | \$38,000         | \$88,000                 | \$88,000                      | \$0              | 0.0%            |
| 52208                   | Lexipol Police Manual Updates & DTBs  | \$140,234        |                  | \$140,234                | \$136,267                     | \$3,967          | 2.9%            |
| 52209                   | Police Risk Management Funds          | \$25,000         | \$25,000         | \$50,000                 | \$50,000                      | \$0              | 0.0%            |
|                         | <b>Total Safety Services Expenses</b> | <b>\$320,224</b> | <b>\$167,990</b> | <b>\$488,214</b>         | <b>\$484,247</b>              | <b>\$3,967</b>   | <b>0.8%</b>     |

**NCCSIF**  
**MEMBER TRAINING AND RISK MANAGEMENT FUND**  
(formerly Seminars/Conference Reimbursement)

| Member       | FY 18/19 Training Funds | YTD Reimbursements Made | Reimbursement Notes/Usage  | Remaining Funds    |
|--------------|-------------------------|-------------------------|--|--------------------|
| Anderson     | \$4,000                 | \$2,933.36              | 1/9/19 \$2,933.36 - 2018 CalPELRA Conference Jeff Kiser and Liz Cottrel  | \$1,066.64         |
| Auburn       | \$4,000                 |                         |  | \$4,000.00         |
| Colusa       | \$4,000                 |                         |  | \$4,000.00         |
| Corning      | \$4,000                 | \$1,864.16              | 1/29/19 \$1,864.16 - 2018 CalPELRA Conference Kristina Miller  | \$2,135.84         |
| Dixon        | \$4,000                 | \$3,375.14              | 3/11/19 \$2,091.42 - 2019 PARMA Conference Rachel Ancheta<br>3/11/19 \$1,283.72 - 2019 PARMA Conference Kim Stalie   | \$624.86           |
| Elk Grove    | \$4,000                 |                         |  | \$4,000.00         |
| Folsom       | \$4,000                 | \$4,000.00              | 9/20/18 \$1,349.12 - 2018 CAJPA Conference Susan Walter<br>1/3/19 \$2,051.45 - 2018 CalPELRA Conference Susan Walter<br>3/11/19 \$599.64 (\$549.00 for 2018 FMLA-CFRA Kathryn Bandy; and \$50.64 (portion of \$179.00 cost for 2018 Cal/OSHA Compliance for Kathryn Bandy) | \$0.00             |
| Galt         | \$4,000                 | \$921.67                | 2/19/19 \$921.67 - 2019 PARMA Conference Cora Hall   | \$3,078.33         |
| Gridley      | \$4,000                 |                         |  | \$4,000.00         |
| Ione         | \$4,000                 |                         |  | \$4,000.00         |
| Jackson      | \$4,000                 |                         |  | \$4,000.00         |
| Lincoln      | \$4,000                 |                         |  | \$4,000.00         |
| Marysville   | \$4,000                 |                         |  | \$4,000.00         |
| Nevada City  | \$4,000                 |                         |  | \$4,000.00         |
| Oroville     | \$4,000                 | \$2,906.34              | 1/16/19 \$1,400.14 - 2018 CalPELRA Conference Liz Ehrenstrom<br>3/11/19 \$1,506.20 - 2019 PARMA Conference Liz Ehrenstrom  | \$1,093.66         |
| Paradise     | \$4,000                 |                         |  | \$4,000.00         |
| Placerville  | \$4,000                 |                         |  | \$4,000.00         |
| Red Bluff    | \$4,000                 |                         |  | \$4,000.00         |
| Rio Vista    | \$4,000                 | \$3,968.00              | 8/29/18 \$3,968 - 2018 CalPELRA Conference Yujun Du and Jose Jasso   | \$32.00            |
| Rocklin      | \$4,000                 |                         |  | \$4,000.00         |
| Willows      | \$4,000                 |                         |  | \$4,000.00         |
| Yuba City    | \$4,000                 | \$2,616.65              | 1/9/19 \$2,616.65 - 2018 CalPELRA Conference Natalie Springer and Sheleen Loza   | \$1,383.35         |
| <b>Total</b> | <b>\$88,000</b>         | <b>\$22,585.32</b>      |  | <b>\$65,414.68</b> |

NOTE: FY 18/19 each member city is allotted \$4,000 from the Admin budget 52207 - **Member Training and Risk Management**  
This is a Use-It-or-Lose-It and reimbursement request must be submitted within the fiscal year.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund  
Risk Management Committee Meeting  
April 25, 2019**

**Agenda Item F.5.**

## **ROUND TABLE DISCUSSION**

### **INFORMATION ITEM**

**ISSUE:** The floor will be open to the Committee for discussion.

**RECOMMENDATION:** None.

**FISCAL IMPACT:** None.

**BACKGROUND:** The item is to the Committee members for any topics or ideas that members would like to address.

**ATTACHMENT(S):** CA Firefighters Seek PTSD Presumption

HOME | SAFETY & HEALTH | HEALTH & FITNESS | CA FIREFIGHTERS WITH PTSD SEEK WORKERS' COMP COVERAGE FOR MENTAL HEALTH TRAUMA

## CA Firefighters with PTSD Seek Workers' Comp Coverage for Mental Health Trauma

After consecutive record-breaking fire seasons and a deluge of mass shootings, California firefighters and police organizations are pushing for a new law that would help first responders.

HANNAH WILEY APRIL 15, 2019

THE SACRAMENTO BEE



April 15 -- Recently diagnosed with post-traumatic stress, Sacramento firefighter Joshua Katz isn't ready to give up on what he calls a 'dream job.'

He still loves his "fire family," exciting workdays and having a job that lets him help others. He'd rather take time off to treat his post-traumatic stress with financial support from workers' compensation than allow his injury to cause an early end to his career.

"If I came to work so consumed with my anxiety or depressed and was so consumed and can't do the bare minimum, I shouldn't be there," Katz, 34, said. "Because the public trusts us to provide a service for them without question. Without fail, I need to be able to do that."

## FIREHOUSE

After consecutive record-breaking fire seasons and a deluge of mass shootings, California firefighters and police organizations are pushing for a new law that would help first responders by giving them opportunities to receive compensation for psychological injuries they sustain over their careers.

They're backing Senate Bill 542, sponsored by the California Professional Firefighters and the California Association of Highway Patrolmen, which would compel government agencies to grant police and firefighter workers' compensation claims post-traumatic stress.

Today, workers struggling with psychiatric injuries qualify for workers compensation only if the disorder causes disability or requires medical treatment. They must also prove job experiences are a "substantial cause" -- meaning 35 to 40 percent -- of their injury. SB 542 would instead require local agencies to bear the burden of proof if they contend injuries are not job related.

By contrast, a host of physical ailments are considered "presumptive" conditions for workers' compensation claims from public safety officers in California. They include heart disease, pneumonia, cancer and tuberculosis. The system awards coverage for hospital, surgical and medical treatments, and certain disability and death benefits to workers.

Sen. Henry Stern, D-Canoga Park, who is carrying the bill, said the proposal, paves way to "treating mental health illnesses as equal to any of those other workplace injuries."

The bill comes at a critical moment, he argued in a Senate Committee on Labor, Public Employment and Retirement hearing on April 10, citing reports of rising suicides among police and firefighters.

'You can't unhear that'

More than 240 firefighters and police officers committed suicide in 2017, exceeding the number of those that died in the line of duty, according to a study conducted by the philanthropic Ruderman Family Foundation. Nearly 160 officers died by suicide last year and more than 10 percent of 112 firefighters surveyed suffer from depression, according to advocacy groups.

The suicides reflect the hidden trauma "that's emblazoned on (a worker's) heart, mind and soul," a firefighter at the hearing said.

"Bottling that up leads to scars that cannot be taken away," the fighter continued. "You can't describe the pure guttural cry of a father that just lost his son. That just lives with you and you can't unhear that."

But the expansion might come with a hefty price tag to government agencies. A bill analysis from the Senate public employment committee reports "the costs to local governments are likely quite high."

SB 542 would also retroactively apply back to 2017 and 2018, the height of wildfire destruction in California, which adds additional unknown costs to the equation.

The League of California Cities, the California State Association of Counties and the Rural County Representatives of California oppose the bill.

**FIREHOUSE** The California Association of Joint Powers Authorities also criticized the bill, contending it could open the door to bogus claims.

"Not only is there a lack of evidence that a presumption is needed, but there is also a lack of information about the cost associated with the changes," the California Coalition on Workers Compensation wrote in a letter to Stern. "We believe the current workers' compensation system strikes the appropriate balance with respect to psychiatric injuries."

'What it is to be tough'

Though local government representatives argue that workers could take advantage of the system, Stern said expanding workers' compensation allows firefighters and police officers to seek much-needed mental health services and return to work without fear of financial setbacks. The bill cleared the committee by a 3-0 vote.

"Folks need to get past the fact that this is something to be ashamed of and ought to be hidden, and what it is to be a man, what it is to be tough," Stern said.

Katz's post-traumatic stress stems from a house fire call in March 2017, in the thick of an unusually busy season.

He remembered it as a "very dangerous operation" fruitlessly searching for the homeowner in the packed halls of what he called a hoarder home.

Later, police arrested the homeowner on suspicion of arson and firefighters wondered whether the man lit the fire to harm them.

Although Katz initially brushed off the incident, he realized how close he came to death when he talked about it with his wife.

"It wasn't until she freaked out," Katz said. "Like oh s---, someone tried to kill me. That was when it clicked in my head."

Katz's feelings toward work changed. He didn't jump on overtime opportunities. He hesitated before going into work. His life suddenly felt more "intense."

"Even at home, I was less motivated and less engaged," he said.

He and his wife separated in November, and Katz decided then to seek counseling.

During a December session, his therapist explained that Katz exhibited signs of post-traumatic stress.

"I didn't believe him," Katz explained. "I didn't think he was correct. I thought I was invincible."

He said he'd apply for worker's compensation if he knew he'd win his claim and suspects colleagues who need help would apply, too, if they felt their traumatic experiences would be taken seriously.

**FIREHOUSE** "I was the first person to be diagnosed with (post-traumatic stress)," he said. "And I sure as hell won't be the last."

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**Join the conversation!**

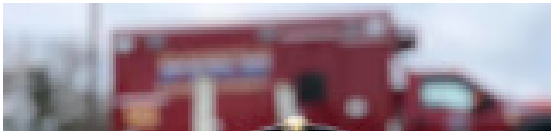
This site requires you to **login** or **register** to post a comment.



Posted By frank\_romo

Apr 15 2019 13:23

As a retired SFD arson investigator, had to work the many fire fatality fires during my career. To investigate for the point of origin, cause of fire, all the while the deceased is still in the structure, I would have to document the death, and after determining the death was caused by the fire, attend the autopsy. These deaths would be placed in a box, and placed on a shelf in the back of my mind, as I drive throughout the city, and pass a location where I had a fire death, it comes out in a flash, bam, right back in my face. My worst incident was towards the end of my career, where a four year old lit a couch on fire, the fire raced up the stairwell into the bedrooms on the second floor. The mother opened up the window trying to escape, in doing so, she tried to rescue her four and eighteen month old babies. The fire was in the bedroom forcing her to jump, After the fire was extinguished, I had to dig the scene and recovered the infants at the base of the window both embracing each other. The family was relocated to a nearby motel, later on that night, the father tried to hang himself in guilt, for leaving the cigarette lighter where the four year old could reach it. This was the most horrific fire fatality I had endured in my 29 career, in total, I had well over 48...now, in my early 70's, I have some, come revisit me. Yes, PTSD does exist, it is real and needs to be addressed.



# Northern California Cities Self Insurance Fund

## Travel Reimbursement Expense Form

Member Representative: \_\_\_\_\_

Entity: \_\_\_\_\_

Payee Address: \_\_\_\_\_

Meeting or Committee: \_\_\_\_\_

Date of Meeting: \_\_\_\_\_

Location of Meeting: \_\_\_\_\_

Total Mileage: \_\_\_\_\_

Payment Made to: 

|  |
|--|
|  |
|  |

 \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_