

## **Assessment Cycle**

**Academic Year 2016-2017**

### **Environmental Health and Safety-Emergency Preparedness Office**

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### **Northwestern State University Mission**

Northwestern State University is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

### **University Affairs Mission**

University Affairs is a diverse group of innovative and talented professionals who provide quality facilities, maintenance and management services in support of education and research at Northwestern State University. University Affairs is committed to being fully responsive to the needs of faculty, students, staff and the public, as provided by the Physical Plant, Capital Outlay Office, Grounds and Custodial Services, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

### **Environmental Health & Safety-Emergency Preparedness Mission:**

The Environmental Health & Safety-Emergency Preparedness-Risk Management Office is responsible for administering the campus safety, health, and environmental programs; Risk Management, responsible for the administration of the University's insurance program and coordination of insurance programs for NSU campuses; also responsible for administering the campus Emergency Preparedness Program, and the Continuity of Operations Programs for Northwestern State University. The Environmental Health & Safety-Emergency Preparedness-Risk Management Office is a division of the Executive Vice President for Business and University Affairs Office, and therefore goals and outcomes as well as approvals come from that office. The mission of Environmental Health & Safety-Emergency Preparedness-Risk Management Office at Northwestern State University (NSU) is to protect people, property, the environment, financial, and other resources in support of the University's teaching, outreach, research, and student services.

**Service Outcome 1: Safety and risk management awareness is crucial for students, faculty and staff. Participation by all University employees via quarterly safety meetings will facilitate safety awareness. Topics covered in quarterly safety meetings address facility safety issues, weather hazards, and personal safety, as well as risk management issues that protect employees and the University. Safety and risk management awareness will directly impact worker's compensation claims, general liability claims and property claims, which will lead to a reduction in insurance premiums. Providing a safe environment for students, faculty, staff, and visitors is part of the EHS-EP mission.**

**Measure 1.1:** Participation in Quarterly Safety Meetings by all departments will show that employees are being educated on safety and risk management issues. Target: Quarterly safety meetings have 100% participation by all employees in all departments.

**Findings:**

Target not met. Safety meeting participation by departments is tabulated quarterly. All but one department has actively participated in every safety meeting. Participation has increased yearly, and usually departments are so accustomed to receiving the quarterly safety information that it is natural for them to complete and return to the Environmental Health & Safety-Emergency Preparedness-Risk Management Office. The goal is to all 100% participation by all departments each quarter. A spreadsheet has been developed and is used to track the sign-in sheets for safety meetings. Safety meetings are used to make employees aware of policies from the University related to Health, Safety, and Risk Management issues.

**Analysis:**

A spreadsheet developed specifically to track the sign-in sheets for safety meeting from departments was used to analyze the data for this measure. The spreadsheet accounts for each department's sign-in sheet being turned in to report that that department has met the quarterly requirement of a safety meeting for their department. The documentation of the sign-in sheet also indicates that the employees who signed have received the required safety meeting information, as well as any Office of Risk Management required policies. The spreadsheet also calculates the percentage of participation by the department and the overall University participation in the quarterly safety meetings.

**Decision:**

Compliance rate for quarterly departmental safety meetings is at 99% for the University. It is at 99% because there is one department that did not turn in any safety meeting sign-in sheets for the entire fiscal year, even with numerous reminder e-mails. There are 72 departments that are required to participate in quarterly safety meetings. Environmental Health & Safety-Emergency Preparedness-Risk Management Office will continue to send out reminders after the initial information is sent to departments, and will e-mail safety contacts directly about delinquent safety meetings, so that the information can be taken care of in a timely manner.

**Service Outcome 2: Safety and risk management awareness is crucial for students, faculty and staff. Participation by all University employees via quarterly safety meetings will facilitate safety awareness. Topics covered in quarterly safety meetings address facility safety issues, weather hazards, and personal safety, as well as risk management issues that protect employees and the University. Safety and risk management awareness will directly impact worker's compensation claims, general liability claims and property claims, which will lead to a reduction in insurance premiums. Providing a safe environment for students, faculty, staff, and visitors is part of the EHS-EP mission.**

**Measure 2.1:** Safety Rules accountability is required by the Office of Risk Management at 100% for each annual safety audit/compliance review. Safety Rules are distributed in the 4<sup>th</sup> quarter of each year via Quarterly Safety Meetings. Target: The objective is 100% compliance by all departments with the safety meeting regarding safety rules.

**Findings:**

Target not met. Safety Rules are required to be distributed to all employees. This distribution is required at 100% for the Office of Risk Management Annual Safety Audit/Compliance Review. If this is not at 100%, then question is failed on the audit. Upon calculating the safety rules compliance rate for the University, the 99% compliance rate was determined. The University has 71/72 departments that are compliant. One department is non-compliant, and this same department is non-compliant with any safety meeting requirements in the Fiscal Year 16-17.

**Analysis:**

The majority of departments at Northwestern State are complying with the safety rule requirement. Only one department needs to ensure that they are completing the proper documentation.

**Decision:**

There is no reasonable way to know if the compliance rate of departmental safety rules for departments and reduction of worker's compensation claims have a correlation, without individually evaluating each claim for specific rule violations. In order to make a direct correlation, each accident report would have to be dissected individually and each rule would have to be applied to the reasons why the accident happened. This would be a monumental task to undertake for each reported injury.

**Service Outcome 3: EHS-EP will improve hazard or safety issue reporting by faculty and staff, through education of the various ways to report these issues. Fewer hazards mean less accidents. EHS-EP works to provide a safer environment on all campuses for students, faculty, staff and visitors. Education of employees to report hazards via University Police, the Work Control Center, by phone or e-mail, and through the online Work Order System. Reporting by one of these three methods will ensure that the hazard is documented.**

**Measure 3.1:** Work Order Procedures have been developed for faculty and staff to know the correct procedures to follow when encountering a safety issue or hazard. The procedures includes emergency issues, routine maintenance, and project requests. The Work Order Procedures are distributed by the EHS-EP Office during the 4th Quarter of each year. Each faculty and staff employee must sign the safety

meeting sign-in sheet indicating that they have received this information. The objective is to have 100% compliance by all departments with the safety meetings related to Work Order Procedures. This data is recorded on a Safety Meeting spreadsheet for accountability. Target: The Work Order Procedures information is also a question on the annual Office of Risk Management Safety Audit, and requires 100% compliance to obtain credit for the question.

**Findings:**

Target not met. The work order procedures distribution is required at 100% for the Office of Risk Management Annual Safety Audit/Compliance Review. If this is not at 100%, then question is failed on the audit. Upon calculating the work order procedures compliance rate for the University, the 99% compliance rate was determined. The University has 71/72 departments that are compliant. One department is non-compliant, and this same department is non-compliant with any safety meeting requirements in the Fiscal Year 16-17. All departments are required to complete this required policy.

**Analysis:**

Education on the work order procedure has been beneficial to the Physical Plant and departments. Education of departments has increased the online work order submission, and has increased the streamlined process of the work order system. Direct submission of work orders via the online system seems to make the process work smoothly, and employees seem to use it more often.

**Decision:**

Education of faculty and staff as to the proper work order procedures is at 99% compliance rate for the University. The decision is to get all departments to comply with the Work Order Procedure requirement in a timely manner, which would be during the quarter it is distributed.

**Service Outcome 4: EHS-EP will improve hazard or safety issue reporting by faculty and staff, through education of the various ways to report these issues. Fewer hazards mean less accidents. EHS-EP works to provide a safer environment on all campuses for students, faculty, staff and visitors. Education of employees to report hazards via University Police, the Work Control Center, by phone or e-mail, and through the online Work Order System. Reporting by one of these three methods will ensure that the hazard is documented.**

**Measure 4.1:** Fewer hazards result in less accidents, which in turn result in a reduction in worker's compensation and general liability claims. A reduction in claims means a reduction in premiums. EHS-EP Office is responsible for reporting all types of insurance claims to the Office of Risk Management and therefore will use that data to calculate if claims are increasing or decreasing by the number and type of claim filed. Increased safety and risk management awareness will result in less accidents, fewer injuries, less property damage and lower insurance premiums. Target: That 100% of all reported accidents are reported to the Office of Risk Management and that there is a decrease from the previous year.

**Findings:**

Target met. The Environmental Health & Safety-Emergency Preparedness-Risk Management Office submits 100% of all reported accidents to the Office of Risk Management/Sedgwick Claims at the time they are reported. The accidents are reports via the online claim system website. Employee's report accidents by using the DA-2000-State Employee Incident/Accident Investigation Form, and the Supplemental Report to the DA-2000. Those reports are what is used for the online accident submittal.

**Analysis:**

Documentation is kept within the files in the Environmental Health & Safety-Emergency Preparedness-Risk Management Office. Once the documentation is received, additional information is requested, such as photos, University Police Reports, if available, and other supplemental reports to document the accident. The information is submitted online for processing. The First Report of Injury is returned to the University via e-mail so that the accident is documented, and confirmed within the system. The First Report of Injury also contains the claim number, which is used throughout the remainder of the accident process.

Post-Accident Drug Testing Policy has had an impact on the reporting of accidents.

**Decision:**

Accidents are being reported, but some are not due to the Post-Accident Drug Testing Policy. All accidents that are reported to the Environmental Health & Safety-Emergency Preparedness-Risk Management Office are submitted to the Office of Risk Management/Sedgwick Claims. The University is at 100% compliance with this measure.

**Service Outcome 5: EHS-EP will pass the Office of Risk Management Safety Audit, which is conducted by Loss Prevention Officers from Sedgwick Claims Management Services, Inc. EHS-EP manages a safety program that is designed to comply with the comprehensive Loss Prevention Program that is required by the Louisiana Office of Risk Management. EHS-EP manages the program, but cooperation and compliance from all departments on campus is a requirement in order for passage of the audit/compliance review. Annual compliance reviews for 2 years, and a Compliance Audit follows on year 3.**

**Measure 5.1:** EHS-EP will use self-assessments, distributed to responsible departments to monitor the comprehensive Loss Prevention Plan for the University. The Loss Prevention Program includes General Safety, Driver Safety, Bonds, Crimes & Property, Equipment Management, and Water Vessel Safety Program. Target: Departmental cooperation and responsibility will present the University with a passing rate exceeding 90% for the annual safety audit/compliance review.

**Findings:**

Target not met. Self-assessments are distributed and answered by departments directly involved in and have responsibility for a portion of the Annual Office of Risk Management Safety Audit/Compliance Review. Although departments may believe they are completing the self-assessments and answering the questions as required, many times they do not check the documentation that goes with the question, and therefore are not answering as they should.

**Analysis:**

Annual Office of Risk Management Safety Audit/Compliance Review rate for fiscal year 16-17 has not been determined. The Audit or Compliance Review will be conducted in October of 2017, and the results will be received in October or November of 2017. The Environmental Health & Safety-Emergency Preparedness-Risk Management Office works diligently during the fiscal year to make sure all requirements are met that are within the scope of control allowed by that office. Self-assessments and reminders are sent out during the fiscal year to keep other departments updated as to the status of any changes in the audit, or any important dates for the audit.

**Decision:**

By looking at past performances, the audit scores in the 3 years previous to the fiscal year 16-17 have continually increased. With increased involvement by University departments, and if more support would be provided by University Administration, the audit scores will continue to increase. Passage of the audit/compliance review each year returns 5% of the University's insurance premiums back to the University. The credit on insurance premiums for the fiscal year 15-16 was \$41,488.00. The decision is to do all the required elements of the audit/compliance review so that the passage rate is 90%.

**Service Outcome 6: EHS-EP will pass the Office of Risk Management Safety Audit, which is conducted by Loss Prevention Officers from Sedgwick Claims Management Services, Inc. EHS-EP manages a safety program that is designed to comply with the comprehensive Loss Prevention Program that is required by the Louisiana Office of Risk Management. EHS-EP manages the program, but cooperation and compliance from all departments on campus is a requirement in order for passage of the audit/compliance review. Annual compliance reviews for 2 years, and a Compliance Audit follows on year 3.**

**Measure 6.1:** Minimize Driving accidents by employees driving on state business. This will be accomplished by following the requirements of the Loss Prevention Program and requiring all employees that drive on University business to take an online Defensive Driver Course prior to operating a motor vehicle on state business, to take a refresher course every 3 years or after conviction of a moving violation, and the loss of driver authorization if the employee becomes a high-risk driver. Target is that the University is 100% compliant with the Driver Safety Program each year.

**Findings:**

Target not met. Environmental Health & Safety-Emergency Preparedness-Risk Management Office receives a quarterly report of employees that is used to update the Driver's Safety employee list. All employees are listed on the spreadsheet no matter of their employment status. Environmental Health & Safety-Emergency Preparedness-Risk Management Office also receives the "Daily and Weekly changes in Employment" spreadsheets from Human Resources. All three of these documents are used to update the employees that are currently employed by the University.

**Analysis:**

Departments that have employees that drive on a regular basis are continually updating their employee information and required documentation. Departments that drive occasionally have much lower compliance rates with required paperwork, and have to be continually be reminded about what is required if an employee drives on University business. The Authorized and Unauthorized Driver lists are updated annually as required by the audit/compliance review. They are also updated through the fiscal year, as changes are needed due to new employees, resignations, retirements, and driving status issues.

**Decision:**

A list of authorized and unauthorized drives is developed and updated annually as required by the Annual Office of Risk Management Safety Audit/Compliance Review. This list is then updated usually quarterly (if time is available), to reflect more current status of employee drivers. The requirement by the Office of Risk Management is an annual review of drivers, and that is completed for all employees. The decision is that the University is 100% compliant with the University Driver Safety Program.

**Summary**

In summary, the Environmental Health & Safety-Emergency Preparedness-Risk Management Office met many of the goals and objectives that had been set for the department, and only missed others by a very small percentages. The support of the Environmental Health & Safety-Emergency Preparedness-Risk Management Office by the Administration of the University is crucial to the mission of the department.

Each area that is responsible for a section of the audit, must continue their work to improve and comply with the requirements set forth in the ORM Safety Manual and Annual Safety Audit. Each area should complete the required programs/policies, with proper documentation, and strive for 100% compliance rates in their respective areas. The Office of Risk Management Safety Audit only varies slightly from year to year, and therefore most required policies need small, simple adjustments in order to be in compliance.

Employees need to be active participants in the safety meetings and policies that are distributed to them, so that the University can benefit from a passed annual ORM Safety Audit and a five percent reduction in annual insurance premiums. Compliance is currently at an acceptable rate, but there is always room for improvement. The Environmental Health & Safety-Emergency Preparedness-Risk Management Office strives each year to reach that 100% rating on the ORM Annual Safety Audit.