

## AY 2017-2018 Assessment

### **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 and Safety-Emergency Preparedness 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; EHS-EP is also responsible for administering the campus Emergency Preparedness Program, and the Continuity of Operations Programs for Northwestern State University. The Environmental Health and Safety-Emergency Preparedness 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 and Safety-Emergency Preparedness 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.

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### Service Outcomes.

**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.

**Analysis:** In 2016 – 2017, the target was not met, due to one department not participating. Based on the analysis of the 2016-2017 results, in 2017 – 2018, the new EHS administration followed up with each department after sending the initial safety meeting information. This year, for the first three quarters, participation was low. The current quarter has increased to 97%.

**Action:** Based on the analysis of the results from 2017 - 2018, moving forward into 2018 – 2019, the new administration which began in the Environmental Health and Safety Office at the end of March-2018, will contact department heads directly to request their assistance in departmental employee participation in safety meetings. Explaining that this is an Office of Risk Management requirement should help with participation. This explanation will be made through campus-wide faculty-staff messengers, as well as direct departmental emails. Messengers will be distributed the month prior to the Quarterly Safety Information packet, reminding employees of the importance of quarterly participation.

**Measure 1.2:** 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.

**Findings:** Target not met.

**Analysis:** In 2016 – 2017, the target was not met, due to one department not participating. With the change in administration in the EHS Office, there were no instructions passed on to the new administration concerning this policy. In 2017 – 2018, the new administration has just learned that Safety Rules are to be included in the 4<sup>th</sup> quarter Safety Meeting information.

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**Action:** Based on the analysis of the results from 2017-2018, in 2018 – 2019, the new EHS administration will move forward by immediately sending a campus-wide messenger during the current (4<sup>th</sup>) quarter, which includes the university's Safety Rules. The messenger will be sent again in August-once faculty has returned to campus. In the future, Safety Rules will be included in each Quarterly Safety Meeting.

**Service Outcome 2:** 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 2.1:** 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 include emergency issues, routine maintenance, and project requests. The Work Order Procedures are distributed by the EHS-EP Office during the 4<sup>th</sup> 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.

**Findings:** Target not met.

**Analysis:** In 2016 – 2017, the target was not met due to one department not participating in the quarterly safety meetings. In 2017 – 2018, with the change in administration in the EHS Office, there were no instructions passed on to the new administration concerning this policy. The new administration has just learned that Work Order Procedures are to be included in the 4<sup>th</sup> quarter Safety Meeting information.

**Action:** Based on the analysis of the results from 2017 – 2018, in 2018 – 2019, the new EHS administration will move forward by immediately sending a campus-wide messenger during the current (4<sup>th</sup>) quarter, which includes the university's Work Order Procedures. The messenger will be sent again in August-once faculty has returned to campus. In the future, Work Order Procedures will be included in each Quarterly Safety Meeting.

**Measure 2.2:** 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. The target is that 100%

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of all reported accidents are reported to the Office of Risk Management and that there is a decrease from the previous year.

**Findings:** Unknown.

**Analysis:** In 2016 – 2017 the target was not met. Based on the analysis of the 2016 – 2017 results, in 2017 – 2018, the new EHS administration has researched data from the two previous years. There is no way of knowing whether all accidents were reported by the previous administration, therefore there is also no way of knowing whether there were fewer accidents.

**Action:** Based on the analysis of the results from 2017 – 2018, in 2018 – 2019, the new administration will report 100% of all reported accidents to the Office of Risk Management. Moving forward, we will use the first year of reporting by the new administration as a baseline for future reporting for comparison.

**Service Outcome 3:** 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 3.1:** 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. 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.

**Analysis:** In 2016 – 2017, the target was not met. Based on the analysis of the 2016 – 2017 results, the previous EHS administration received an audit score of 87.58.

**Action:** Based on the analysis of the results from 2017 – 2018, in 2018 – 2019, the current EHS administration has created an updated file system and has implemented new technology measures to keep accurate records for the annual audit/compliance review. The new administration is actively training to be ORM compliant.

**Measure 3.2:** 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 year or after conviction of a moving violation, and the loss of driver

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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.

**Analysis:** In 2016 – 2017, the target was met. Based on the analysis of the 2016 – 2017 results, in 2017 – 2018, the current EHS administration is reviewing Authorized Driver files, one-by-one, to assure that each employee who is driving on university business has been authorized to do so. This includes current Defensive Driver Course completion, and annual driving records for each employee. Multiple files were missing at least one required document or were expired.

**Actions:** Based on the analysis of the results from 2017 – 2018, in 2018 – 2019, as the new EHS administration progresses, we are utilizing Excel spreadsheets to track expiration dates on Defensive Driving Certifications, as well as annual driving records. Notifications are being sent to employees via email if any required documents are currently missing or have expired. New employees are being notified that to qualify to drive for the university, they must complete the Defensive Driving course through LEO, and sign the DA2054 for Louisiana driving records, or provide an official driving record if they are from out-of-state. Upon completion of file review and updates by the new administration, the Authorized Driver's List will be updated bi-weekly on the EHS website. The list may be easily accessed by employees.

**Comprehensive summary of key evidence based on analysis of results.** There were no documented improvements due to the lack of a proper transition between incoming and outgoing personnel.

### **Progressive plan of action moving forward.**

- In the future, the Environmental Health and Safety Office will be approachable and open to university staff. We will work closely with department heads to meet the targets described above. The EHS staff will be an ever learning, ever evolving workforce. We will work closely with the Louisiana Office of Risk Management, and our Risk Management Auditor to assure that we are constantly operating within the required guidelines, and meeting goals. The EHS staff will have daily contact with the NSU University Police Department to efficiently communicate accident reporting. The EHS office will file every accident report with Sedgwick through Claim Capture in a timely manner, as required. Lastly, the new EHS staff expects to make changes to the
- The Environmental Health & Safety Office experienced a change in personnel/administration in March of 2018. The reorganization of the EHS Office includes an Environmental Health & Safety Officer and a new position-Assistant to

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the Environmental Health & Safety Officer. This team-based structure will result in a more organized and efficient department.

- The addition of new technology will result in more organized record keeping.
  - The creation and utilization of a dedicated EHS file room will result in the ability to keep files in a precise order, without the limitation of space constraints.
  - Continuous training with ORM, and related round-table trainings, will produce a more cohesive relationship with our own university staff through the sharing of information with campus departments.
  - New methods of tracking required participation, documentation and certifications for university employees has been placed into effect.
- measures in our first Assessment Cycle Plan, to better meet the needs as the new administration views them and set the foundation for the growth and effectiveness of this department.