

**MINUTES OF THE CSURMA AORMA
MEMBER SERVICES, LOSS CONTROL AND TRAINING COMMITTEE
AUGUST 26, 2013**

**TELECONFERENCE MEETING
11:00 AM**

MEMBERS PRESENT

Dwayne Brummett (Chair), Associated Students, Inc. (Cal Poly San Luis Obispo)
Dennis Miller, Cal Poly Pomona Foundation, Inc. (Cal Poly Pomona)
Arnecia Bryant, Loker University Student Union (CSU Dominguez Hills); *left at 1:00pm*
Raven Tyson, Associated Students of San Diego State University (San Diego State University)
Debbie Adishian-Astone, CSU Fresno Association (CSU Fresno)
Melinda Coil, SDSU Research Foundation (San Diego State University)

MEMBERS ABSENT

Kristin Kelly, Student Union of San Jose State University (San Jose State University)

STAFF, GUESTS AND CONSULTANTS

Haleh Minakary, The Cal Poly Pomona Foundation, Inc. (Cal Poly Pomona)
Mimi Long, Alliant Insurance Services, Inc.
Brent Escoubas, Alliant Insurance Services, Inc.
Tevea Him, Alliant Insurance Services, Inc.

A. CALL TO ORDER

The meeting was called to order by Dwayne at 11:06 AM.

B. PUBLIC COMMENTS

Dwayne introduced the two new MSLCTC members – Debbie Adishian-Astone and Melinda Coil.

C. GENERAL ADMINISTRATION

C1. Approval of the Agenda Order

A motion was made to approve the agenda as presented.

MOTION: Dennis Miller

SECOND: Debbie Adishian-Astone

MOTION CARRIED

NAME	AYES	ABSTAIN	NAYS	ABSENT
Dwayne Brummett	X			
Dennis Miller	X			
Kristin Kelly				X
Arnecia Bryant	X			
Raven Tyson	X			
Debbie Adishian-Astone	X			
Melinda Coil	X			

C2. Approval of Meeting Minutes – June 3, 2013

A motion was made to approve the June 3, 2013, MSLCTC meeting minutes.

MOTION: Dennis Miller

SECOND: Raven Tyson

MOTION CARRIED

NAME	AYES	ABSTAIN	NAYS	ABSENT
Dwayne Brummett	X			
Dennis Miller	X			
Kristin Kelly				X
Arnecia Bryant	X			
Raven Tyson	X			
Debbie Adishian-Astone	X			
Melinda Coil	X			

C3. Use of Technology in Safety Training

Brent Escoubas discussed his idea for the first AORMA smartphone application – Crisis Management. Brent’s idea would be to load onto the app what to do in the case of an emergency, i.e., fire, bomb threat, medical emergency, etc. When a crisis occurs an employee most likely will not take the time to find (whether hard copy or electronic copy) the auxiliary organization’s emergency response plan. However, most employees will take the time to grab their phones. His idea is to load all of the information onto a smartphone app for easy access. Debbie Astone pointed out that Fresno State already has an emergency procedure and preparation plan that includes all of the campus building and departments as well as the auxiliary organization operations. She felt that Brent’s work would be a duplication of efforts.

Debbie suggested an app for reporting workers’ compensation claims. Many of the AORMA workers’ compensation members are very small and some may experience workers’

compensation claims with such an infrequency that they may not know what to do when an employee is hurt on the job. The smartphone app could provide information on where the claim is to be reported and where the injured worker should go for first aid or medical treatment. The application could also include a fillable workers' compensation claim form that would be completed directly by the supervisor.

The committee agreed that a workers' compensation claim reporting app should be the first AORMA smartphone app.

C4. AORMA Officers Liability Claims Review – Lessons Learned

Mimi Long explained that the AORMA Chair and Vice Chair will be meeting with Carl Warren Staff, CSURMA JPA Program Administration Staff and CSU Chancellors Office Staff on a quarterly basis and will be reviewing all large (incurred amounts in excess of \$25,000) open claims and all Employment Practices claims with the purpose of;

1. Establishing “lessons learned” that can be brought to the entire AORMA membership
2. Establishing a timeline for settlement
3. Reviewing Carl Warren’s settlement strategy, timeline and settlement reserve amount
4. Reviewing Carl Warren’s watch list write up and recommending revisions as appropriate

The lessons learned from the Employment Practices Liability (EPL) claims will be received from defense counsel after final resolution of the claim. These lessons learned will be added to the AORMA EPL lessons learned presentation. The lessons learned from “other than EPL” claims will be received from defense counsel when appropriate. Staff will redact all confidential information and format into a Lessons Learned AORMA Bulletin.

The committee felt that the use of an AORMA bulletin to distribute the lessons learned was not the best way to distribute the information. The committee directed staff to send the lessons learned from EPL claims to the auxiliary organization HR directors and the lessons learned from other than EPL claims to the auxiliary organization executive directors. The committee felt that the HR directors and the executive directors should be responsible for distributing the lessons learned information to their own staff as appropriate.

C5. On-Line Training Options – SkillSoft and LawRoom

Mimi Long explained that AORMA has a contract with TargetSolutions for online training. All 23 campuses have now successfully moved over to SkillSoft and LawRoom for all of their online training. It has been suggested that the Auxiliaries may benefit from utilizing the same online training platform as the campuses. SkillSoft and LawRoom have proposed a 50 seats / two month promotional offer for AORMA to review the online training platform.

During the AOA HR Committee meeting in San Luis Obispo, the members were asked if they would be interested in reviewing the on-line training platform with the goal of providing a

recommendation to the MSLCTC and the AORMA Committee for future utilization of SkillSoft and LawRoom. The following auxiliaries expressed an interested in previewing the platform:

1. The CSU, Chico Research Foundation
2. Associated Students, San Jose State University
3. University Enterprises Corporation at CSUSB
4. Cal Poly Pomona Foundation, Inc.
5. California State University, Fresno Association, Inc.
6. Associated Students, SDSU

David Kervella, the Senior Director for Systemwide Professional Development, Human Resources will need to design an access hub for those auxiliary employees that do not work within the PeopleSoft network. Once that is complete, the AORMA members can begin previewing the platform.

Mimi reiterated that the any change in the on-line training platform would not occur until July 1, 2014 at the earliest. Mimi also confirmed that all information on the current TartgetSolutions platform is owned by AORMA so the transition, if any, from TargetSolution to SkillSoft should be easier than the transition from Workplace Answers to TargetSolutions.

C6. AORMA Short-Term Disability Program

Dennis Miller, from Cal Poly Pomona Foundation, Inc., surveyed the AORMA members to see if there was sufficient interest in creating an AORMA short-term disability program. Dennis let Staff know that there is not sufficient interest in this type of program and therefore the project is being terminated for now.

C7. Approval of the FY 13/14 Risk Reduction Matching Grant Program Awards

Mimi Long explained that the Risk Reduction Matching Grant Incentive Program application was sent out by staff in early June, 2013. Applications were received from ten different auxiliary organizations. Four grants in the amount of \$10,000 have been approved by the MSLCTC. The MSLCTC now has the task of reviewing the applications and if found to be appropriate and consistent with the purpose of the matching grant incentive program, awarding the grants.

A summary of each grant project and the committee's decision is included below:

University Glen Corporation, CSU Channel Islands

1. **\$10,869** - *Purchase of slip resistant tape and treads, life vests, ring buoys, pool master life hooks and poles and dock box to store the safety equipment.* Potential for slip, trip and fall. With significant moisture inherent in any facility located near a natural body of water, we must be concerned with the walking surfaces of the facility being "slippery when wet". The primary concerns are the surface of (1) the outer upper deck of the

building, and (2) the surface of the dock facility adjacent to the water. It is also imperative that water safety equipment be available (and properly stored) for use by our employees, as well as our guest. *Committee's decision – the grant was not awarded for this project. This project does not seem to be consistent with the grant's focus for FY 13/14.*

2. **\$1,733** - *Purchase of hydraulic lift table, chair dollys, table dollys.* Our second area of concern is the lifting and carrying aspect of moving tables, chairs and equipment throughout the center while providing maintenance to the facility, in addition to facilitating educational opportunities, events and catering services. *Committee's decision – the grant was awarded for this purchase.*
3. **\$7,000** - *Safety training for staff.* *Committee's decision – the grant was not awarded for the staff training. The purpose of the matching grant program is to provide funds for specialized training, safety equipment, physical improvements or any other safety related item that will lead to a documentable reduction in claim costs. All auxiliary organizations are responsible to provide their staff with standard safety training; staff training is a necessary function of any auxiliary organization and those costs should be assumed by the auxiliary organizations as a part of their standard operating costs.*

CSU Fullerton Auxiliary Services Corporation

1. **\$2,000** – *Purchase of back support belts and anti-fatigue mats.* At our Titan Shops bookstore warehouse we would like to purchase back support belts to reduce the risk of back injury. We are also looking to purchase some Anti-fatigue mats. These mats will help reduce back, neck, leg and foot fatigue. *Committee's decision – the grant was awarded for the purchase of back support belts in the amount \$1,000. The committee did not award the grant for the anti-fatigue mats. The use of anti-fatigue mats is necessary to protect workers from leg and foot fatigue. The committee felt the purchase of anti-fatigue mats should be retained by the auxiliary organization as a standard cost of operation.*

Humboldt State University Center

1. **\$20,000 to \$24,000** – *Designing and constructing a food preparation floor mat cleaning station.* Presently, heavy rubber floor mats that are used in a food preparation area are brought up to a loading dock, laid flat on the dock to be cleaned using a hot water hose. The area used is open to the elements, has heavy foot traffic and does not have adequate drainage. This project involves installing a designed cleaning station with a covered overhang that will provide a safer way of hanging the mats on an elevated bar. This will greatly reduce the carrying and lifting now required. The drain will go directly into the sanitary sewer instead of across a parking area into a storm drain. This will also eliminate the health and safety issues that are presently created due to food particles that come off the mats and the slip hazard created by exposure to the elements and the water used for cleaning. *Committee's decision – this grant was not approved. The committee felt that this project did not entirely fit within the focus of the program. The committee also did not want to award a grant for standard facilities upkeep and maintenance. The*

committee's opinion was that all facilities required a certain amount of upkeep and the focus of the grant is not to provide monetary relief to an auxiliary organization for standard operating expenses.

Forty-Niner Shops, Inc., CSULB

1. **\$99,715** – *Purchase of lighter weight catering tables and chairs.* We have seen continued growth in our catering department and our business is changing. As we grow we have found that our current tables and chairs are not user friendly due to the weight, causing us concern when it comes to employee safety. We move them several times a week and it's only a matter of time before a staff member gets injured (back or pulled muscle injury). The chairs weigh 50lbs and the tables depending on size weigh 125lbs to 160lbs with an iron base. *Committee's decision – the committee did not approve the cost for the purchase of lighter weight tables and chairs. The committee felt that this purchase is a standard operational upgrade that is necessary to sustain a business. The committee would consider; however, offering a grant for the purchase of a cart or dolly to hold the new tables and chairs. The committee directed staff to contact the auxiliary organization and request a revised grant application for the cart or dolly.*

University Student Union, CSU Northridge

1. **\$9,804** – *Purchase of lighter weight event tables and storage cart.* Reduction of weight and vertical lift requirements for outdoor event tables by replace existing wood/metal 30" x72" folding banquet tables with equivalent POLYlite Tables. Existing tables weigh 59 pounds each and are stored on a horizontal transport cart. As the cart is emptied, the employee is required to bend lower to lift each subsequent table. The replacement tables weigh only 39 pounds each reducing weight to be carried and are stored on edge allowing the tables to be lifted without significant bending as required for the flat storage. In addition, the plastic material will reduced the risk of hand injury from splinters and cuts as the plastic tables are not subject to chipping, splintering or peeling, and have no edge band around the table. *Committee's decision – the committee did not approve the cost for the purchase of lighter weight tables and chairs. The committee felt that this purchase is a standard operational upgrade that is necessary to sustain a business. The committee would consider; however, offering a grant for the purchase of the storage cart to hold the new tables and chairs. The committee directed staff to contact the auxiliary organization and request a revised grant application for the storage cart.*
2. **\$1,700** – *Purchase of water cart.* Many potted plants have been added throughout the exterior of University Student Union. They are currently water by hand, using five gallon buckets that are filled with water and placed on the back of a service cart. The buckets then have to lifted and carried to the plant to water it. This cart would allow our grounds workers to fill the cart and push it to the closest proximity of the plant. This cart with an integrated pump and 15 foot hose would eliminate all lifting from the watering process.

Committee's decision – the committee did not approve the cost for the purchase of a water cart.

Cal Poly Pomona Foundation, Inc.

1. **\$20,400** – *Purchase of 360 pairs of shoes from Shoes for Crews and 60 back braces for Foundation employees including part-time and student employees. Committee's decision – the committee did not approve the cost for the purchase of the Shoes for Crews. The need for foodservice employees to wear slip resistant shoes should be a standard requirement for all auxiliary organizations. Some auxiliary organizations already have a subsidy program in place for employees to purchase slip resistance shoes. The committee is interested in exploring a Shoes for Crews AORMA program. Staff will present some options at the next MSLCTC meeting. The committee did award a \$1,000 grant for the purchase of back support belts.*

Associated Student, CSU Sacramento

1. **\$2,125** – *Purchase of floor mats, extension cord covers, flammable cabinet and tricycle 3-speed cargo bike.*
 - a. Floor mats to reduce the slipperiness when wet from people walking in with wet shoes from rain. Our Concrete floor is very slippery when wet. Three lobby floor mats are needed.
 - b. Extension cord covers. Currently there are some tools that are used where our staff needs to put an extension cord across a walk area. Need covers to reduce trip hazard.
 - c. Replace flammable cabinet. Current one is too small, so items get left around the base of it, which make for tripping hazard, not to mention a fire hazard. Need 45 gallon capacity.
 - d. Tricycle 3-speed cargo bike. Currently employees ride a bicycle with a large front basket and sometimes they overload it while conducting errands; riding it can be wobbly. Potential fall-related injury. If we had a tricycle with cargo basket, it would be much more stable and safe. Estimate is based on KHS product since we are a vendor and can order at cost.

Committee's decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.

2. **\$6,840** - *Replace and/or purchase of ropes course equipment.*
 - a. *Purchase of an additional extension ladder.* Sometimes staff will not wait for the other one to be done being used and will use other methods to get themselves higher. We need an additional ladder to increase likelihood of staff actually using the appropriate means to reach up high. Brand option: Werner Fiberglass Flat D-Rung Extension Ladder (250 lb. load capacity, duty rating).

- b. *Replacement of tower platform.* Replacing the platform entails renting a boom lift, wood, screws, stain and labor. Tower platform has some dry rot and poses a hazard if the dry rot continues to ‘grow’. Injury related to fall is the risk reduction.
- c. *Replacement of J-pole steps.* These are a specialized type of equipment that create foot holds for our employees and participants to climb the poles and trees on our ropes course. Many of our current stepping pegs have been overgrown by the trees and need to be replaced. Estimate includes equipment plus labor.
- d. *Purchase of big wall harnesses for maintenance climbing.* Our regular harnesses don’t have enough padding for hanging in the air for long time frames. Our employees need what are called “Big Wall Harnesses” for doing maintenance. Currently, it is uncomfortable for our staff when doing maintenance and inspections and the discomfort could be enough of a distraction to produce human errors while doing critical safety work. We can order these at a discount. Would like 4-6. I have estimated for 6.

Committee’s decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.

- 3. **\$11,520 - Staff training.** Currently we require our trip leaders to have wilderness first aid training. The head rafting guides are required to complete swiftwater rescue training. Also, our team leads for our ropes course are required to attend at least one in-house rescue training annually. The following items would be a significant bolstering to our adventure staff training this coming year. The more we invest in our staff training, the more likely we avoid injuries and potential lawsuits. In my experience, formal training increases employee awareness of what the risks are and how to avoid them in them and/or manage/mitigate them.
 - a. *Swiftwater rescue training* to be included in our annual guide training. Next training would be in spring 2014. Cost estimate is based on Sierra Rescue’s pricing. This is a highly reputable company that serves the Sacramento area and beyond. \$425/person x 10 people
 - b. *Wilderness first responder training.* 80-hour course designed for outdoor trip leaders who are more than 30 minutes away from advanced medical care. Course includes CPR for professional rescuer. \$260/person x 20 students
 - c. *PCIA Climbing Instruction course* would be a great addition for our rock climbing trip leaders. Currently, only our Outdoor Trip Supervisor has this certification, but it would be highly beneficial to provide this level of training for the leaders who are actually in the field. PCIA is the organization that is recognized in this industry, especially for college-based programming.

Committee’s decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.

1. **\$1,000** – *Staff training.* We currently have about 150 staff in our department. With recent changes, we will be hiring 120 new staff in the next 6 months. This would be an excellent topic to reinforce with current staff and training opportunity to train new staff. It would protect their quality of life and reduce OJT injuries/time loss. *Committee's decision – this grant was not approved. The committee felt that standard employee safety training is a typical cost of maintaining a productive business and that this cost should be retained by the auxiliary organization.*

Aztec Shops, LTD., SDSU

1. **\$28,910** – *Reimbursement of costs for the purchase of a gravity fed ice bin and costs of the trench drain installation.* The dining services operations went for years with no drain under the ice bin. This required a shovel to retrieve ice which created a potential hazard with both lifting and slips, trips and falls. We purchased a new gravity fed bin and installed a trench drain to capture any spills. The new system is significantly safer due to drier floors and reduced exposure to back injuries due to the gravity feed of the new bin. *Committee's decision – this grant was not approved. The committee felt that reimbursing an auxiliary organization for the costs of a necessary standard facilities grade was not in keeping with the focus of the program.*
2. **\$2,700** – *Replacement of non skid epoxy coating.* Replace coating on north and south steps and entry to the SDSU Bookstore with a non skid epoxy coating. Current coating is chipped and worn smooth and slippery when wet. *Committee's decision – this grant was not approved. The committee's opinion was that all facilities required a certain amount of upkeep and the focus of the grant is not to provide monetary relief to an auxiliary organization for its standard operating expenses.*

Cesar Chavez Student Center, SFSU

1. **\$15,064** – *Purchase of crowd control safety barriers.* Traditionally, the campus has been a commuter campus, with most students living and socializing off-campus. However, over the past years the numbers of students living in dormitories and other campus housing has increased. The need for on campus, and, in particular, late-night entertainment has correspondingly increased. The CCSC has therefore worked with our university partners at Student Life, and with the Associated Students, to provide safe music and dance events. These events, such as festivals, concerts and dance parties, attracted attendances of between 300-1000 students. Noise Complaint dance parties occur monthly, and The Depot, the CCSC's live entertainment space, has successfully raised its profile as a San Francisco music venue and is attracting bands with larger followings, so that crowds of 300-400 people occur 2 or 3 times a semester. Situations such as these, and other public celebrations such as sporting events, require crowd control barriers that can offer a temporary sturdy wall that will hold a large group of people from moving forward toward an area that might be considered unsafe. Stages often have high voltage

cables around the area and the need to keep crowds from interacting with the instruments and cables is necessary. These barriers will be used in the CCSC’s Depot (live entertainment venue), Jack Adams Hall (largest space in the building), Malcolm X Plaza (outdoor event space), and Amphitheater (roof top entertainment space.) *Committee’s decision – this grant was not approved. The committee felt that this project did not fit within the focus of the program.*

Staff will prepare a letter which summarizes the committee’s decisions. The letter will be sent from the MSLCTC Chair, but will include the names of all of the committee members so that an AORMA member can discuss the committee’s decisions directly with a committee member.

Dwayne Brummett summarized the committee’s decisions:

Award grants as follows:

1. University Glen Corporation, CSU Channel Islands - \$1,733 for the purchase of hydraulic lift table, chair dollys, table dollys.
2. CSU Fullerton Auxiliary Services Corporation - \$1,000 for the purchase of back belts.
3. Cal Poly Pomona Foundation, Inc. - \$1,000 for the purchase of back belts.

Direct Staff to seek amended applications as follows:

1. Forty-Niner Shops, Inc., CSULB - The committee directed staff to contact the auxiliary organization and request a revised grant application for the cart or dolly.
2. University Student Union, CSU Northridge - The committee directed staff to contact the auxiliary organization and request a revised grant application for the storage cart.

Direct Staff to bring to the next meeting a Shoes for Crews program idea where all auxiliary organizations could participate.

Direct Staff to discuss optional ideas for the Workers’ Compensation Superstar Award at the next meeting. Ideas discussed - awards for largest reduction in exp mod, \$1,000 to \$5,000 awards to be used as a staff celebration.

A motion was made to accept the committee’s decisions as summaries by Dwayne Brummett above.

MOTION: Dennis Miller
SECOND: Debbie Adishian-Astone

MOTION CARRIED

NAME	AYES	ABSTAIN	NAYS	ABSENT
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NAME	AYES	ABSTAIN	NAYS	ABSENT
Dwayne Brummett	X			
Dennis Miller	X			
Kristin Kelly				X
Arnecia Bryant				X
Raven Tyson	X			
Debbie Adishian-Astone	X			
Melinda Coil	X			

D. INFORMATION ITEMS

The following information items were reviewed by the Committee:

- D1. Alliant Loss Control – Utilization Report**
- D2. TargetSolutions – Utilization Report**
- D3. Employers Group – Utilization Report**
- D4. FY 12/13 Long Range Action Plan**
- D5. 2013 CSURMA AORMA Meeting Calendar**
- D6. AORMA Committee and Standing Committees – Roster**

E. ADJOURNMENT

The meeting was adjourned at 1:28 PM.