

Assessment Cycle 2018-2019

Environmental Health and Safety-Emergency Preparedness Office

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Date: 5/31/2019

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Date: 6/21/2019

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

SO 1: Increase awareness and education on safety campus-wide.

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 could 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 met.

Analysis: In 2017-2018, the target was not met, based on the analysis of the 2017-2018 results. In 2018 – 2019, the EHS administration followed up with each department after sending the initial safety meeting information. The EHS administration would send reminders each month during the quarter, to those who had not turned in their safety meeting sign in sheet.

Decision, Action or Recommendation: Based on the analysis of the results from 2018 - 2019, moving forward into 2019 – 2020, the administration will continue with monthly follow-up. If there should be a problem with receiving an information packet, close to the due date, EHS will contact that department head directly to request their assistance in submitting the information by the deadline.

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 4th quarter of each year via Quarterly Safety Meetings.

Findings: Target met.

Analysis: In 2017 – 2018, the target was not met, due to the new EHS administration not knowing that the Safety Rules were to be included in the Quarterly Safety Meetings. With the change in administration in the EHS Office, there were no instructions passed on to the new administration concerning this policy. In 2018 -2019, the EHS staff has received training from ORM and has included the Safety Rules in the Quarterly Safety Meetings, and followed up with the various departments, to make sure that we met this requirement, and measure.

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Decision, Action or Recommendation: Based on the analysis of the results from 2018-2019, in 2019 – 2020, the EHS administration will move forward by ensuring that we follow up with the various departments, and the department heads, to make sure that we get 100% on every Quarterly Safety Meeting, especially those that include Office of Risk Management requirements.

SO 2: Increase Reporting of Hazards by making instructions available.

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 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.

Findings: Target met.

Analysis: 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 had just learned that Work Order Procedures are to be included in the 4th quarter Safety Meeting information. As a result, in 2018 – 2019, the EHS Office began sending Work Order Procedures for all of the Quarterly Safety Meetings.

Decision, Action or Recommendation: Based on the analysis of the results from 2018 – 2019, in 2019 – 2020, the EHS administration will move forward by continuing to include Work Order Procedures with the Quarterly Safety Meeting information.

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

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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% 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

Analysis: In 2017 – 2018 the target was unknown. Based on the analysis of the 2017 – 2018 results, in 2018 – 2019, the new EHS administration have received multiple police reports, and emails/phone calls from various employees, and we reported everything that was reported to us.

Decision, Action or Recommendation: Based on the analysis of the results from 2018 – 2019, in 2019 – 2020, the 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 administration as a baseline for future reporting for comparison.

SO 3: Pass the Office of Risk Management's Annual Safety Audit.

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 participation, cooperation and compliance from all departments on campus is required in order to pass the audit/compliance review. Each department is responsible for fulfilling their role. EHS compiles records from University departments, along with EHS records to present to the auditor. Annual compliance reviews are completed two years in a row, with a Full Compliance Audit every third year.

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 met.

Analysis: In 2017 – 2018, the target was not met by previous EHS personnel. Based on the analysis of the 2017 – 2018 results, in 2018 – 2019, the EHS administration received an audit score of 93.36%. This is one of the highest audit scores received by NSU in at least the last ten years.

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Decision, Action or Recommendation: Based on the analysis of the results from 2018 – 2019, in 2019 – 2020, 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 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 met.

Analysis: In 2017 – 2018, the target was not met. Based on the analysis of the 2017 – 2018 results, in 2018 – 2019, the current EHS administration reviews Authorized Driver files monthly, to assure that each employee who is driving on university business is authorized to do so. This includes current Defensive Driver Course completion, and annual driving records for each employee. After going through each file one-by one, we have made sure that each employee on the Authorized Drivers list, is compliant and has the proper documentation.

Decision, Action or Recommendation: Based on the analysis of the results from 2018 – 2019, in 2019 – 2020, 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 of analysis of results.

- EHS administration followed up with each department after sending the initial safety meeting information which increased awareness on safety.
- EHS also followed up with each department, and department head to assure 100% participation on every Safety Meeting.
- Work Order procedures were distributed annually in order to present the means for hazard reporting.

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- Distribution of the requirements for reporting accidents were distributed campus-wide in order to attain a 100% reporting rate to ORM/Sedgwick by the EHS Office.
- Diligence in requesting information from NSU departments, compilation of the information, and continued training-campus-wide, resulted in passing the annual audit.
- An Excel database that is updated monthly has allowed accurate record keeping for Defensive Driver's training. This allowed the EHS Office to contact those who were about to expire and ask for their renewals, which resulted in our employee's annual refresher courses in Defensive Driving.

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 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 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.

Through continuous training with the Louisiana Office of Risk Management and open communication with ORM and NSU faculty and staff, the EHS Office now has a solid foundation on safety and risk management for the university. There is a greater

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understanding of what is expected, and duties are being carried out in a professional and proficient manner.

The annual ORM Safety Audit reflects the efforts of not only the NSU EHS Office, but also the work of all NSU faculty and staff members in being compliant.