



President
Ms. Rachel Ancheta
City of Dixon

Vice President
Mr. Spencer Morrison
City of Yuba City

Treasurer
Ms. Jen Lee
City of Rio Vista

Secretary
Ms. Jennifer Styczynski
City of Marysville

NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND RISK MANAGEMENT COMMITTEE MEETING AGENDA

Date: Thursday, October 17, 2024
Time: 10:00 a.m.
Location: Rocklin Event Center – Ballroom
2650 Sunset Blvd
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 (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. 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. 4 **D. 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. 5 1. Minutes of the Risk Management Committee Meeting - April 18, 2024

pg. 9 **E. GENERAL RISK MANAGEMENT ISSUES** **I 4**
This is an opportunity for a member to discuss a topic of interest or seek guidance and input from the group about a current issue, risk management topic or exposure the member is facing.



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F. COMMITTEE BUSINESS

- | | | |
|--------|---|------------|
| pg. 18 | 1. Trending Reports for Liability Claims – Sedgwick
<i>Members will receive an overview of liability claim statistics and trends.</i> | I 1 |
| pg. 31 | 2. Sedgwick Risk Control Services Update
<i>Shane Baird from Sedgwick will present an overview of the risk control services provided for the current program year and provide direction on future regional trainings.</i> | I 1 |
| pg. 54 | 3. Sedgwick FY 24/25 Risk Control Service Plan
<i>Shane Baird from Sedgwick will present an overview of the risk control service plan for FY 24/25.</i> | I 1 |
| pg. 56 | 4. Cash for Safety Awards Recognition 23/24
<i>Members will receive awards recognition form the 23/24 Cash for Safety program.</i> | I I |
| pg. 57 | 5. Police Risk Management Committee Update
<i>Evan Washburn will provide the Committee with a summary of this year’s Police Risk Management Committee Meetings.</i> | I 1 |
| pg. 61 | 6. DKF Training Link
<i>Members will receive and review an offer from DKF Solutions for a training platform to enhance training and regulatory compliance for Public Works and Water/Wastewater Utility Staff and may recommend to the Board.</i> | I 1 |
| pg. 65 | 7. Risk Management Training Calendar and Matrix
<i>Members will receive a suggested calendar of training activities through the year as well as a matrix of required and recommended employee trainings.</i> | I 1 |

H. ADJOURNMENT

UPCOMING MEETINGS

- Police Risk Management Committee Meeting – November 14, 2024
- Board of Directors Meeting – December 12, 2024
- Police Risk Management Committee Meeting – February 6, 2025
- Claims Committee Meeting – March 27, 2025
- Executive Committee Meeting – March 27, 2025
- Risk Management Committee Meeting – April 17, 2025
- Board of Directors Meeting – April 17, 2025



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Per Government Code 54954.2, persons requesting disability related modifications or accommodations, including auxiliary aids or services to participate in the meeting, are requested to contact Jenna Wirkner at Alliant Insurance Services at (916) 643-2714.

The Agenda packet will be posted on the NCCSIF website at www.nccsif.org. Documents and material relating to an open session agenda item that are provided to the NCCSIF 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
October 17, 2024**

Agenda Item D.

CONSENT CALENDAR

ACTION ITEM

ISSUE: The Risk Management Committee (RMC) reviews items on the Consent Calendar, and if any item requires clarification or discussion a member should ask that it be removed for separate action. The Committee should then consider action to approve the Consent Calendar excluding those items removed. Any items removed from the Consent Calendar will be placed on the agenda in an order determined by the Chair.

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 and any other routine items that generally do not require discussion.

ATTACHMENT(S): Minutes of the Risk Management Committee Meeting - April 18, 2024



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 18, 2024**

COMMITTEE MEMBERS PRESENT

Christy White, City of Anderson
Ishrat Aziz-Khan, City of Colusa
Kim Stalie, City of Dixon
Allison Garcia, City of Folsom
Jennifer Styczynski, City of Marysville
Dave Warren, City of Placerville
Paul Young, City of Red Bluff
Marti Brown, City of Willows

Jen Leal, City of Auburn
Brant Mesker, City of Corning
Jim Ramsey, City of Elk Grove
Veronica Rodriguez, City of Lincoln
Elizabeth Ehrenstrom, City of Oroville
Crystal Peters, Town of Paradise
Jennifer Schultz, City of Rio Vista
Spencer Morrison, City of Yuba City

COMMITTEE MEMBERS ABSENT

Dalacie Blankenship, City of Jackson
Sean Grayson, City of Nevada City

Jodi Steneck, City of Ione
Tameka Usher, City of Rocklin

CONSULTANTS & GUESTS

Marcus Beverly, Alliant Insurance Services
Evan Washburn, Alliant Insurance Services
Shane Baird, Sedgwick
Sheleen Loza, City of Yuba City
Carl Simpson, City of Jackson

Jenna Wirkner, Alliant Insurance Services
Tom Kline, Sedgwick
Summer Simpson, Sedgwick
Gabriela Cousineau, City of Folsom
Conor Boughey, Alliant Insurance Services

A. CALL TO ORDER

Chair Elizabeth Ehrenstrom called the meeting to order at 10:02 a.m.

B. ROLL CALL

Roll call was made, and a majority of the members were present constituting a quorum.

C. PUBLIC COMMENTS

There were no public comments.

D. CONSENT CALENDAR

1. Minutes of the Risk Management Committee Meeting – October 19, 2023

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



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 18, 2024**

MOTION: Dave Warren **SECOND:** Jim Ramsey **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Aziz-Khan, Mesker, Stalie, Ramsey, Garcia, Rodriquez, Styczynski, Ehrenstrom, Warren, Young, Schultz, Brown, Morrison
Nays: None

E. COMMITTEE BUSINESS

E.1. Trending Reports for Workers' Compensation Claims

Ms. Stacey Bean from LWP provided a report on Workers' Compensation claims.

Stacey Bean left the meeting at 10:15a.m.

E.2. NCCSIF FY 23/24 Program Year Risk Control Services Update

Crystal Peters joined the meeting at 10:15a.m.

E.3. Proposed Risk Control Service Plan for 2024/2025 Program Year

Mr. Shane Baird presented the proposed Risk Control Service Plan for the 2024/2025 program year. Members were reminded that the Workplace Violence Plan needs to be in place by 7/1/2024.

A motion was made to approve the FY 24/25 Risk Control Service Plan.

MOTION: Ishrat Aziz-Khan **SECOND:** Jennifer Styczynski **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Aziz-Khan, Mesker, Stalie, Ramsey, Garcia, Rodriquez, Styczynski, Ehrenstrom, Peters, Warren, Young, Schultz, Brown, Morrison
Nays: None

E.4. Safety Award

A motion was made to recommend to the Board of Directors for 1st place City of Anderson, 2nd place City of Jackson and 3rd place City of Placerville.

MOTION: Dave Warren **SECOND:** Kim Stalie **MOTION CARRIED
UNANIMOUSLY**

Ayes: White, Leal, Aziz-Khan, Mesker, Stalie, Ramsey, Garcia, Rodriquez, Styczynski, Ehrenstrom, Peters, Warren, Young, Schultz, Brown, Morrison
Nays: None



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
ROCKLIN EVENT CENTER BALLROOM
APRIL 18, 2024**

E.5.a. Police Risk Management Committee Update

Mr. Tom Kline provided an update on the Police Risk Management Committee for 23/24.

Members discussed policy changes for Police. Focus on officer mental health and wellness. Recruitment and de-escalation. Grants for modern policing degree.

E.5.b. PRMC Grant Fund Usage Report and Request

Ms. Evan Washburn discussed the PRMC Grant Fund Usage Report and Request.

A motion was made to approve the PRMC Grant Fund Usage Report and Request.

MOTION: Dave Warren

SECOND: Kim Stalie

MOTION CARRIED

UNANIMOUSLY

Ayes: White, Leal, Aziz-Khan, Mesker, Stalie, Ramsey, Garcia, Rodriquez, Styczynski, Ehrenstrom, Peters, Warren, Young, Schultz, Brown, Morrison

Nays: None

E.6. FY 23/24 Risk Control Services Budget

Ms. Washburn discussed the FY 23/24 Risk Control Services Budget.

Members discussed the FY24/25 Risk Control Services Budget.

A motion was made to recommend the Board approve the FY 24/25 Risk Control Services Budget.

MOTION: Dave Warren

SECOND: Kim Stalie

MOTION CARRIED

UNANIMOUSLY

Ayes: White, Leal, Aziz-Khan, Mesker, Stalie, Ramsey, Garcia, Rodriquez, Styczynski, Ehrenstrom, Peters, Warren, Young, Schultz, Brown, Morrison

Nays: None

E.7. Sidewalk Risk Management Funding

Mr. Beverly discussed a possibility for Sidewalk Risk Management Funding. Mr. Beverly discussed having a matching program for members using precision concrete. Other members are considering a 50/50 program.



**NORTHERN CALIFORNIA CITIES SELF INSURANCE FUND
RISK MANAGEMENT COMMITTEE MEETING MINUTES
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The City Engineer should sign-off on design and sidewalks. Every intersection is an unmarked crosswalk. Members discussed other members not utilizing grant funds. Members would like to look at trip and fall claims.

A motion was made to recommend to table this motion and ask the Program Administrators to gather more information.

MOTION: Ishrat Aziz-Khan **SECOND:** Jennifer Styczynski **MOTION CARRIED UNANIMOUSLY**

Ayes: White, Leal, Aziz-Khan, Mesker, Stalie, Ramsey, Garcia, Rodriquez, Styczynski, Ehrenstrom, Peters, Warren, Young, Schultz, Brown, Morrison

Nays: None

E.8. Round Table Discussion

Members discussed the Workplace Violence Plans. Members are using the Stop it app. It's a two-way anonymous reporting tool.

Mr. Beverly discussed the CJPRMA Risk Management Activities.

Information only. No motion was taken.

F. ADJOURNMENT

The meeting was adjourned at 11:36a.m.,

Next Meeting Date: October 17, 2024

Respectfully Submitted,

Jennifer Styczynski, Secretary

Date



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024**

Agenda Item E.

GENERAL RISK MANAGEMENT ISSUES

INFORMATION ITEM

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

RECOMMENDATION: None.

FISCAL IMPACT: None.

BACKGROUND: This is an opportunity for members to ask questions or raise issues on risk exposures common to the members.

ATTACHMENT(S):

1. Homeless Encampment Cleanup Safety
2. Homeless Encampment Removal Hazards, Regulatory Concerns and Requirements

Homeless Encampment Cleanup Safety



There are approximately 181,399 homeless people in the state of California, and as the homeless population grows, more encampments can be found on city streets, parks, wooded areas, and along rivers and creeks.

One of the most serious hazards during encampment cleanups is the potential exposure to biohazards. Many encampments lack access to proper sanitation, leading to the accumulation of human waste, needles, and other hazardous materials. Workers need to be aware of:

Hepatitis A

- Use appropriate personal protective equipment (PPE)
- Practice proper handwashing and decontamination
- Dispose of contaminated material in the proper manner

Bloodborne Pathogens (BBPs) – Hepatitis B, Hepatitis C, and HIV

- Use Universal Precautions - Treat everything as if it was contaminated
- Use appropriate PPE
- Practice proper handwashing and decontamination
- Dispose of or clean contaminated materials in the proper manner

MRSA (Staph infection)

- Use appropriate PPE
- Practice proper handwashing and decontamination
- Keep cuts and scrapes covered
- Clean skin after a cut or abrasion

Encampments may attract rodents, insects, and other pests, which can spread diseases like hantavirus. Workers need to be cautious when handling materials that could be infested.

Rodents, Insects, Pests

- Use appropriate PPE
- Tuck pant legs into socks
- Look where you are reaching

- Be careful when turning things over or moving items
- Avoid tick-infested areas - check with the local Vector Control office for more information
- Wear light-colored protective clothing
- Check for ticks and remove carefully
- Treat clothing with a chemical repellent

In addition to biohazards, physical hazards are also prevalent in encampment cleanups. These sites are often littered with sharp objects, unstable structures, and other debris that could lead to injuries.

Physical Hazards

- Have sharps containers on hand
- Work with Solid Waste to have hazard waste containers separate from normal waste containers
- Work with the Police Department to deal with weapons and ammunition
- Train employees on your confined space policy

Worker Safety

- Have a responsible agency official on-site at all times
- Conduct an initial site assessment, coordinated with police
- Address all jobsite hazards and encampment-related (contamination) hazards
- Address jobsite-related (wildlife, heat/cold, need for heavy equipment) hazards
- Plan for personal protective equipment
 - Head – Hard hat
 - Face – Safety glasses
 - Body – Tyvek suit; safety vest
 - Hands – Work gloves; disposable gloves
 - Feet – Work boots; steel shanks
 - Respiratory protection – N-95
- Administrative controls include health and safety plan, pre-training, solid/hazardous waste recovery/removal plan, and Cal/OSHA compliance.

Sedgwick Risk Control offers training on homeless encampment cleanup safety. If you're interested in scheduling training for your agency, please send a request to answers@sedgwick.com.

Encampment Removal Hazards, Regulatory Concerns and Requirements

The number of people experiencing houselessness has grown to more than 650,000 in recent years, according to the Department of Housing and Urban Development. While not all individuals experiencing unsheltered houselessness reside in encampments, encampments have become emblematic of the rise in unsheltered houselessness. In particular, the number of unsheltered houseless individuals has increased to over 256,000 people. The problem is most acute in major cities, on the west coast, and in markets that have seen major spikes in housing prices. Even cities with declining unsheltered populations face pressure to address visible encampments in their communities.

This document intends to inform organizations of the hazards and regulatory concerns that should be considered when contemplating site cleanup/removal.

Consult Your Legal Team:

Laws and regulations regarding encampments and the removal process vary by city, state, and county. Therefore, it is always recommended that you consult your legal team regarding your specific laws and regulations.

Hazards:

Encampments can pose many hazards to the people living in them and the surrounding community. It is important to understand the major hazards associated with encampments before attempting to enter, interact with, or clear these areas. The hazards listed below are some, but not all, of the potential hazards commonly associated with these areas.

Public Health

Unsanitary conditions can lead to the spread of diseases like hepatitis, tuberculosis, HIV/AIDS, and other infections.

Poor hygiene, lack of access to proper waste disposal, and crowded living conditions can all contribute to the spread of disease.

Fire Hazards

Unregulated cooking and heating methods can cause fires that can spread to nearby structures.

Crime and safety

Houseless encampments are sometimes located in unsafe areas, making workers vulnerable to violence, theft, and assault. There may also be drug trafficking and exploitation in the area.

Pests and vermin

Poor sanitation can attract pests like rodents, cockroaches, and flies, which can spread diseases like E. coli, salmonella, and typhus.

Hazardous materials

Discarded needles and other drug paraphernalia can pose a significant threat to public safety.

Impact on Encampment Residents:

Removing encampments can cause trauma for people experiencing houselessness. Some of the ways that encampment removals can cause trauma include:

Displacement

People may feel intense fear of being displaced and may experience nightmares and sleep deprivation.

Anxiety and chronic stress

People may experience constant anxiety and chronic stress from the fear of being taken away by authorities.

Disruption of daily routines

Encampment removals can disrupt daily routines and cut people off from familiar surroundings and social connections.

Forced relocation

People may be forced to relocate to hazardous, isolated, and less visible spaces.

Property seizures

People may lose health necessities when their property is seized.

Distrust of authorities

People may develop distrust of authorities, which can lead to stress, self-policing, and interpersonal violence.

Health and Safety Regulatory Requirements that may apply:

There are many varying regulations that are tied to the act of encampment removal/cleanup that apply to different aspects of the process. This section will cover only those regulations and requirements that deal with Health and Safety. Examples of regulatory requirements that may be required in your area that will not be covered here include, but are not limited to, notification and communication requirements, personal property, alternative housing, consultations, etc.

1. Hazardous Waste Operations and Emergency Response (HAZWOPER)

The Hazardous Waste Operations and Emergency Response (HAZWOPER) standard applies to the cleanup of encampments if the site is recognized as an uncontrolled hazardous waste site by a government body.

The HAZWOPER standard protects workers by enabling them to handle hazardous substances safely and effectively. When the HAZWOPER standard applies, employers are required to comply with certain provisions, including site characterization, written safety and health plan, training, and medical surveillance.

Who does the HAZWOPER standard apply to?

The HAZWOPER standard applies to five distinct groups of employers and their employees. This includes any employees who are exposed or potentially exposed to hazardous substances -- including hazardous waste -- and who are engaged in one of the following operations as specified by [29 CFR §§ 1910.120\(a\)\(1\)\(i\)-\(v\)](#):

1. Cleanup operations required by a governmental body involving hazardous substances that are conducted at uncontrolled hazardous waste sites.
2. Corrective actions involving cleanup operations at sites covered by the Resource Conservation and Recovery Act (RCRA) of 1976 as amended.
3. Voluntary cleanup operations at sites recognized by a governmental body as uncontrolled hazardous waste sites.
4. Operations involving storage, treatment, and disposal facilities regulated by 40 CFR §§ 264 and 265 pursuant to RCRA.
5. Emergency response operations regardless of location when there has been a release or substantial threat of release of hazardous substances.

Cleanup operations of Houseless encampments would fall under the scope of the HAZWOPER standard under paragraph 1910.120(a)(1)(iii) if the site is recognized by a governmental body as an uncontrolled hazardous waste site. Voluntary cleanup operation sites must be acknowledged by a government agency in writing, or the agency would be willing to acknowledge in writing that the site contains hazardous substances as defined by 29 CFR § 1910.120(a)(3). To learn more about HAZWOPER click [here](#).

2. Resource Conservation and Recovery Act (RCRA)

The Resource Conservation and Recovery Act (RCRA) is a law that governs the management of solid and hazardous waste in the United States. The RCRA gives EPA the authority to control hazardous waste from cradle to grave. This includes the generation, transportation, treatment, storage, and disposal of hazardous waste. RCRA also set forth a framework for the management of non-hazardous solid wastes. Depending on what types of materials you are coming into contact with and the extent or operations you may need to comply with the RCRA. More information on the RCRA can be found [here](#).

3. Bloodborne Pathogens Standard (BBP)

OSHA's Bloodborne Pathogens Standard ([29 CFR 1910.1030](#)) is a regulation that prescribes safeguards to protect workers against health hazards related to bloodborne pathogens. It has provisions for exposure control plans, engineering and work practice controls, hepatitis B vaccinations, hazard communication and training, and recordkeeping. The standard imposes requirements on employers of workers who may be exposed to blood or other potentially infectious materials such as certain tissues and body fluids. Encampments often go hand in hand with the presence of such materials and therefore require compliance with the standard.

4. Hazard Communication Standard (HazCom)

The Hazard Communication Standard (HCS), ([29 CFR 1910.1200](#)), requires all employers to provide information and training to their employees about the hazardous chemicals to which they may be exposed at the time of their initial assignment and whenever a new hazard is introduced into their work area. Cleanup operations often require the use of harsh chemicals and the potential for unknown substances. Employees should understand the hazards and equipment available to them for encampment cleanup.

5. Access to Employee Exposure and Medical Records

OSHA regulations ([29 CFR 1910.1020](#)) require employers to maintain employee exposure and medical records for a minimum of 30 years and to provide access to these records free of charge to the employee or designated representative within fifteen working days upon written request. Examples of these records include workplace monitoring of exposure levels to harmful agents and medical records for employment-related injuries and illnesses.

6. Permit-Required Confined Spaces

While not likely, your employees may be exposed to potential confined spaces while conducting cleanup/removal operations. OSHA ([29 CFR 1910.146](#)) contains requirements for practices and procedures to protect employees in general industry from the hazards of entry into permit required confined space.

7. Control of Hazardous Energy [Lockout/Tagout]

OSHA ([29 CFR 1910.147](#)) addresses the practices and procedures necessary to disable machinery or equipment, thereby preventing the release of hazardous energy while employees perform servicing and maintenance activities. The standard outlines measures for controlling hazardous energies — electrical, mechanical, hydraulic, pneumatic, chemical, thermal, and other energy sources.

8. Toxic and Hazardous Substances

[29 CFR Part 1910 Subpart Z](#) is a section of the Occupational Safety and Health Standards that establishes requirements for employee exposure to toxic and hazardous substances. It covers a wide range of topics, including exposure limits, exposure monitoring, computation formulas, administrative and engineering controls.

Written Programs that may be required:

Health and Safety Plan (HASP)

A health and safety plan is a strategic document that outlines how to identify, evaluate, and control potential hazards in a workplace or project site. The primary goal of a HASP is to prevent accidents, injuries, and illnesses. More information can be found [here](#).

Emergency Response Plan

An emergency response plan is a written document that outlines how employees should respond to hazardous material emergencies. The plan is part of an employer's health and safety program and is required for employers whose employees respond to hazardous material emergencies.

Hazard Communication Program

A Hazard Communication Program (HazCom) is a set of requirements that ensure the safety of employees who work with hazardous chemicals in the workplace. The program includes: Chemical labeling, Safety Data Sheets (SDSs), Training, Written program, Chemical inventory, and Personal protective equipment (PPE).

Medical Surveillance Program

The fundamental purpose of medical surveillance is to detect and eliminate the underlying causes such as hazards or exposures of any discovered trends. The components of a medical surveillance program include identifying workers for whom surveillance is needed, identifying potential hazards and assessing the risk of exposure, and selecting appropriate tests and examinations.

Decontamination

The Occupational Safety and Health Administration (OSHA) requires employers to have a decontamination plan in place before any work begins at a hazardous worksite. More information can be located [here](#).

Materials Handling Programs

The Occupational Safety and Health Administration (OSHA) recommends that employers establish a formal training program for materials handling to teach workers how to avoid hazards. The program should include how to lift safely, how to avoid physical strain, what a worker can safely handle, how to use equipment properly, and how to recognize and correct potential hazards.

PPE Program

The Occupational Safety and Health Administration ([1910.132](#)) requires employer to assess the workplace to determine if hazards are present, or are likely to be present, which necessitate the use of personal protective equipment (PPE).

Training:

Houseless encampment cleanups are complex and dangerous work that involves removing hazardous materials, trash, and debris. Before performing any work on these sites, the employer must provide its employees with initial training based on the tasks and operations that employees will perform and the exposures they are anticipated to experience.

Hazardous Waste Operations and Emergency Response (HAZWOPER)

If your operation falls under the requirements of the HAZWOPER standard, certain training requirements may apply.

- A training program is required under the safety and health program and as part of the site-specific HASP (See [29 CFR 1910.120\(b\)\(1\)\(ii\)\(C\)](#)).
 - Provide training to all workers performing operations on the site, such as equipment operators, general site workers, and supervisors or managers potentially exposed to hazardous substances.
 - Workers whose jobs/tasks put them at higher risk of exposure need more training than those who perform lower-risk jobs/tasks. Train workers to the highest level of responsibility you may assign them.
 - A **40-hour course** is for workers who are exposed to hazardous materials above OSHA Permissible Exposure Levels (PELs) for which respiratory protection is required.
 - A **24-hour course** is for workers who have a temporary or short work task at a HAZWOPER site; no potential for exposure to hazardous substances or materials above the PEL exists; and no respiratory protection is required.
 - An **8-hour HAZWOPER annual refresher** is required for both the 40-hour and 24-hour HAZWOPER training designations.
 - In addition, at least one person per work group must have the **8-hour supervisor training**.

General hazards of encampment sites

Employees should be trained on any general hazards common to removal/cleanup of encampment operations. These should be identified in your pre-operation assessment.

Tools & Equipment

Workers should be trained on the specific tools and equipment that they will be using during cleanup/removal operations.

Personal Protective Equipment

Train employees on what PPE is available to them and how to properly use that equipment to keep themselves, as well as others, safe. This should include items such as when and where PPE is required, how to put on, adjust and take off any relevant PPE, how to inspect PPE for damage or wear and how long PPE is effective.

Respiratory Protection

If employees will be required to wear respiratory protection during any part of the process, training must be conducted in compliance with OSHA requirements and a respiratory protection program should be in place.

Blood Borne Pathogens

Workers conducting cleanup/removal operations on encampments will likely be exposed to Bloodborne Pathogens. These pathogens include, but are not limited to, hepatitis B (HBV), hepatitis C (HCV) and human immunodeficiency virus (HIV). Needlesticks and other sharps-related injuries may expose workers to bloodborne pathogens.

Heat illness prevention (Outdoor Clean-Up Activities)

Encampment cleanup/removal involves work outdoors and therefore may require you to train workers on heat illness prevention. Supervisors and workers should be trained about the hazards of working in heat. Training should include prevention and first aid tools.

Animal Attack Safety

Encampments often contain animals and wildlife due to the nature of the environment and may be a potential problem for workers during the removal/cleanup process. Train employees on how to identify animal threats and what to do in situations involving animals/wildlife.

De-Escalation Awareness Training

De-escalation techniques are designed to minimize and avoid the outcomes of conflict, when feasible. Employees working on encampment removal/cleanup should be trained in de-escalation awareness to help ensure the safety of themselves and others.

Any observed or related safety topics specific to your site

10/2024	<i>Alliant Risk Control Consulting fact sheet is not intended to be exhaustive. The discussion and best practices suggested herein should not be regarded as legal advice. Readers should pursue legal counsel or contact their insurance providers to gain more exhaustive advice.</i>
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BACK TO AGENDA

Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024

Agenda Item F.1.

TRENDING REPORTS FOR LIABILITY CLAIMS

INFORMATION ITEM

ITEM: Members will receive an overview of NorCal Cities claim trends over the last five years, 2019-2024 and analysis of the top loss exposures related to the Liability Program.

FISCAL IMPACT: None.

RECOMMENDATION: Review analysis and consider when providing input for setting risk management goals.

BACKGROUND: Sedgwick maintains a database of member claims experience that includes loss causes and other demographic information that can be used for risk management purposes.

ATTACHMENT(S): Liability Loss Exposures Claims Experience Analysis

General Liability Trending Report for NCCSIF

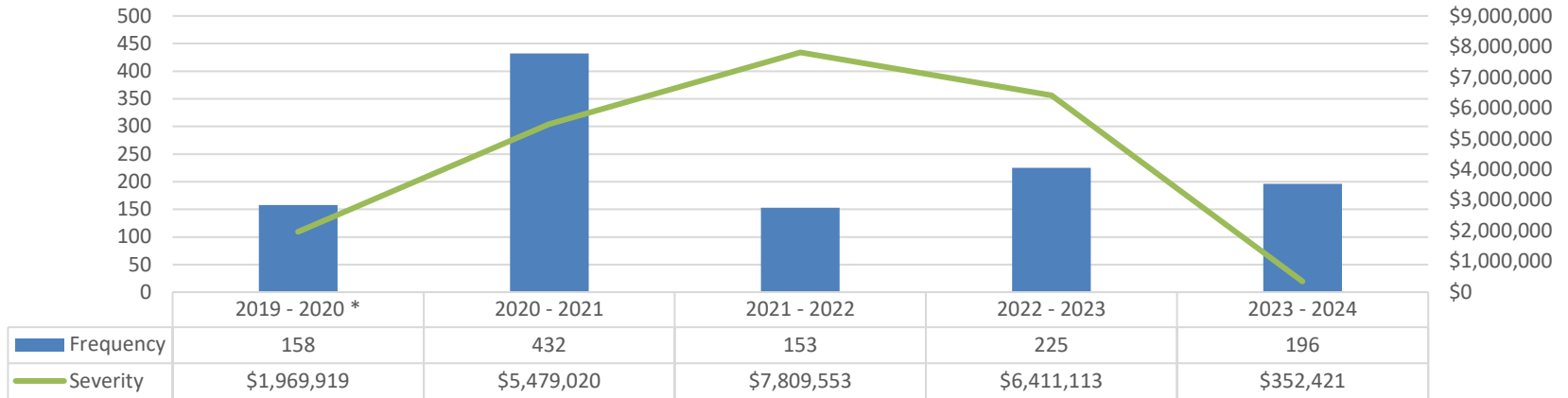


sedgwick®
caring counts

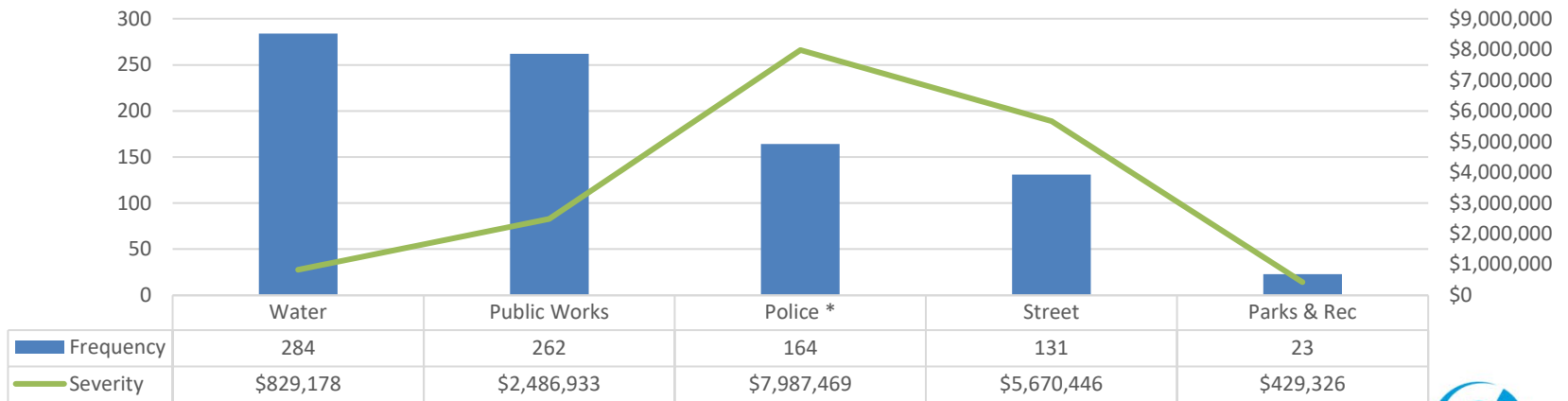
October 2024

NCCSIF GL Trending Report Fiscal Years 2019-2024

Frequency and Severity by Fiscal Year



Claims by Department Fiscal Year 2019-2024



* Does not include large loss



Top 5 Departments Fiscal Year 2018-2023

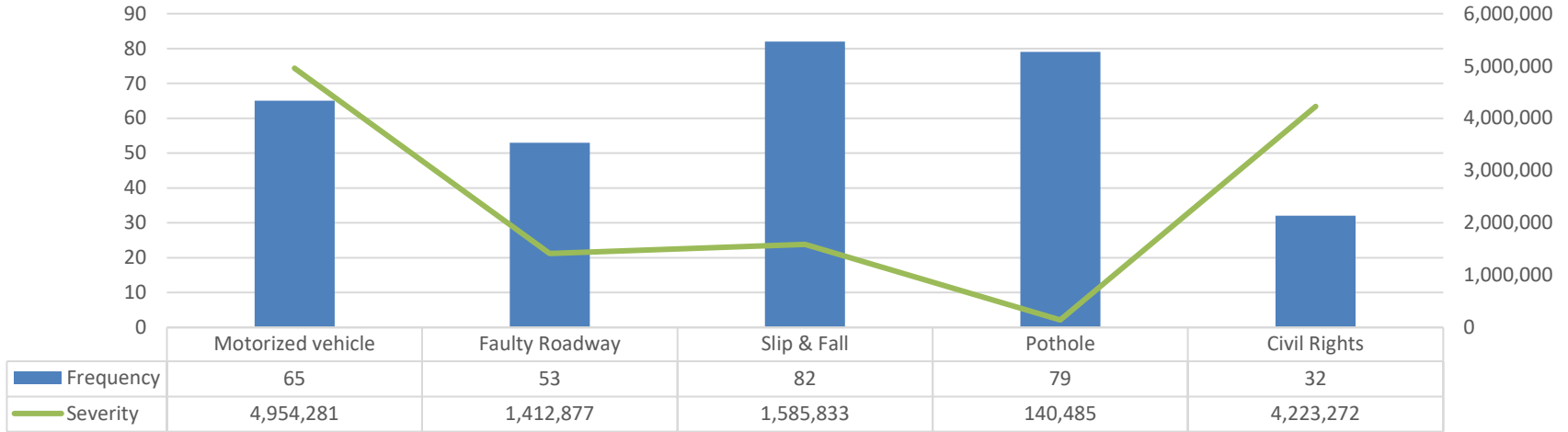
Department	Frequency	Severity	Average
Water	284	\$829,178	\$2,920
Public Works	262	\$2,486,933	\$9,492
Police *	164	\$7,987,469	\$48,704
Street	131	\$5,670,446	\$43,286
Parks & Rec	23	\$429,326	\$18,666

* Does not include large loss

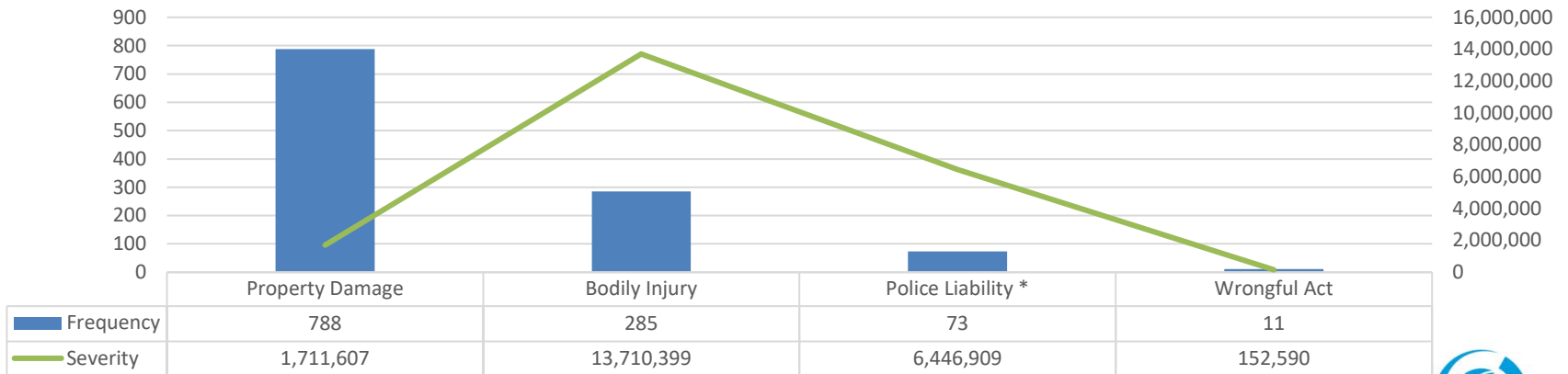


NCCSIF GL Trending Report Fiscal Years 2019-2024

Top Causes of Claim Fiscal Year 2019-2024



Frequency and Severity by Claim Type Fiscal Year 2019-2024



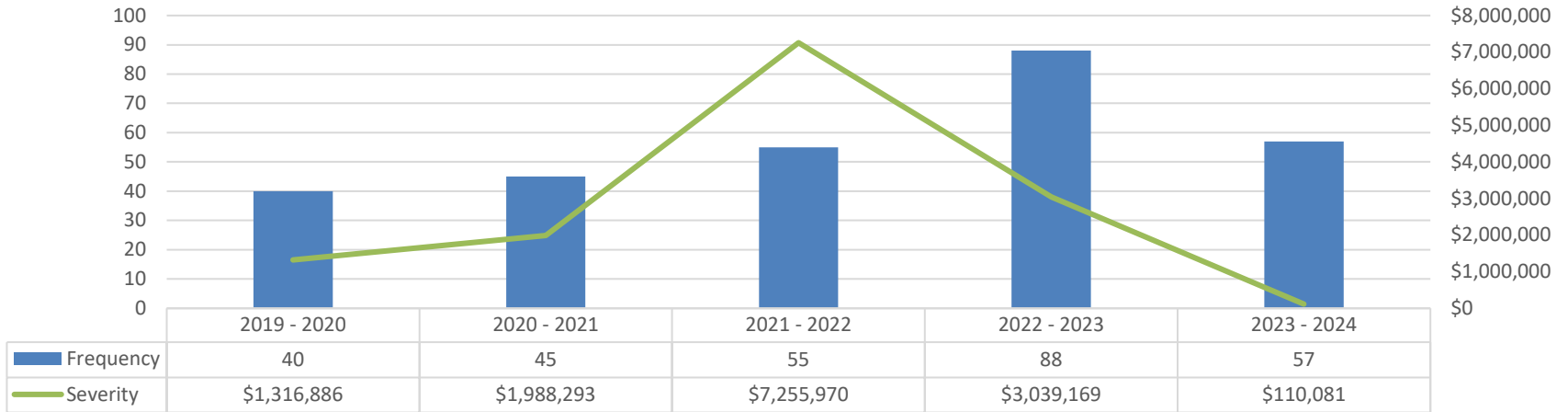
** Does not include large loss*



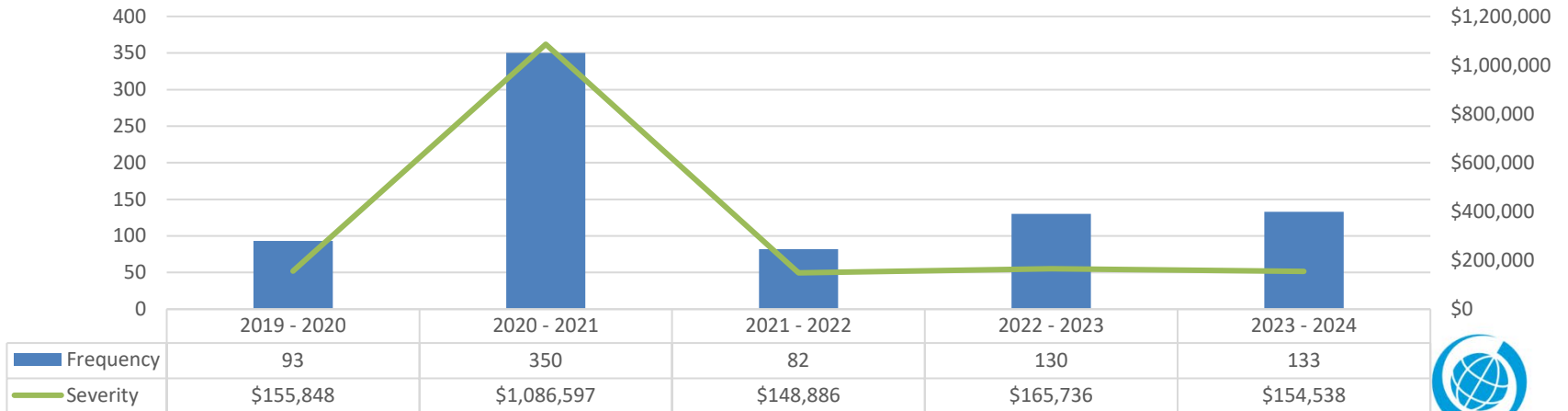
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NCCSIF GL Trending Report Fiscal Years 2019-2024

Bodily Injury Claims by Fiscal Year

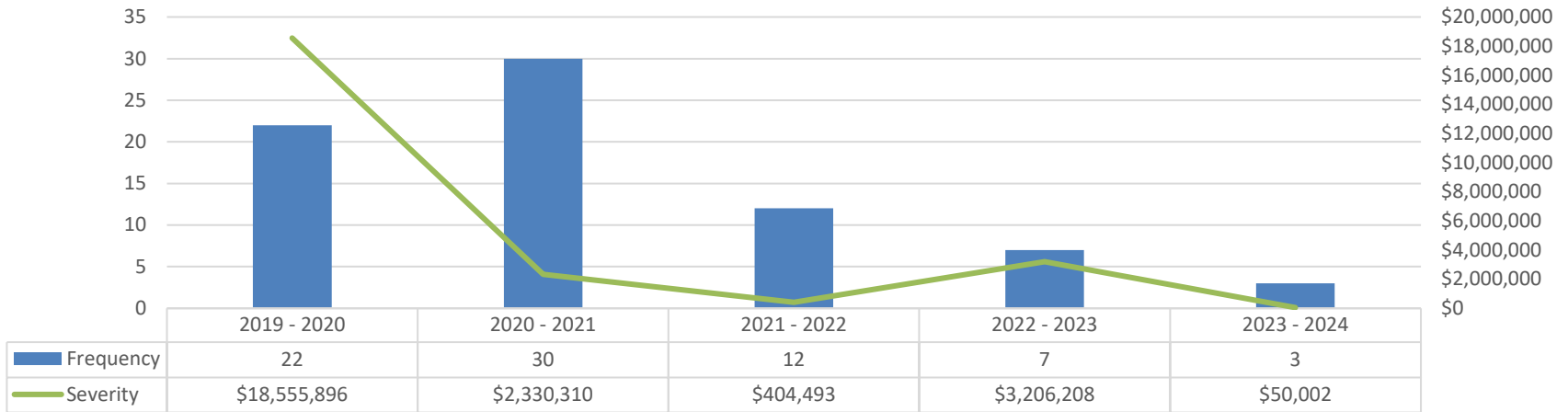


Property Damage Claims by Fiscal Year

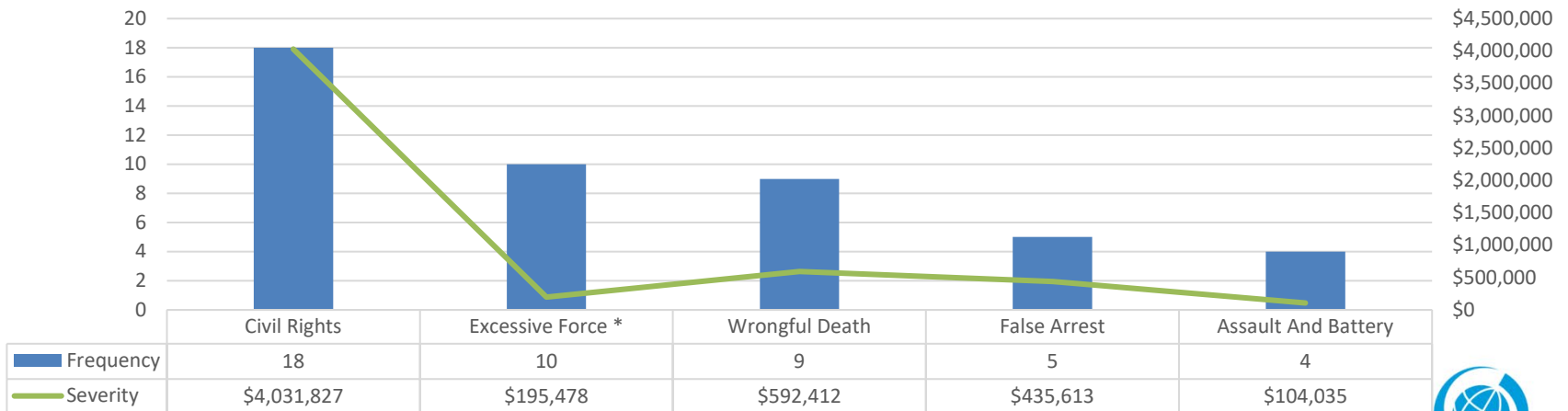


NCCSIF GL Trending Report Fiscal Years 2019-2024

Police Liability Claims by Fiscal Year



Top 5 Cause of Police Liability Claims Fiscal Year 2019-2024



* Does not include large loss



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Top 10 Police Liability Claims Fiscal Year 2019-2024

Claim Number	Description	Incurred
40201028983-0001	Extensive injuries due to force used during arrest	\$18,100,000
4A22104GTP-0001	Illness as a result of arrest	\$3,100,000
4A2211NSW2P-0001	Workplace harassment, discrimination, and wrongful termination	\$838,175
402104A9F7G-0001	Fatality from shooting	\$650,000
4A21063344F-0001	Interference with familial association	\$480,000
4A211102533-0001	Wrongful death	\$450,000
40201244A82-0001	False arrest and excessive force	\$344,213
NCGA08992A1	Excessive force	\$300,000
4A1603Q9DT2-0001	Workplace retaliation	\$295,000
4A2312BTL04-0001	Workplace harassment	\$175,000



Frequency and Severity of Police Claims by Member
Fiscal Year 2019-2024

Member	Frequency	Severity	Average	Open as of 6.30.2024
City of Anderson	8	\$430,494	\$53,812	6
City of Auburn	7	\$7,590	\$1,084	2
City of Colusa	2	\$10,362	\$5,181	1
City of Corning	3	\$76,002	\$25,334	1
City of Dixon	6	\$74,158	\$12,360	2
City of Folsom	42	\$1,659,712	\$39,517	14
City of Galt	2	\$15,002	\$7,501	1
City of Gridley	5	\$544,297	\$108,859	3
City of Lone	2	\$4	\$2	2
City of Jackson	0	\$0	\$0	0



Frequency and Severity of Police Claims by Member
Fiscal Year 2019-2024

Member	Frequency	Severity	Average	Open as of 6.30.2024
City of Lincoln	10	\$206,128	\$20,613	6
City of Marysville	7	\$46,694	\$6,671	0
City of Oroville	10	\$3,577,721	\$357,772	3
City of Red Bluff	7	\$11,527	\$1,647	0
City of Rio Vista	2	\$781	\$390	0
City of Rocklin	27	\$471,492	\$17,463	16
City of Yuba City *	13	\$30,031	\$2,310	3
Town of Paradise	9	\$175,475	\$19,497	3

* Does not include large loss



Top 10 Liability Claims Fiscal Year 2019-2024

Claim Number	Department	Description	Incurred
40201028983-0001	Police	Injuries due to force used during arrest	\$18,100,000
4A2209FZKFG-0001	Street	Trauma and injuries as result of vehicle accident	\$4,075,000
4A22104GTPP-0001	Police	Illness as a result of arrest	\$3,100,000
4A2303R1TXX-0001	Street	Wrongful death as result of vehicle vs train accident	\$884,800
4A2211NSW2P-0001	Police	Workplace harassment, discrimination, and wrongful termination	\$838,175
40210157069-0001	Water	Class action suite for pinhole leaks causing water and mold damage	\$800,000
402104A9F7G-0001	Police	Fatality from shooting	\$650,000
4A22010X18X-0001	Public Works	Trauma and injuries as result of vehicle accident	\$623,000
4A2203FTVY5-0001	Administration	Damage to professional and personal reputation	\$610,000
4A210808D3D-0001	Administration	Retaliation based on sex and discrimination	\$550,000



Frequency and Severity of General Liability Claims by
Member Fiscal Year 2019-2024

Member	Frequency	Severity	Average
City of Anderson	16	\$506,003	\$31,625
City of Auburn	36	\$530,905	\$14,747
City of Colusa	22	\$151,533	\$6,888
City of Corning	15	\$104,054	\$6,937
City of Dixon	30	\$584,412	\$19,480
City of Folsom	490	\$3,640,984	\$7,431
City of Galt	54	\$4,201,407	\$77,804
City of Gridley	11	\$603,677	\$54,880
City of Ione	5	\$600,004	\$120,001
City of Jackson	14	\$493,465	\$35,248



Frequency and Severity of General Liability Claims by Member Fiscal Year 2019-2024

Member	Frequency	Severity	Average
City of Lincoln	102	\$1,288,377	\$12,631
City of Marysville	76	\$1,115,694	\$14,680
City of Oroville	20	\$4,268,098	\$213,405
City of Red Bluff	55	\$297,853	\$5,416
City of Rio Vista	24	\$187,348	\$7,806
City of Rocklin	93	\$1,229,998	\$13,226
City of Willows	9	\$530,987	\$58,999
City of Yuba City *	56	\$1,474,935	\$26,338
Town of Paradise	36	\$212,292	\$5,897

* Does not include large loss





Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024

Agenda Item F.2.

SEDGWICK RISK CONTROL SERVICES UPDATE

INFORMATION ITEM

ISSUE: Shane Baird will present an update on the risk control services Sedgwick has provided to NCCSIF members from January 1 through September 30, 2023. A member services report is included for review and discussion.

Focused Risk Assessments

It has been a goal to get the NCC scorecards updated, and a self-reporting tool has been created. The tool’s purpose is to allow each member to complete the self-reporting tool “on their own time” as opposed to blocking out several days out of the year to meet in person to accomplish the scorecard update. The self-reporting tool has been sent out to each member. Currently there has been twelve scorecards updated and ten remain to be updated.

Individual emails were sent to those remaining ten members to remind them that their scorecard still needs to be update along with the self-reporting tool.

Focused Risk Assessment Follow-up

Sedgwick has provided members with draft resolutions, policies, and programs related to their Focused Risk Assessment Examples include:

- | | |
|--------------------------------|--|
| Special Events Risk Management | Urban Forest & Wildfire Best Practices |
| Return to Work Program | Injury and Illness Prevention Program |
| Vehicle Use Program | Ergonomics Program |
| Sidewalk Liability Program | ADA Compliance & Transition Plans |
| Volunteer Risk Management | Risk Management Resolution & Policy |

Training:

Traffic Control Flagging, Powered Industrial Trucks (Forklift), Aerial Lifts, Defensive Driver, Emergency Action Plan, Workplace Violence (SB 553), Dealing with Difficult People, Bloodborne Pathogens, Ladder Safety, Wildfire Smoke, Heat Illness, Asbestos Awareness, Electrical Safety, Lead

Policy Development and/or Review:

Injury and Illness Prevention Program (IIPP), Alcohol & Drug Policy, Vehicle Use Policy, Wildfire Smoke Policy, Heat Illness, COVID-19 Policy.



**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024**

Agenda Item F.2. continued

Physical inspections

Members have requested physical Inspections city wide and some with just one or two specific locations. Some common inspection request has been Aquatic Centers, Wastewater Plants, Water Plants, Corporate Yards, City Halls, Playgrounds, and Stadiums/Bleachers.

Ergonomic Evaluations

Members have continued to request office ergonomic evaluations for their staff. These evaluations have been conducted both virtually and in person. To request an ergonomic evaluation please use the ergonomic evaluation form and send Shane Baird to set up.

Phone Email Consultations

Members have requested information or guidance regarding the following topics: Ergonomics, Cal/OSHA Reporting Requirements, Lifeguard Requirements COVID-19 Concerns and Recordkeeping, Tree Hazards, Workplace Violence

FISCAL IMPACT: None.

RECOMMENDATION: None. This is provided as information only.

ATTACHMENTS:

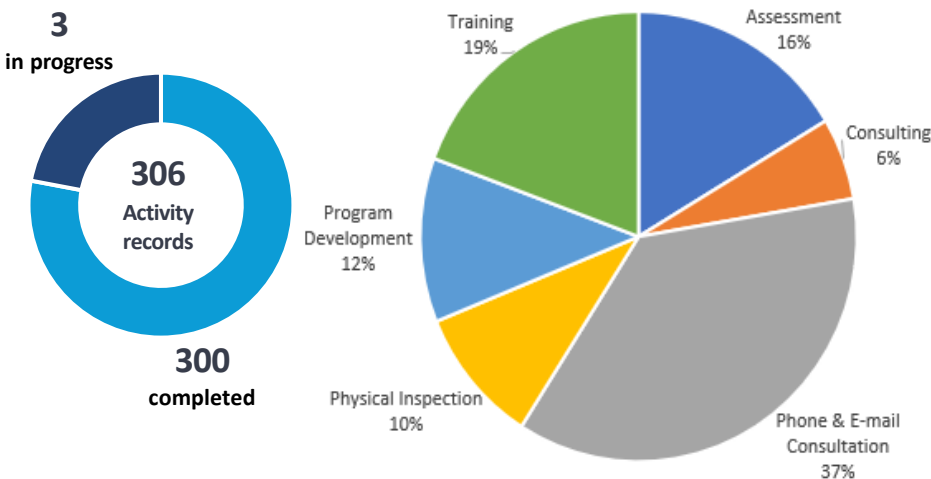
1. Risk Control Service Activity 2022-2024
2. Risk Management Assessment Scorecard Summary
3. Safety Award Program Overview
4. Sedgwick Risk Control Brochure
5. Ergonomic Evaluation Request Form

Risk Control SERVICE ACTIVITIES



Northern California Cities Self Insurance Fund (NCCSIF) contracts with Sedgwick to provide safety and risk control services to its members. The information portrayed reflects open and closed service activity records for PY2022-2024 as of August 2024.

SERVICE UTILIZATION



- Member outreach campaign to update the member scorecard. Safety training requests have increased.
- Members have increased requests for facility inspections, which include City Hall, Corporate Yard, Police Department, Fire Department and playground inspections.
- Phone and email consultation services are still most service requests with consultative assistance on workplace violence, IIPP, drug and alcohol testing changes, and other Cal/OSHA compliance concerns.

TRAINING SERVICES

15 Trainings 2024-2025

8 MEMBER LOCATIONS

1 REGIONAL TRAINING

202 ATTENDEES 2023-2024

265 ATTENDEES 2022-2023

MOST REQUESTED TOPICS

EQUIPMENT OPERATIONS

DEFENSIVE DRIVING

INFECTION CONTROLS

FACILITY INSPECTIONS

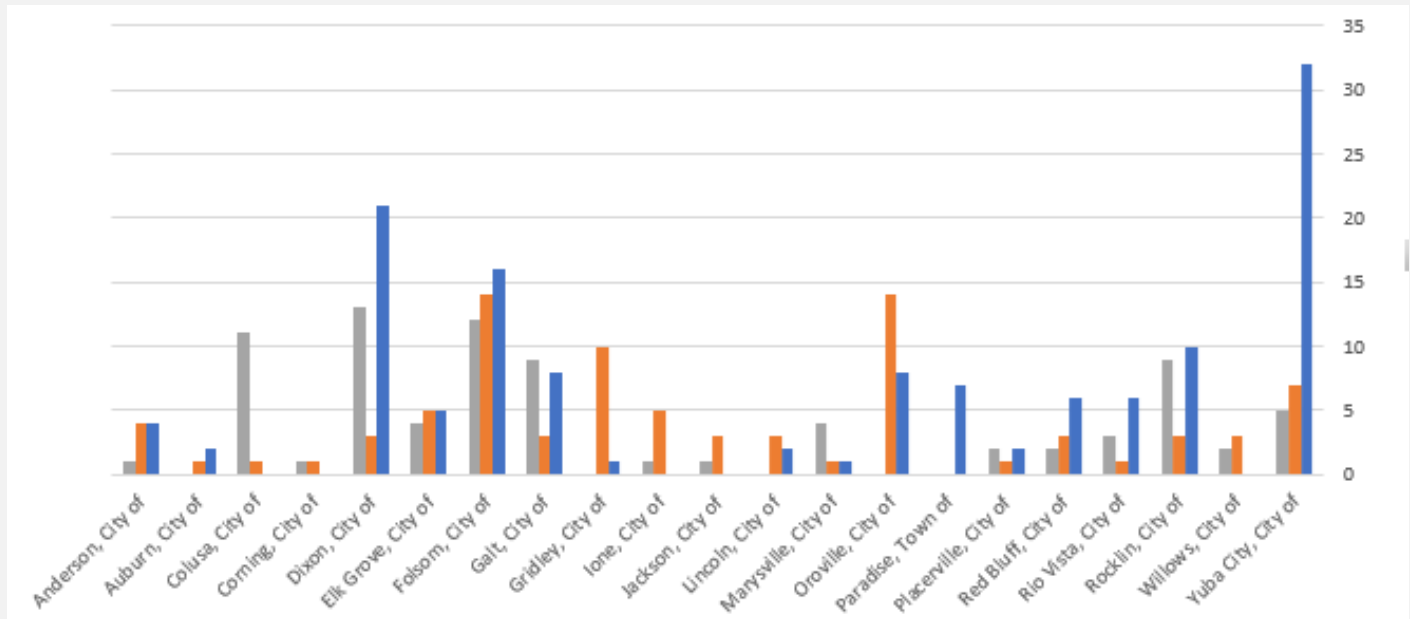
WHAT TO EXPECT FOR PY 2024/2025

- Outreach to those members who have not had an updated scorecard to identify gaps.
- Follow up to those members who have an updated scorecard and close those gaps identified during the recent update.
- Plan to address those members who have an increased ex.mod rate to identify the loss drivers.
- Hope to increase the Cash For Safety Culture Program activity.
- Offer webinars through the year working with other Pools.



SERVICE ACTIVITY RECORDS

by member and by program year



RISK SERVICES HIGHLIGHTS



FACILITY INSPECTIONS



The value of on-site inspections

During facility inspections hazards identified can range from minor to major which could lead to the employee's overall safety. When hazard are found they are fixed onsite or later fixed depending on the severity of the hazard.

MEMBER ENGAGEMENT



Facility Inspections were among the most requested

Powered Industrial Truck (Forklift) Training

Workplace Violence Prevention program development.

Phone & Email Consultation



2023/2024 Risk Management Assessment Scorecard Summary

As of date: 04/05/2024

	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 ●



Risk Management Assessment Scorecard Summary

date

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 ●



Risk Management Assessment Scorecard Summary

date

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

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



Risk Management Assessment Scorecard Summary

date

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



Risk Management Assessment Scorecard Summary

date

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 ●



Risk Management Assessment Scorecard Summary

date

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). https://www.dir.ca.gov/title8/5110.html
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 ●



Risk Management Assessment Scorecard Summary

date

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



Risk Management Assessment Scorecard Summary

date

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 ●



Risk Management Assessment Scorecard Summary

date

8 VOLUNTEER RISK MANAGEMENT	
8-1	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.
8-2	Volunteers complete applications and undergo screening procedures. Volunteer screen includes criminal background checks if the volunteer works with children, the elderly or disabled.
8-3	Volunteers receive clear direction on the scope of their volunteering duties including a written orientation and training procedures.
8-4	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.
8-5	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)
8-6	Volunteers are advised their own insurance is primary in the event of an accident.
8-7	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 ●



Risk Management Assessment Scorecard Summary

date

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 ●



Cash SAFETY for CULTURE

Change Happens One Idea At A Time

SAFETY AWARD PROGRAM OVERVIEW

The NCCSIF Risk Management Committee has approved a “Cash for Safety Culture” Award Program for the 2023-2024 program year. This program is designed to recognize and reward members for promoting a positive safety culture within their organization. We encourage you to identify ways where the program can specifically help your city promote a positive safety culture and reduce losses.

AWARDS CRITERIA

Members will be recognized for:

- Implementing proactive/innovative safety solutions that impact employee safety
- Implementing proactive/innovative safety solutions that reduce liability exposures

Prize Awards

- Most Outstanding Submission - \$5,000
- Outstanding Submission - \$3,000
- Good Submission - \$2,000
- Honorable Mention – Certificate

MARKETING

Marketing materials and reminders will be sent throughout the year to help promote participation. Consider promoting the program during staff and department head meetings, emailing the Application Form to employees, or posting the Application Form in employee break rooms.



Safety Award Program Overview

SUBMISSIONS

Members must submit an application form and supporting documentation where applicable to be eligible. Tell us what your city has done to improve safety and its effects on your employees or the citizens you serve. Encourage your management team and employees to develop an idea and solution that can have a positive impact on your agency's safety program.

Email all submissions to Shane Baird at shane.baird@sedgwick.com. Remember to retain a copy for your records. Once your submission is received, a confirmation email will be sent to the member. Feel free to contact Shane with any questions at 661.619.3520.

The Risk Management Committee (RMC) will review all submissions and select the winners during the April RMC meeting. The RMC reserves the right to withhold, or reduce, a monetary award if the submission does not meet the awards criteria. In such instances, the member will receive an Honorable Mention certificate.

RECOGNITION

The members who submit the top three entries will be invited to share their submissions at the Annual NCCSIF Board Meeting and all submissions will be posted on the NCCSIF website.

AWARD DISTRIBUTION

Members may receive their award in the following ways:

- Cash award to the Member
- Off-set future NCCSIF premiums

If desired by the member, NCCSIF Staff will come to the member to present the awards during staff meetings and/or board meetings.



Safety and Risk Control Services

Member service offerings

Sedgwick is a service partner to Northern California Cities Self Insurance Fund (NCCSIF). We strive to deliver easy-to-use resources to take your safety and risk control culture to the next level. With a focus on why safety and risk control matters, everything we provide is aimed to help inspire and motivate managers, supervisors, and employees to make a difference by being safe and productive. Risk control staff is available to provide services on-site and virtually to the membership based on a defined list of services and service day allowance allocated to each member.

Contact for services and questions

Shane Baird, CSP, CHST | Sr. Consultant
 Risk Control Services
 Sacramento, CA
 CELL 661.619.3520 (TEXTING OK)
 EMAIL shane.baird@sedgwick.com

Service request guidelines

Guidelines for the use of risk control services on-site and virtual are included at the end of this document.

Members will receive a minimum of three (3) risk control service days during the program year that may be delivered on-site or virtually. Services may be mixed and matched within the service guidelines to fit member’s individual needs. Each member may select from the services listed in the table below or discuss other services with the risk control manager.

Service Offerings	Day/Time Allotment Details	Descriptions of Service Offerings for Planning Purposes
Biennial Risk Assessments and Action Plans	1 to 2-days of on-site time; some services can be provided virtually	Conduct a focused biennial risk assessment for each member, including discussion of member’s specific needs, action plan development, and review of the available risk control resources. Services also include on-site inspections, interviews with staff, and report writing, as well as maintenance and updates to the member’s progress and scorecard throughout the year.



Service Offerings	Day/Time Allotment Details	Descriptions of Service Offerings for Planning Purposes
On-Site Training	<p>1 hour training sessions up to all day training sessions.</p> <p>Can be provided on-site or virtually</p>	<p>On-site training is available to members on a variety of workers' compensation, liability, and EPL exposures. Training topics include, but are not limited to, Cal/OSHA program requirements, hazard inspections, accident investigation, forklift certification, driver training, sexual harassment, CPR certification, various workplace safety topics, and more.</p>
Policy/Program Development	<p>Can be provided on-site or virtually</p>	<p>Risk Control staff will provide guidance in the customization of policy templates or the revision of existing written safety program documents to meet the agency's needs.</p>
Driving Safety: Making Better Driving Decisions and Reducing Complacency Training	<p>Can be provided virtually or in person</p>	<p>This training will include a focus on loss cause drivers for the pool, as well as good defensive driving techniques. This program includes discussion, lecture, and video formats and is designed for drivers. This is a 2-hour training session and can be provided in-person or virtually.</p>
Temporary Traffic Control & Flagging Training	<p>Training session available</p> <p>3-4 hour/ training</p> <p>Can be provided in morning or afternoon</p>	<p>This training is required to all employees who engage in any form of traffic control of flagging operations. The training is based on the latest version of the CA Manual on Uniform Traffic Control Devices (CA MUTCD).</p>
On-Site Inspections	<p>Depending on the site or facility will depend on the duration.</p> <p>Typically, a few hours and done in person</p>	<p>On-Site inspections of facilities or corporate yards will focus on offices, storage rooms, bathrooms, building exteriors, kitchen/break rooms, interior work areas, machine shops equipment storage material storage, chemical storage etc.</p>
Sidewalk Maintenance Program and Awareness Training Resources	<p>Consultative assistance to review and update policies and programs</p>	<p>Sidewalk Inspection and Maintenance Program and best practices</p> <p>Sidewalk Liability RM Best Practices</p> <p>Sidewalk Inspection and Maintenance</p> <p>Vendor:</p> <p>Precision Concrete Cutting</p> <p>Joseph Ortega</p> <p>jortega@dontgrind.com</p>



Our risk control staff has extensive experience assisting clients with safety program development and implementation. We also have a team of credentialed safety professionals who can provide onsite and remote risk control services and employee safety training on a variety of subjects. Below is a sample list of what Sedgwick can provide.

Program development and implementation

- Aerosol Transmissible Diseases (ATD)
- Bloodborne Pathogens
- Confined Space
- Driver Safety & Vehicle Use
- Electrical Safety Program
- Emergency Action Plan
- Ergonomics
- Fall Protection Program
- Fire Prevention Plan
- Hazard Communication
- Hearing Conservation
- Heat Illness Prevention
- Injury & Illness Prevention Program (IIPP)
- Lockout/Tagout
- Personal Protective Equipment Policy
- Respiratory Protection
- Sidewalk Inspection and Maintenance
- Workplace Violence
- Wildfire Mitigation

Safety training services

- Aerosol Transmissible Diseases (ATD)
- Bloodborne Pathogens
- Confined Space Awareness
- Defensive Driver
- Electrical Safety – Low Voltage
- Emergency Action Preparedness
- Ergonomics (Office & Industrial)
- Fall Protection
- Forklift Certification & Train-the-Trainer
- Hazard Communication
- Hearing conservation
- Heat Illness Prevention
- Injury & Illness Prevention Program
- Ladder Safety
- Lockout/Tagout
- Mobile Elevated Work Platforms
- Playground Inspection & Maintenance
- Personal Protective Equipment
- Respiratory Protection
- Sidewalk Liability
- Temporary Traffic Control & Flagging
- Trailer Safety
- Wildfire Smoke
- Workplace Violence

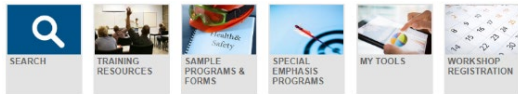
Additional onsite services

- Hazard Inspections
- Ergonomic Evaluations (Office & Industrial)
- Playground inspections by Certified Playground Safety Inspectors
- Safety Committee Development

IMPORTANT NOTE: NCCSIF 2024/25 program year ends June 30, 2025 You must reach the Risk Manager to schedule services *no later than May 1, 2025*, to ensure delivery before the end of the program year.

Risk control website resources

Members have 24/7 access to the Sedgwick Risk Control website at: riskcontrol.sedgwick.com



What's New

Safety Talks – one page training handouts for your staff
Blood Borne Pathogens – Infection Control
Personal Protection Equipment: Sunglasses or Safety Glasses
Changes or training requirements

Safety Communications – Information for managers on regulations
Cal/OSHA Serious Injury Reporting, eff. 1/1/2020
FMCSA Drug and Alcohol Clearinghouse, eff. 1/26/2020
Ergonomics – Back Injury Prevention Training Resources

Sample Programs – model documents to update your policies
Ergonomics Program
Mobile Device and Electronics Policy

Regulatory updates and training publications – Over 300 publications have been developed to assist members with Cal/OSHA compliance and liability best practices.

On-Line Streaming Safety Videos – Over 400 safety training titles available on-demand. This service has allowed members to deliver brief safety trainings or tailgate sessions.

Sample Programs, forms, and checklists – Sample programs available for members to use; many of the programs include a development guide. In addition, there are several forms and checklists available.

Webinars – Sedgwick’s Risk Control team regularly develops pertinent safety webinars. Members are invited to attend live sessions or can view recorded webinars.

Additional Services

Resource	Description	Contact/Links
Cal/OSHA Basic Information	Basic OSHA information including electronic reporting requirements and information on the Injury Tracking Application (ITA) an online portal OSHA requires CA employers use to report injury and illness data	Cal/OSHA Report Accident or Injury Cal/OSHA Log 300 Reporting Injury Reporting Site
Lexipol	Public safety policies, training, grant assistance, news, and analysis	Lexipol Site
PRISM Risk Control Resources	<ul style="list-style-type: none"> List of risk control services and programs Risk Control services specifically for peace officers 	PRISM Risk Control Menu of Services & Partner Programs PRISM Risk Control Services for Peace Officers
Cyber Risk Management Resources Beazley Breach Solutions Risk Management Portal (APIP Members only)	www.beazleybreachsolutions.com Please reach out to Jenna Wirkner (Jenna.Wirkner@alliant.com) (to get connected to the site. At a minimum, we will need the person's name, the name of their corresponding organization, and their work-issued email addresses (personal email addresses won't work).	The Portal contains a lot of useful cyber risk management information, including best practices, training, response plans, tabletop exercises, and what to do before, during and after a cyber-attack.
Sewer Risk Management	DKF Solutions Group, LLC David Patzer Office: 707.373.9709 Email: dpatzer@dkfsolutions.com Website: http://www.dkfsolutions.com	Free sewer risk management resources for NCC members and residents https://www.besewersmart.com
Sidewalk Repair Services	Precision Concrete Cutting www.dontgrind.com Katrina Lynch (916) 847-7346 Klynch@dontgrind.com Joseph Ortega jortega@DontGrind.com	<i>Master contract with NCCSIF – no need for your own</i>

Member Services

User Guidelines

NCCSIF Risk Control services include a variety of services such as, training, inspections, assessments, and program development efforts. Each member has a designated number of days of service for the current program year. Members are encouraged to use their designated allowance within the program year.

The list of service options is provided for the program year. The time required to deliver each service option is available for planning purposes. Members may combine service offerings, as needed, to fill a service day. Many of the services can be provided on-site or virtually. Members are encouraged to use their allotted service days in two consecutive day increments when selecting on-site services.

Service day

Service days are normally delivered Monday through Friday, 8:00 a.m. to 5:00 p.m. Requests for Saturday service are considered on a case-by-case basis when staff and equipment are available.

On-Site Services

On-site services and training sessions are delivered in full-day increments. Half-Day trainings can be completed in one working day in a morning and afternoon session to utilize a single service day.

Virtual Services

Training sessions delivered virtually can be provided in half-day increments. Virtual training will be recorded and made available to the members.

Service & Scheduling Requests

All service requests are made through the Risk Control Manager. All efforts will be made to accommodate requests based on staff availability.

Members may contact the Risk Control Manager throughout the year to schedule services or may set their desired training timeframe at the beginning of the program year. NCCSIF will send out periodic reminders to members and their risk control contacts to remind them to schedule services.



ERGONOMIC EVALUATION REQUEST FORM

Northern California Cities Self- Insurance Fund (NCCSIF) is pleased to offer ergonomic evaluation services. Sedgwick is the risk control service partner to NCCSIF and conduct the evaluation. If you have any questions, please reach out to Shane Baird: shane.baird@sedgwick.com.

Member Entity Name: _____ **Today's Date:** _____

Your Name: _____ **Phone:** _____

Your Email Address: _____

Employee Contact Information

Employee Name: _____ **Job Title:** _____

Email Address: _____ **Phone Number:** _____

Employee Work Site Address: _____

Employee Work Hours: _____

Date Ergo Evaluation Needed by: _____

Please provide a reason for the ergonomic evaluation request: (explain employee symptoms or workstation issues).

(If additional room is needed, please attach separate sheet.)

Please e-mail the completed form to: Shane Baird shane.baird@sedgwick.com or (661) 619-3520

NCCSIF Program Administrators:

Marcus Beverly Marcus.Beverly@alliant.com or Jenna Wirkner Jenna.Wirkner@alliant.com



**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024**

Agenda Item F.3

FY 24/25 RISK CONTROL SERVICE PLAN

INFORMATION ITEM

ISSUE: Shane Baird from Sedgwick Risk Control will provide the Risk Management Committee with the risk control service plan for the remainder of FY 2024/2025.

Member Services:

The risk control service plan is designed to provide members with assistance in complying with Cal/OSHA requirements and industry best practices, including those approved by the NorCal Cities Board. The goal is to improve employee and public safety, reduce losses, and to respond to individual member requests for assistance.

The plan includes three days of customized risk control services for each member. Types of services include, but are not limited to, program review and development, on-site and virtual training, hazard inspections, ergonomic evaluations, and safety committee participation. Members will also have unlimited access to the Sedgwick Risk Control website, and phone and email consultation for safety and risk management related questions.

Focused Risk Assessment Action Items

Conduct biennial risk management program assessment for each member including discussion on member's specific needs, development of action plans, and review of the available risk control resources. Services include a self-assessment reporting tool that each member can complete "on their own time", on-site inspections, interviews with staff, and report writing. Maintain and update the member's progress and program scorecard throughout the year.

Safety Program Review and Development

Provide support in reviewing/developing Cal/OSHA required programs including Injury & Illness Prevention Program, Bloodborne Pathogens, Ergonomics, Emergency Action Plan, Hazard Communication, Heat Illness Prevention, Hearing Conservation, Lockout/Tagout, Personal Protective Equipment, Respiratory Protection and Workplace Violence Prevention.

Ergonomic Evaluations

Provide office ergonomic evaluations upon request, conducted in person or virtually.



**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024**

Agenda Item F.3. *continued*

Training

Coordination of member training services and provision of regional trainings (training may be virtual or in person events). Training events are being planned for the program year but include the following:

1. Managing Sidewalk Liability
2. Heat Illness Prevention
3. Workplace Violence Prevention
4. Aquatics Risk Management

EAP and Management Training

Staff is working with ACI Specialty Benefits, 34th Street Consulting and others to deliver virtual training events on topics addressing management, communication, stress, wellness, diversity, equity, inclusion, ethics, and harassment. ACI Specialty Benefits sessions will be recorded and posted on the NCCSIF website.

Additional Services and Resources

- Unlimited phone and email consultation with the NCCSIF Risk Control Manager
- Coordination support for members to request grants from the NCCSIF Cash for Safety Culture Risk Management Fund
- Access to the resources on the Sedgwick Risk Control website: <http://riskcontrol.sedgwick.com>
 - ***On-line Streaming Videos*** - Members have access to over 400 on-line streaming videos to help comply with OSHA and other regulatory training requirements. Sedgwick-produced videos are also developed on key safety topics.
 - ***Safety Publications*** - Sedgwick Risk Control has developed customized safety publications that provide guidance on Cal/OSHA regulatory requirements and industry Best Practices. The publications are written in an interesting and informative manner, nicely designed, and ready for distribution.
 - ***Sample Programs, Forms, and Checklists*** - Up to date sample safety programs, forms, and checklists are available in a streamlined, yet comprehensive manner. These documents are in Word or Excel format so that they can be easily customized by each member.

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: Information Only – review and provide feedback and direction.

ATTACHMENTS: None



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024**

Agenda Item F.4.

CASH FOR SAFETY AWARDS RECOGNITION 23/24

ISSUE: The Program Administrators received nominations for the “Cash For Safety Culture” program awards which were voted on and approved by the Board of Directors at the June meeting.

Cash prizes were awarded for the “Most Outstanding” submission (\$5,000), an “Outstanding” submission (\$3,000) and a “Good” submission (\$2,000).

- City of Anderson, Most Outstanding
- City of Jackson, Outstanding
- City of Placerville, Good

Honorable Mentions

- City of Colusa
- City of Nevada City

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: None - information only.

BACKGROUND: The program is designed to recognize and reward members for promoting a positive safety culture within their organization. Members are encouraged to identify risks within their organizations, develop an idea or solution to reduce the risk, and describe the results. The award criteria will be based on proactive/innovative safety solutions that were implemented by the member and improved employee safety or reduced risk exposures.

ATTACHMENT(S): None.



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024**

Agenda Item F.5.

POLICE RISK MANAGEMENT COMMITTEE UPDATE

INFORMATION ITEM

ISSUE: Alliant will present an update on the activities of the Police Risk Management Committee (PRMC).

Police Risk Management Committee meetings are held quarterly with most of them being in-person at the Events Center in Rocklin. Over the past year, meetings have not been well-attended. We have not had a quorum since prior to the February 2023 meeting, so have not been able to have Consent Calendar Items approved and filed. We would like to ask for the Board's help in stressing the importance of participation to your Police Chief's/staff. Suggestions for improved attendance are welcome.

November 2, 2023 – Benchmark Analytics

CJPRMA has partnered with Benchmark Analytics as a new part of their loss control program and is also paying for this service. Benchmark utilizes a Management System (BMS) that maintains a history of training and education, provides a record of major policing-related events as well as tracking key performance indicators. The goal is to keep both officers and citizens safer in addition to reducing claims costs. Five NCC Cities are utilizing this service: Auburn, Lincoln, Oroville, Red Bluff and Rocklin.

February 1, 2024 - Bruce Kilday, Bill Bittner and Jacob Graham of Angelo, Kilday, and Kilduff presented a legal update on the many new California laws affecting police agencies including:

- AB 2534 – Driver Education for Stops
- AB 2644 – Minor Custodial Interrogation
- AB 2773 – Reason for Stop
- AB 485 – Hate Crime Reporting
- AB 655 – Hate Group Background
- AB 2229 – Bias Evaluation
- SB 960 - Citizenship
- SB 1359 - Vehicle Registration
- SB 2188 – Use of Cannabis outside the workplace

May 2, 2024 – Mark J. Wittenberg has been training police from all ranks for over 30 years and consistently provides new and dynamic ways to approach issues we face. Mark is a former police manager who presents training in some of our most demanding areas. He is a facilitator at the Museum of Tolerance in Los Angeles, teaching cultural diversity for police and how to build respect and trust in



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
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Agenda Item F.5. continued

the community. He is a long time, POST certified Team Building Workshop Coordinator, working with agencies of all sizes and has taught auditing principles in the POST Executive Development Course. He is an independent police auditor and has addressed sensitive, workplace issues for many departments. He is also the former National Trainer Public Safety trainer for the Josephson Institute of Ethics, where he has engaged departments across our country in decision making and risk exposure.

This course titled, Improving Police Performance, focuses on police performance, what is considered professional standards and how to work to elevate individual performance. Furthermore, teaching that preventing poor performance and the costs associated with it, are crucial to a Department's success,

August 1, 2024 – Apex Officer demonstration, presented by Steve Nelson. Apex Officer provides police officers and law enforcement agencies with turnkey virtual reality force options training simulators and VR technology training solutions.

Chief Thompson from City of Dixon spoke to the Executive Committee in September about Apex Officer. Dixon is very interested in the Apex Officer program and asked the EC to consider use of grant funds to assist departments in the cost.

FISCAL IMPACT: None expected from this item.

RECOMMENDATION: None - information only.

BACKGROUND: NCCSIF contracts with Sedgwick to provide Risk Control Services including the facilitation of the Police Risk Management Committee meetings. With the unfortunately passing of Tom Kline, Sedgwick is in communication with Program Administrators regarding a replacement.

ATTACHMENT(S): Apex Officer Key Points



Apex Officer Key Points

Apex Officer training simulators are designed to conduct immersive and interactive training in a safe and controlled environment, to assist in retaining valuable performance skills. Each Apex Officer system is designed to increase trainee knowledge and is an effective tool for ongoing de-escalation, crisis intervention, communication training, and use of force training. By utilizing the best virtual reality hardware and technology, we have created the world's most realistic and immersive training simulator.

Leading Virtual Reality Equipment

Our simulator comes equipped with the world's most powerful wearable backpack workstation – optimized for free-roam experiences. Experience full training immersion with unprecedented freedom of movement and the most reliable connectivity that no wireless VR device can provide. With the Apex Officer, trainees are transported into a 360-degree virtual environment that looks, feels, and interacts identically to real-world encounters.

Unlike other simulators, you aren't limited to projector displays or to static voice scripts. With our propriety microphone input, trainees are dispatched into virtual environments in which they control the progression and outcomes of their training session as they assess, give verbal commands, and make split-second decisions that reflect the expectations of their department.

Infinite Capabilities

The Apex Officer allows every agency to customize training to best tailor the specific needs of their officers. No other simulator allows trainees\recruits\officers to practice and refine their skills with a nearly limitless number of outcomes in dynamic training exercises.

The infinite capabilities within the simulator allow trainers to select from an extensive range of training parameters from our Apex Officer Content Library. Training parameters in our simulators include environments, start points, behavior, suspects, characters, weapons, and many more options to create.

No Re-Occurring Fees

A one-time cost of the system with all future software updates is included in the purchase price. The updates are provided at no additional cost. There are no additional fees (outside of the initial purchase price).

Multiple Officers

The system can have multiple officers train simultaneously as well as the ability to train beyond two officers at once with additional optional upgrades in the future. Apex Officer is currently the only simulator that can train beyond two officers at once.



Portable and Compact

The portability of the simulator is a real asset to agencies with multiple locations and limited space. The system is connected wirelessly to a provided router, internet connection is not required, allowing you to train anywhere you have power and space.

Capable of transporting from one location to another with ease, as it runs from a laptop. Most simulators use desktops which hinder portability and require more space. The Apex Officer can accommodate multiple users in spaces ranging from 5 feet by 5 feet up to 30 feet by 30 feet.

VR Weaponry

With a wide selection of life-like weapons and less-lethal equipment, our Apex weapons allow for an immersive training experience where law enforcement and police departments may adequately and train in using lethal and non-lethal force.

Longer Training Time

Sufficient hot-swappable battery system to ensure extended training periods without having to shut down. Apex Officer is the only simulator that utilizes hot-swappable batteries.

Advanced Officer Analytics and After-Action Debriefing

Our advanced training analytics offers training instructors insight into the trainee's results, and where training needs to be emphasized. After-action debriefing with the simulator provides training instructors and departments the ability to review the training module with the recruit immediately, and if saved at any time of their training. This is incredibly useful for delayed debriefing after lesson observation, providing the recruit with time for reflection in the form of a time delay, and correlating material.

Collaboration

Our Semi-monthly Apex Officer Roundtables allow all agencies with the simulator to communicate, collaborate and interact with other trainers. It is also the platform in which Apex Officer developers discuss any new features and similar functionality, common support issues, and general feedback regarding the Apex Officer.

Community Benefit

Departments currently using the Apex Officer have incorporated the simulator into their curriculum, including their training academies, annual in-service training, other supplement training, and their Citizen's Academies.



Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024

Agenda Item F.6.

DKF TRAINING LINK

INFORMATION ITEM

ISSUE: Members are presented an overview and offer from [DKF Solutions Group](#) regarding their Training Link platform designed to enhanced training and compliance for public works and water/wastewater utility staff.

- Key benefits
 - Audience served: Public Works and Water/Wastewater Utility employees.
 - Each member is required to conduct a safety “tailgate” meeting every 10 working days. We offer a certified safety professional every other Tuesday to deliver a 15-20’ targeted training on issues relevant to this audience. Each is recorded and placed into a library supervisors can select relevant videos to use for their meeting.
 - Direct access to live instructor-led virtual classes on CalOSHA and technical job skills for PW, water/wastewater utility employees
 - ~50webinars/year – all recorded and available in view on demand library
 - Employee training records management module to organize records.
- Cost:
 - Normally \$999/year/city (~\$22k for NCCSIF)
 - Pool offer: \$10k for all members/year

FISCAL IMPACT: TBD – none expected from this item – have budget for training if needed.

RECOMMENDATION: Review and provide direction regarding services and offer.

BACKGROUND: DKF and David Patzer have been providing risk control services for the California Sanitation Risk Management Authority (CSRMA) for over thirty years and have a wealth of specialized experience in the water and wastewater utility field.

ATTACHMENT(S): Training Link Website Overview and Classes Offered

Elevate your team’s capabilities with TrainingLink™ and Smart SOP™
Your **dynamic duo** for excellence in safety and learning!



Smart SOP™
Standard Operating & LOTO Procedures
Engineered for Safety, Designed for Clarity
www.smartsop.com



TrainingLINK™
Safety training and learning management
for public works and wastewater utilities
www.traininglink.com

TrainingLink™

by DKF Solutions Group

Safety training and learning management for public works and wastewater utilities

Tailored to the unique structure and demands of public works and wastewater utilities, TrainingLink delivers targeted live and on-demand content, ensuring your workforce gains the knowledge and skills needed to excel in every aspect of their vital roles.

Register for Training

Subscribe to TrainingLink



All trainees must log in to register and join classes.

LOGIN

New to TrainingLink?
[Click here](#) to create a free individual profile or purchase an agency subscription.
 Is your employer a subscriber? [click here](#).

Forgot Password?
[Click here](#) to reset.

[Click to View Welcome Video](#)

Subscribe and join our satisfied community and experience hassle-free training and cost-effective records management today!



Streamlined Training
 Effortlessly deliver high-quality live online training sessions to your staff on our user-friendly platform.



Affordable Solution
 Deliver superior training to your agency with an unmatched combination of quality and affordability.



Simplified Administration
 Say goodbye to outdated systems and let TrainingLink take care of your training records management.



Commitment to Excellence
 We specialize in creating the perfect solutions for public works and wastewater agencies.

Leave a message



I cleared a big stack of training records off my desk last night – it was so easy to enter the information in TrainingLink! This will take a chunk of time off my plate and will help employees manage their deadlines better. A million thanks for an amazing product... it's so user-friendly and very intuitive.

Shelli St. Clair
 Lab Supervisor

Current Subscribers

Join our growing community of forward-thinking public works and wastewater utilities that prioritize safety and efficiency with a TrainingLink subscription.

- | | | |
|---|--|---|
| American Canyon, City of | Laguna Beach, City of | Salinas, City of |
| Anderson, City of | Lake Arrowhead Community Services District | San Bruno, City of |
| Antioch, City of | Lake County, Special Districts | San Carlos, City of |
| Big Bear City Community Services District | Las Gaiinas Valley Sanitary District | San Eljo Joint Powers Authority |
| Biggs, City of | Leucadia Wastewater District | San Mateo, City of |
| Brentwood, City of | Live Oak, City of | San Mateo, City of (WWTP) |
| Burlingame, City of | Livermore Water Resources Division | Sanitary District #5 of Marin County |
| Carmel Area Wastewater District | Loma Linda, City of | Santa Cruz County |
| Carpinteria Sanitary District | Loomis, City of | Sausalito, City of |
| Castro Valley Sanitary District | Los Altos, City of | Sausalito Marin City Sanitary District |
| Central Marin Sanitation Agency | Loyalton, City of | Selma-Kingsburg-Fowler County Sanitation District |
| City of Wasco | Marin Municipal Water District | Sewer Authority Mid-Coastside |
| Colfax, City of | Millbrae, City of | Sewerage Agency of Southern Marin |
| Concord, City of | Milpitas, City of | Shasta College |
| Daly City, City of | Montague, City of | Shasta Lake, City of |
| Delta Diablo Sanitation District | Montecito Sanitary District | Silicon Valley Clean Water |
| Dublin San Ramon Services District | Monterey One Water | South Orange County Wastewater Authority |
| Dunsmuir, City of | Mountain House Community Services District | South San Francisco, City of |
| East Bay Regional Park District | Mt. Shasta, City of | Susanville, City of |
| East Palo Alto Sanitary District | Mt. View Sanitary District | Triunfo Water & Sanitation District |
| Etna, City of | Napa Sanitation District | Truckee Sanitary District |
| Fairfield-Suisun Sewer District | North of River Sanitary District | Tulelake, City of |
| Fort Bragg, City of | Novato Sanitary District | Vacaville, City of |
| Foster City, City of | Ojai Valley Sanitary District | Vallejo Flood & Wastewater District |
| Goleta Sanitary District | Palmdale, City of | Valley Sanitary District |
| Goleta West Sanitary District | Pebble Beach Community Services District | Ventura Regional Sanitation District |
| Goleta West Sanitary District | Petaluma, City of | Ventura Water |
| Groveland Community Services District | Piedmont, City of | Victor Valley Wastewater Reclamation Authority |
| Hayward, City of | Pinole, City of | Victorville, City of |
| Healdsburg, City of | Placerville, City of | Weed, City of |
| Inland Empire Utilities Agency | Pleasanton, City of | West County Wastewater District |
| Ironhouse Sanitary District - Collections | Portola, City of | West Valley Sanitation District |
| Ironhouse Sanitary District - WRF | Reedley, City of | Yountville, Town of |
| Isleton, City of | Rio Dell, City of | Yreka, City of |
| Jackson, City of | Rohnert Park, City of | |
| Jurupa Community Services District | Ross Valley Sanitary District | |

Feature	TrainingLink	Vector
Live instructor-led biweekly CalOSHA safety tailgate mtgs (30'each) for PW/wastewater and water staff	Yes	No
View on demand library of CalOSHA safety tailgate videos	Yes	No
Downloadable CalOSHA Tailgate Topic Library	Yes	No
Sewer/Public Works Library of self paced computer-based courses for technical skills	Yes	No
~50 webinars/year plus view on demand library of recorded webinars (safety, risk mgt, public works/sewers job skills and more)	Yes	No

The self-paced course library of courses we'd include in the NCCSIF subscription include the following 31 titles:

- Basic Math for Collection Systems Workers
- Bypass Pumping
- Closed Circuit Televising (CCTV)
- Collection System 101
- Cover Removal Safety: Know the Risks and Avoid the Hazards
- Developing Condition Assessment Programs June 2022
- Easement Maintenance
- Easement Maintenance & Repair
- Everyday Asset Management June 2022
- How to Read Sewer Maps
- Jet Rodding (Hydro Jetting)
- Lateral Maintenance

Maintenance Strategies to Keep Your Infrastructure from Failing June 2022

Manhole Cover Removal

Manhole Inspection and Rehabilitation

Mechanical Rodding

Plugging Sewers

Roadway Restoration and Repairs

Rodder Safety

Sewer Cleaning Nozzle Selection

Sewer Easement Maintenance Part 1

Sewer Easement Maintenance Part 2

Sewer Easement Maintenance Part 3

Sewer Force Main Condition Assessment June 2022

Skid Steer Operations

Spot Repairs

Vacuum Truck Safety

Vacuuming - Combination Unit

Vehicle Inspection for Combination Units

Water Quality Monitoring Plan

Water Sampling Training Course



BACK TO AGENDA

**Northern California Cities Self Insurance Fund
Risk Management Committee Meeting
October 17, 2024**

Agenda Item F.7.

**RISK MANAGEMENT
TRAINING CALENDAR AND MATRIX**

INFORMATION ITEM

ISSUE: Members will receive an overview of the Employee Training Matrix and NorCal Cities Training Calendar. Members are asked to discuss additional training topics for 24/25.

24/25 NorCal Cities Training Calendar

- Sewer Summit (Webinar)
- Law Enforcement Training Day (Rocklin Event Center)
- Risk Management 101 (Webinar)
- AMVP v. APIP (Webinar)
- Insurance Requirements in Contracts (Webinar)
- Heat Illness Prevention (Webinar)
- Flagger Training (Regional)
- Aquatic Risk Management (Webinar)
- Playground Safety Inspection Training (Regional)
- AB 1234 and AB 1825 (February)

FISCAL IMPACT: None expected from this item – training is budgeted.

RECOMMENDATION: None - information only.

BACKGROUND: None.

ATTACHMENT(S):

1. NorCal Cities Training Calendar
2. Employee Training Matrix
3. 34th Street Consulting Training Catalog



2024-2025 TRAINING CALENDAR

AS	= Alliant Insurance Services
SRC	= Sedgwick Risk Control
DKF	= DKF Solutions
OV	= Outside Vendor

JULY 2024	
SRC	Workplace Violence Prevention Training
AS	Special Events Requirements Training
August 2024	
SRC	Temporary Traffic Control and Flagging
OCTOBER 2024	
DKF	2024 Sewer Summit
NOVEMBER 2024	
AS	Law Enforcement Training Day
DECEMBER 2024	
AS	Risk Management/Insurance 101
JANUARY 2025	
AS	AMVP v. APIP Training – Marcus Beverly
FEBRUARY 2025	
AS	Insurance Requirements in Contracts Training – Marcus Beverly
MARCH 2025	
OV	AB 1234 and AB 1825 *every odd year
APRIL 2025	
SRC	Heat Illness Prevention Training – Virtual
SRC	Flagger Training – Regional Training
MAY 2025	
SRC	Playground Safety Inspection Training
OV	Aquatic Risk Management



EMPLOYEE SAFETY TRAINING MATRIX

	Training Frequency	Cal/OSHA Section Reference	Training Resources	Administration	Fire	Parks Maintenance	Police	Public Works	Recreation Community Service	Water/Waste Water
Aerial Devices	I/(3yr)	3646, 3648	Sedgwick		X	X		X		X
Aerosol Transmissible Diseases	I/A	5199	Sedgwick		X		X			
Asbestos Awareness	I/A	1529, 5208	Sedgwick		X			X		X
Battery Handling & Maintenance	I	5185	Sedgwick			X		X		X
Bloodborne Pathogens	I/A	5193	Sedgwick		X	X	X	X	X	X
Compressed Gas Safety	I	3301, 3304	Sedgwick		X	X		X		X
Confined Space Entry	I/U	5157, 5158	Sedgwick		X			X		X
COVID-19	I	3205	Sedgwick	X	X	X	X	X	X	X
Defensive Driving (staff who drive while at work)	I	3203	Sedgwick	X	X	X	X	X	X	X
Electrical Safety	I	2299 - 2974	Sedgwick		X	X		X		X
Emergency Action/Fire Prevention	I/U	3220, 3221	Sedgwick	X	X	X	X	X	X	X
Emergency Eye Wash	I	5162	Sedgwick		X	X		X		X
Equipment Operation Safety (department specific)	I/U	Title 8 Index	Sedgwick	X	X	X	X	X	X	X
Ergonomics - Office	I	5110	Sedgwick	X	X	X	X	X	X	X
Ergonomics - Back Safety	I	5110	Sedgwick	X	X	X	X	X	X	X
Excavation/Trenching/Shorting	I	1540	Sedgwick			X		X		X
Fall Protection	I	1670	Sedgwick	X	X	X	X	X	X	X
First Aid/CPR (designated staff)	I/C (2yr)	3400	N/A	X	X	X	X	X	X	X

Training Frequency: I – Initial Exposure/New Employee A – Annual U – Update/Change C – Certification



EMPLOYEE SAFETY TRAINING MATRIX

	Training Frequency	Cal/OSHA Section Reference	Training Resources	Administration	Fire	Maintenance	Parks	Police	Public Works	Recreation Community Service	Water/Waste Water
Fire Extinguisher	I/A	6151	Sedgwick	X	X	X		X	X	X	X
Forklift	I/C (3y)	Article 24	Sedgwick		X	X			X		X
Hazard Communication/Hazardous Waste	I/U	5194	Sedgwick		X	X		X	X	X	X
Hearing Conservation	I/A	5095	Sedgwick		X	X			X		X
Heat Illness Prevention - Indoors	I/A	3396	Sedgwick	X	X	X		X	X	X	X
Heat Illness Prevention – Outdoors	A-Spring	3395	Sedgwick		X	X		X	X	X	X
Heavy Equipment Operations	I/U	1590 - 1596	Sedgwick		X	X			X		X
Injury & Illness Prevention Program	I/U	3203	Sedgwick	X	X	X		X	X	X	X
Ladder Safety	I	3276	Sedgwick	X	X	X		X	X	X	X
Lead Awareness	I/A	5216	Sedgwick		X	X			X		X
Lockout/Tag Out	I/U	3314	Sedgwick		X	X		X	X		X
Machine Shop Safety	I	3940	Sedgwick		X	X			X		X
New Employee Safety Orientation/Specific Job Hazards	I	3203	Sedgwick	X	X	X		X	X	X	X
Outdoor Hazards (plants, animals, insects)	A-Spring	3203	Sedgwick		X	X			X	X	X
Personal Protective Equipment Requirements (PPE)	I/U	3380, 3385	Sedgwick		X	X		X	X		X
Pesticide Use Safety	I/U	5194	N/A			X					X
Respiratory Protection	I/A	5144	Sedgwick		X	X		X	X		X
Rigging/Hoisting	I	5006	Sedgwick		X	X			X		X
Silica Dust		1532.3	Sedgwick		X	X			X		
Supervisor Safety Training (designated employees)	I/U	3203	Sedgwick	X	X	X		X	X	X	X

Training Frequency: I – Initial Exposure/New Employee A – Annual U – Update/Change C – Certification



EMPLOYEE SAFETY TRAINING MATRIX

	Training Frequency	Cal/OSHA Section Reference	Training Resources	Administration	Fire	Parks Maintenance	Police	Public Works	Recreation Community Service	Water/Waste Water
Tools – Hand & Power (department specific)	I/U	Article 20	Sedgwick		X	X	X	X	X	X
Traffic Control & Flagger Training	I	1599	Sedgwick			X	X	X		X
Tree Work	I	3421	Contact Guide Pg. 7			X		X		X
Welding & Cutting Safety/Fire Watch/Hot Work	I	4799, 4848	Sedgwick		X			X		X
Wildfire Smoke	I/A	5141.1	Sedgwick		X	X	X	X		
Workplace Violence Prevention	I	3203	Sedgwick	X	X	X	X	X	X	X

This employee training matrix has been developed to assist you with the preparation and implementation of an effective Employee Safety Training Program. Each subject contains links to applicable Cal/OSHA regulations. The matrix identifies potential training opportunities. Depending on actual hazards and exposures it may be necessary to provide additional training not listed in this matrix. The Cal/OSHA Safety and Health Training website contains specific requirements and additional training tools. http://www.dir.ca.gov/dosh/dosh_publications/TrainingReq.htm

The Cal/OSHA Title 8 A-Z Browse Index is a valuable tool to research applicable regulations. <http://www.dir.ca.gov/title8/index/T8index.asp>

This training information is presented as a sample. It is based on information considered reliable, but we cannot assure its effectiveness or that all potential hazards are addressed. This information does not ensure compliance with federal, state, or local regulations. For questions or additional information, feel free to contact Shane Baird, Sr. Consultant, Risk Control Services @ 661-619-3520, or email shane.baird@sedgwick.com



Training Frequency: I – Initial Exposure/New Employee A – Annual U – Update/Change C – Certification



34th Street Consulting
SOLUTIONS FOR WORKPLACE RELATIONSHIPS



PUBLIC AGENCY TRAINING

34TH STREET TRAINING CATALOG

2023 / 2024

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Our Philosophy

Public agencies face the unique challenge of being community servants and leaders. At 34th Street we understand the weight and privilege of that responsibility. We have trained thousands of public agency employees, with essential, practical and innovative strategies for successful workplace relationships. Using our comprehensive training curriculum, immersive participatory process, and three pillars of focus (integrity, relationships, service) we tailor our training content to your unique context. Your employees will walk away feeling empowered to create sustained positive change.

We offer sessions in a variety of formats and lengths. The most common session timeframe is 2-3 hours. We always customize the scope to the needs of the public agency with whom we're partnering and offer specialized pricing based on the volume of the trainings provided. **We do not want anyone to miss out on the opportunity to improve workplace relationships because of cost.** Send us an email to see how we can work together.

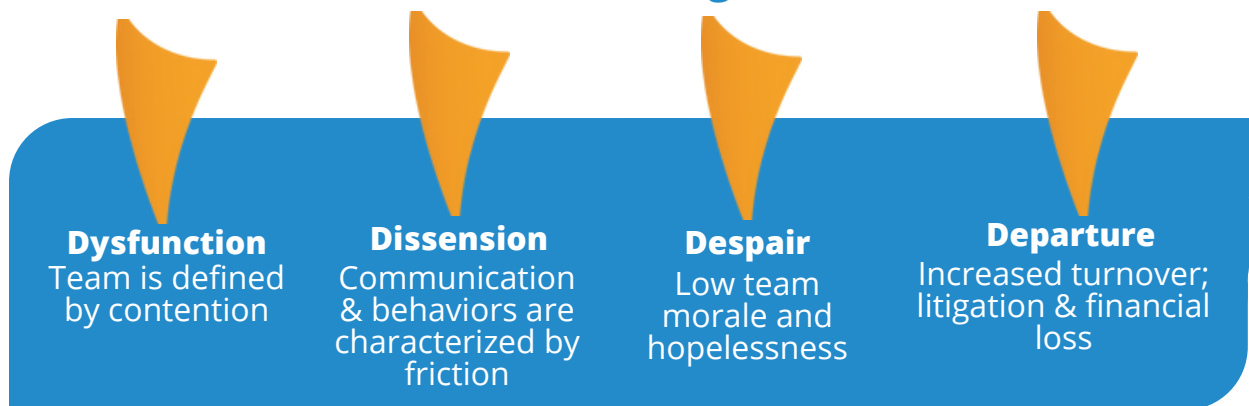
PRICING: (Pricing Per Session)

2 Hour Sessions	3 Hour Sessions
1-4 Sessions \$2500	1-3 Sessions \$3000
5-9 Sessions \$2250	4-9 Sessions \$2750
10+ Sessions \$1950	10+ Sessions \$2450

The Wedge:

Conflict Resolution & Effective Communication Consulting

Harmful Conflict drives wedges into relationships.
Unaddressed wedges create:



Conflict is Universal, but Wedges don't have to be.

If you have an entrenched conflict within your agency affecting team dynamics, productivity or workplace relationships we can help.

We are not mediators where everyone must compromise. We are systems thinkers. We use our evidence-based, research backed Wedge Removal Formula combined with our tried and true proprietary solutions to remove wedges and create sustained positive change.

WEDGE REMOVAL FORMULA:



About the Catalog

Training is tailored to your needs.

Therefore, sessions can be provided individually, grouped together in a series, facilitated in a workshop/retreat format, presented virtually, etc.

Our team has trained in every format and context possible to agencies nationwide.

This catalog presents our training sessions in two ways:

TRAININGS ARE GROUPED BY LEARNING MODULES

If you are looking for a way to provide ongoing, in-depth training on a particular topic these modules are focused on developing a particular skillset through several interrelated sessions.

TRAININGS ARE LISTED INDIVIDUALLY ALPHABETICALLY

Following the modules you will find a list of our most popular sessions. You will find the session description, objectives and suggested duration. Many of our clients like "build their own bundle" from the list provided. (However bundling session is not necessary and each can be purchased individually.)

Learning Modules



ALL BUNDLES ARE
ADAPTABLE TO YOUR
AGENCY'S TIME
CONSTRAINTS AND
BUDGET

TRUST

Trust has inherent power. Trust fuels cooperation which produces an effective, cohesive and successful agency. Without it an agency pays the price in stress, poor service, and conflict. We focus on building and rebuilding trust as the foundation upon which an agency can build to achieve their goals.

SESSION TITLES:

Harnessing the Power to Lead: Building and Rebuilding Trust
Decision Making and Problem Solving
Extreme Ownership

COMPREHENSIVE LEADERSHIP

These training sessions provide extensive knowledge, understanding and coaching to learn skills, strategies and practical application for immediate implementation to optimize relationships and maximize individual potential. These trainings can be for leaders by title or prospective leaders.

SESSION TITLES:

Understanding your Role: Leader vs. Manager
The Unwritten Rules of Leadership: Leadership Fundamentals
Leveraging Leadership
Critical Conversations
Extreme Ownership
Harnessing the Power to Lead: Building and Rebuilding Trust
Decision Making & Problem Solving
Power and Influence
Maxims of Change: Four Keys to Positive Sustained Change

PEOPLE MANAGEMENT

The greatest investment an organization can make is to invest in its people. This bundle gives leaders the skills needed to effectively lead those they supervise while also giving them the capacity to develop future leaders.

SESSION TITLES:

Power and Influence
Critical Conversations
The Wedge: A Simple Metaphor to Improve all your Workplace Relationships
Becoming a Master Communicator: Effective communication strategies, decoding nonverbal communication and Best practices
Effectively Leading a Generationally Diverse Workforce
Professional Development as the Optimal Tool for Performance Management
Revitalizing a Resilient Workforce (Mitigating Burnout)
Effectively Managing a Hybrid Workforce

Learning Modules (Cont.)



EFFECTIVE CUSTOMER SERVICE

Effective customer service is essential for all agencies and allows them to more effectively execute their jobs. In this bundle, we focus on teaching employees skills to help them navigate conflict, interact with all stakeholders successfully and how to implement these skills in stressful situations.

SESSION TITLES:

Becoming a Master Communicator: Effective communication strategies, decoding nonverbal communication and Best practices
Customer Service for Public Agencies
De-Escalation: Strategies to Build Customer Trust

EFFECTIVE EMPLOYEE TOOLBOX

This bundle focuses on empowering employees with the skills and training to help them be more effective and increase productivity. These sessions can be combined and tailored to fit your needs.

SESSION TITLES:

Becoming a Master Communicator: Effective communication strategies, decoding nonverbal communication and Best practices
The Wedge: A Simple Metaphor to Improve all your Work Relationships
Decision Making & Problem Solving
Achieving Outcomes: How to Set, Keep and Achieve Strategic Goals

COMPLIANCE

These sessions are updated continuously to meet the requisites of compliance training. We provide engaging educational sessions without losing the seriousness of the subject matter.

SESSION TITLES:

Workplaces that Work for all of Us: A Harassment Prevention Session
(meets requirements for AB 1825 for managers and supervisors, SB1343 for non-supervisory personnel, and AB 1661 for local agency officials.)
Preserving the Public Trust: Ethics for Public Entity Officials
(meets requirements for AB1234)

EFFECTIVELY LEADING TEAMS

What's the common thread amongst ALL effective teams? Effective leaders. This bundle focuses on giving leaders the skills and confidence they need to maximize team productivity, capitalize on potential, and optimize team relationships for success.

SESSION TITLES:

Harnessing the Power to Lead: Building and Rebuilding Trust
Leveraging Leadership
Critical Conversations
Extreme Ownership
Coaching/Leader vs. Manager
Effectively Leading a Generationally Diverse Workforce
Successful Workplace Cultures: Adaptable Communication and Conflict Resolution Strategies

Training Sessions & Descriptions

ACHIEVING OUTCOMES: HOW TO SET, KEEP AND ACHIEVE STRATEGIC GOALS

Description: The process required to effectively set, keep and achieve goals is a skillset, it is rarely an innate gift. Frequently it takes years of trial and error to perfect a system of success, sadly often at the detriment of the organization's effectiveness. Some may find it easy to identify key goals but the technical breakdown into achievable steps eludes them, while others may simply feel overwhelmed with where to start despite a clear vision of where they want to go. This session focuses on the skillset required to be a leader not only with vision, but execution. Participants will learn the needed skills and strategies to translate the agency vision into achievable outcomes that move the team forward whether they are setting goals individually or department wide.

Objectives: Organization Change, Team Alignment, Growth & Outcomes
Duration: 2-3 Hours

GOVERNANCE TRAINING: WHERE GOOD GOVERNMENT AND GOOD GOVERNANCE CONVERGE

Description: Elected and appointed officials operate at their highest and most effective level when they are focused on discharging their duties as a governance team member. The public expects their local government officials to stay within the bounds of their authority as they lead the City. This ensures that the creation of a predictable workplace culture for City employees. This also ensures that the immunities afforded members of the governance team are maintained.

Specifically, this session will cover the origins of power [that governance teams like the] City Council [and various commissions within the city] exercise. The people who grant them such authority remain in charge and do not yield their sovereignty. This session will review some aspects of transparency laws, the importance of maintaining the public trust, and the importance of staying within the bounds of established municipal codes and state and federal law.

Finally, this session focuses on principles of leadership and the value of effective delegation to a City leadership team charged with executing the vision of the governance team.

Objectives: Governance, Leadership, Immunity, Council/Manager form of government
Duration: 2 Hours

Session Descriptions (Cont.)

BECOMING A MASTER COMMUNICATOR: EFFECTIVE COMMUNICATION STRATEGIES, DECODING NONVERBAL COMMUNICATION AND BEST PRACTICES

Description: A common characteristic found in great teams and relationships is fundamentally sound communication. This session focuses on the foundations of good communication--what, how, and when to use them, and the importance of communication to solve workplace and relationship challenges. This session provides participants with tools to communicate their way to achievement, as well as empower people to respond to and address unwanted conduct at work. When a workforce is empowered with communication skills, there are very few things they cannot achieve.

Objectives: Healthy Communication, Building Relationships

Duration: 2-3 Hours

BELONGING: CREATING PSYCHOLOGICAL SAFETY, MANAGING A DIVERSE WORKFORCE & SUPPORTING THE TEAM

Description: Current research has revealed that most of the DEI programs of the last several decades are ineffective and yield few results. Traditionally programs focused on Diversity, Equity, and Inclusion (DEI) by addressing patterns of bias that created inequities in our culture, including our workplace environments. These efforts focused on groups that have been historically discriminated against.

Eliminating bias from our workplaces must be done using a broader holistic approach. This approach should include training and education, development of a team based on a Bias Elimination Plan (BEP), coaching and conflict resolution, and a plan for measuring results. These efforts are focused on all personnel, because all personnel should feel they belong.

It all begins with education sessions to develop a common objective for the organization. That objective is (1) that every employee deserves to feel like they belong and are an important part of the organization; and (2), every employee is entitled to authentic equal access to opportunities within the organization. The inherent challenge is educating every team member on the existence of bias in virtually every organization in the systems of hiring, advancement, work assignment distribution, and leadership opportunities. This session begins this process without placing blame or identifying participants as part of the problem. The DEB subject is approached positively with a focus on the future; because the future is all we can successfully change.

Objectives: Eliminating Bias, Equity Employment Practices, Culture,

Duration: 2-3 Hours

Session Descriptions (Cont.)

CRITICAL CONVERSATIONS: HOW TO NAVIGATE ESSENTIAL DIALOGUE WITH COWORKERS

Description: In our countless training sessions and consulting hours we have yet to find someone who truly wants to actively alienate everyone around them. Most individuals who enter public service are just the opposite, they honor the privilege to serve, relish the opportunity to grow and care deeply about all community stakeholders. Often this desire to contribute in a positive way to society also means they worry about the ramifications of tough conversations. Within this session we are focusing on the crucial conversations required to not only get the job done well, but maintain a sense of belonging, safety, and progress within the agency. Participants will learn methods to having candid conversations that foster growth and trust amidst team members, and strategies to support agency members' progress towards excellence.

Objectives: Growth, Change, Alignment, Effective Communication, Conflict Resolution

Duration: 2-3 Hours

CUSTOMER SERVICE FOR PUBLIC AGENCIES: STRATEGIES FOR SUCCESS

Description: Public agency employees are often the community members' first impression of the city, which makes customer service skills essential. Customer service is inextricably intertwined with being a public servant. Local businesses, residents, and community leaders often feel that because their tax dollars pay public servant salaries they have an unwritten contract that requires agency employees to be responsive to their needs. This session was designed with public agencies for public servants like yours. Building public trust and overcoming negative perceptions about public servants are the byproduct of effective customer service. Too many customer service sessions focus on broad principles without understanding the context public servants experience. This session will focus on providing participants with the necessary skills to improve the quality of customer service for both external and internal customers.

Objectives: Effective Communication, Increase Productivity, Quality Customer Service

Duration: 2-3 Hours

Session Descriptions (Cont.)

DE-ESCALATION: STRATEGIES TO BUILD CUSTOMER TRUST

Description: While we all want to have interactions with community members that are smooth, flowing and productive it is inevitable that we will face a "heated" situation fraught with frustration and anger. It is necessary to find a way to treat community members with respect and give them opportunities to be heard. That is where de-escalation strategies are a necessity. This session will focus on empowering you with the skills to transfer your sense of calm and genuine interest to the person you're interacting with so you can understand the root cause of the situation, and build trust with the individual. This session will be engaging, immersive and provide practical skills you need. Building public trust and overcoming negative perceptions about public servants are the byproduct of effective public servant customer service. You can walk away feeling confident that you know how to navigate a tough situation.

Objectives: Managing Difficult Customer Interactions, Customer Service, Conflict Resolution

Duration: 2.5-3 Hours

EMPOWERING PUBLIC AGENCIES: MASTERING THE ART OF DECISION MAKING & PROBLEM SOLVING

Description: Mastering the art of decision making and problem solving in the public sector is a delicate balance of transparency, critical thinking, and diplomatic process. This session will equip you with practical strategies and best practices to identify and solve tough challenges, foster innovation, and promote continuous improvement. Through engaging exercises and real-world case studies, we'll discuss critical thinking skills and gain the confidence necessary to lead through obstacles. Whether you are a manager, supervisor, or staff member, this training will provide you with the tools and insights you need to succeed in today's rapidly changing public sector environment.

Objectives: Critical Thinking, Trust, Problem Solving, Empowering Leaders

Duration: 2-3 Hours

Session Descriptions (Cont.)

EFFECTIVELY LEADING A GENERATIONALLY DIVERSE WORKFORCE

Description: If you've ever been confused by a coworker's statement and found yourself googling "what does ____ mean"--then this session was made for you. From boomer to zoomer we've all got our own unique lexicon, paradigm, and experience. We've entered a pivotal era of increased diversity, greater flexibility and shifting values. Many agency leaders come from a powerful generation that has created foundational success for the rising generation of millennial leaders and new Gen Z public servants. Agency productivity, unity, and success is contingent upon generations understanding and respecting one another's particular set of values. Participants will learn communication strategies that are unique to each generation. Discuss ways to bridge divisions and make connections. Participants can gain a clearer picture of not just working together, but excelling together.

Objectives: Making Generational Connections, Belonging, Communication

Duration: 1-2 Hours

EFFECTIVELY MANAGING A HYBRID WORKFORCE

Description: The Pandemic of 2020-2022 generated one of the greatest workplace paradigm shifts and social experiments in modern history. Almost overnight we removed millions of employees from the workplace and asked them to stay home, and work. The challenges associated with working from home are real and well-documented. Overcoming the work-from-home distractions, lack of in-person supervision, and bridging accessibility issues will provide needed support for employees. However, the greatest challenge for most remote employees is the isolation. It cuts against our very DNA and our need as humans to connect with one another. This session focuses on solutions to these challenges, and best practices for creating the optimal structure to help employees succeed in a remote environment. The session also includes a discussion on leadership qualities necessary in times of crisis to bring peace, security, and confidence to employees in uncertain times.

Objectives: Bridging the Gaps in Remote Cohesion, Adaptable Leadership, Trust

Duration: 2 Hours

Session Descriptions (Cont.)

FROM DUTY TO OWNERSHIP: EMPOWERING INDIVIDUALS TO "OWN" THEIR ROLES

Description: Increasing employees' accountability, cohesion and trust are vital elements of all agencies. This session focuses not only on the power of owning your role but also owning outcomes of your decisions this leads to more productive, effective, and innovative individuals and teams. Participants will study the mindset shift required to move from merely discharging their duties to becoming leaders who embrace success and failure alike. The session will provide ideas for techniques and systems to enhance accountability, build resilience, promote continuous improvement and foster humility. This session is geared towards every level of the organization, increasing ownership in individual team members means the collective enjoys a culture of growth, progress and safety.

Objectives: Leadership Development, Accountability, Effective Coaching, Trust
Duration: 2-3 Hours

HARNESSING THE POWER TO LEAD: BUILDING & REBUILDING TRUST

Description: This session focuses on the challenges of gaining and maintaining trust, as well as the ability to rebuild trust when necessary. This session will also focus on how trust is a precondition to organizational flexibility and adaptability. When employees focus on building trust, they create greater efficiency within the organization, and develop the fortitude and framework to make the difficult decisions and generate buy-in from leadership. Not only does this help within the organization, it also helps create more buy-in from the community which leads to more support, increased unity and greater success for all. There are three fundamental components to developing trust: building great relationships, utilizing good judgment, and being consistent and accountable. By discussing concrete strategies in these three areas, participants will be able to successfully navigate tough conversations with coworkers, earn the confidence of their colleagues and community stakeholders, and be viewed as a trusted team member by the organization's top leaders.

Objectives: Developing Trust, Creating Consistency, Conflict Resolution, Belonging, Agency Cohesion
Duration: 2-2.5 Hours

Session Descriptions (Cont.)

LEADING WITH PURPOSE: HOW TO LEAD WITH POWER & INFLUENCE

Description: This session is designed to equip public agency leaders with the knowledge and tools they need to lead with purpose, inspire teams, and support strong communities. Participants will explore the art of power and influence, learning how to leverage these tools to build trust, motivate others, and drive meaningful change. Throughout the session, participants will engage in interactive discussions and practical exercises designed to help them better understand their own strengths and weaknesses. They will learn how to build strong relationships, communicate effectively, and navigate complex organizational dynamics to achieve their goals. Participants will explore strategies for supporting and engaging team and community members.

Objectives: Leadership Development, Effective Communication, Relationship Development, Coaching

Duration: 2-3 Hours

LEVERAGING LEADERSHIP: UNLEASHING THE POTENTIAL OF INTROVERTS, EXTROVERTS, FEELERS, THINKERS, INFLUENCERS, AND MORE

Description: No personality type comes preprogrammed for the leadership fast track. Studies have tried to establish a correlation between successful leaders and personality types but there is no true relationship. Instead research has identified key characteristics, behaviors, and processes that create great leaders. In this session we will focus on self-awareness, emotional intelligence, and the numerous strengths different personality types possess that enhance leadership. Participants will learn how to leverage their own personal strengths and innate leadership styles to maximize their impact within their teams and the agency.

Objectives: Leadership Development, Effective Communication, Belonging

Duration: 2-3 Hours

Session Descriptions (Cont.)

MAXIMS OF CHANGE: FOUR KEYS TO POSITIVE SUSTAINED CHANGE

Description: Shifting a culture must be addressed at the foundational level for it to have lasting effect. Issues plaguing a workplace culture are removed at the root level to achieve sustained change. Anything less is a temporary band-aid approach. Creating sustained change in relationships and workplace culture requires use of these four maxims of change.

1. Walk the Talk - Credibility Maxim
2. Encourage Authentic Participation - Buy-In Maxim
3. Champion the Cause - Momentum Maxim
4. Encourage Accountability - Morale Maxim.

Any organization can achieve the change objectives they desire. This session will empower all participants to understand how to achieve sustained change to a more positive workplace culture, a culture defined by support and teamwork, for a culture of belonging.

Objectives: Change Management, Effective Communication, Relationships

Duration: 2-2.5 Hours

RESUSCITATE PERFORMANCE MANAGEMENT TO REVIVE YOUR TEAMS

Description: This session will focus on how to implement a process of regular Check-Ins with employees for the purpose of performance management. Check-ins serve to remind those good employees how great they are and how much we value them in our organization. These regular Check-Ins also serve as a reminder for those employees that need to improve their performance, they need to do better! Our discussion will focus on how these Check-Ins should be structured (e.g., how long, how often, who should attend, and where should they take place), what should be covered during the Check-In, and how the messaging is critical. The session will also discuss how building this Check-In structure will ease the annual burden felt by managers and supervisors who procrastinate the task of writing and delivering annual performance evaluations. Through this process and structure good employees will be consistently reminded they are valued and thus increase their organizational commitment and engagement, while underperforming and underachieving employees will realize they cannot escape accountability so they will need to improve or move-on. The result, a revitalized workforce where people feel they are working in an appreciative and equitable environment.

Objectives: Leadership Development, Coaching, Effective Questioning, Communication, Relationship Development

Duration: 2 Hours

Session Descriptions (Cont.)

REVITALIZING A RESILIENT WORKFORCE: MITIGATING BURNOUT

Description: Returning to the workplace in 2022 allowed organizations to address a long overlooked workplace challenge: burnout. In 2019, the World Health Organization (WHO) defined it as an “occupational phenomena” and defined it as a “syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.” This training gives all employees the skills necessary to identify, work through, and overcome burnout. All participants will leave this session with a revitalized passion for work and concrete strategies to create a resilient team. Participants will be equipped with tools to improve team performance, efficiency and connection.

Objectives: Belonging, Communication, Systems

Duration: 2-3 Hours

SUCCESSFUL WORKPLACE CULTURES: COMMUNICATION EXPECTATIONS & CONFLICT RESOLUTION

Description: Many agencies find themselves in situations of having to deal with workplace behaviors that are unacceptable. Rude behaviors, employees angry with one another, or a lack of civility can have an adverse impact on workplace cultures. Sometimes the problem is what we say, other times it is how we say it, our timing, or it's a lack of self-awareness on how our conduct adversely impacts our coworkers. Setting workplace behavioral expectations is the foundation for preventing such conduct at work. This session focuses on setting expectations in the areas of communication, conflict resolution, emotional intelligence, and the importance of consistently maintaining professional and civil behavior.

Topics covered:

- Foundations of Effective Communication
- Impact of Nonverbal Communication
- The origins of Conflict
- Removing Wedges & Resolving Conflict
- Self-Awareness & Self-Regulation

All participants will leave this session with the tools necessary to successfully interact and engage with one another. Conflict and misunderstandings will still occur, but each participant will leave with the tools necessary to respond to the situation and not let conflict define the team or the culture.

Objectives: Conflict Resolution, Communication Skills, Boundaries, Self-Awareness

Duration: 2-3 Hours

Session Descriptions (Cont.)

THE UNWRITTEN RULES OF LEADERSHIP: LEADERSHIP FUNDAMENTALS

Description: The unspoken rules of leadership are the foundational principles of leadership that are not always explicitly taught but are essential for success. By embracing these principles and making them an integral part of your leadership approach, you can magnify your impact and unleash your team's potential. The session will focus on understanding implied rules like: emotions matter, leading is a service, vision matters, balance and burnout, inclusion and adaptability. This session is critical for all aspiring and current leaders, the content discussed, strategies learned, and scenarios practiced will provide relevant job training for every role.

Objectives: Leadership Development, Goal Setting, Communication

Duration: 2-3 Hours

THE WEDGE: A SIMPLE METAPHOR TO IMPROVE ALL OF YOUR WORKPLACE RELATIONSHIPS

Description: Because conflict will always happen, ***this is our most popular session.*** The difference between great teams and dysfunctional teams is not the absence of conflict, it is the collective ability to not let the conflict define the team. When harmful conflict happens the byproduct is wedges driven into relationships. Wedges, left unattended, are the catalysts that destroy teams, departments, and organizations. Each of us needs a well-developed Human Interaction Toolbelt™ (Toolbelt™) with all the skills necessary to successfully engage one another. This session will focus on helping participants sharpen some of those tools and obtain a Wedge Remover™ to add to their Toolbelt™. When team members use their Wedge Remover™ and encourage others to do likewise, they can be assured that their teams will be characterized by greater harmony, productivity, and effectiveness.

Objectives: Communication, Conflict Resolution, Paradigm Shifting

Duration: 2 Hours

Session Descriptions (Cont.)

UNDERSTAND YOUR ROLE AS A LEADER: LEADING & MANAGING

Description: Understanding the role of a leader and a manager is a critical distinction. People in positions of authority are expected to manage people, projects, and resources when necessary, but they need to be leaders *always*. Promotion and position may give people the authority to lead, but leaders need more than that. They need the power to lead. This session identifies the roles that managers and leaders play within an organization, how authentic power is achieved beyond authoritative power, and what leaders need to do to effectively lead a group in achieving objectives. This session also focuses on a variety of leadership characteristics and styles to manage a diverse workforce and take the steps necessary to handle inevitable conflict.

Objectives: Communication, Trust, Leadership Development, Vision

Duration: 2-2.5 Hours

Compliance Session Descriptions

PRESERVING THE PUBLIC TRUST: ETHICS FOR PUBLIC ENTITY OFFICIALS

Description: This session is AB1234 Compliant

This session will focus on the state and federal regulations that outline ethical conduct for public agency employees and officials. Specifically, this session will cover laws relating to personal financial gain by public servants, including laws prohibiting bribery and conflict-of-interest laws, laws relating to claiming prerequisites of office, such as gifts and travel restrictions, prohibitions against the use of public resources for personal or political purposes, prohibitions against gifts of public funds, mass mailing restrictions, and prohibitions against acceptance of free or discounted transportation by transportation companies.

We will also focus on government transparency laws, including, but not limited to, financial interest disclosure requirements and open government laws and laws relating to fair processes.

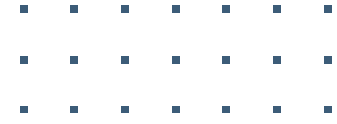
WORKPLACES THAT WORK FOR ALL OF US: A HARASSMENT PREVENTION SESSION

Description: This session meets the requirements of AB1825 for managers and supervisors, SB1343 for non-supervisory personnel, and AB1661 for local agency officials.

With all the sexual harassment and bullying in the news, it is evident that some folks in the workforce are not getting the message. All employees, elected, appointed officials, contractors, and volunteers are entitled to a workplace free of unwelcome bullying, sexual harassment, discrimination, and retaliation.

This session is designed to provide participants with the knowledge and tools to identify, address, and respond to such unlawful conduct. Participants will learn what constitutes sexual harassment, forms of discrimination, and the legal definition of retaliation. Discussion will include key types of abusive conduct, (i.e., bullying), how to prevent it, respond to it, and the adverse impact of such behaviors on a workplace culture. This session will include how to respond to allegations of harassing and bullying behaviors in the workplace.

Leadership Team



Gerry Preciado

President & Principal Consultant



Gerry Preciado has trained and consulted with thousands of public entity, private sector and university employees. His areas of expertise and emphasis are leadership and organizational development, conflict resolution, and public entity governance. After spending several years as an employment law trial attorney (representing first

plaintiffs and then defendants), Mr. Preciado realized that by the time his clients called him it was too late. Something had gone wrong during the human interaction at work. Consequently, he spent several years developing an approach to leading and managing people while empowering them to positively manage and respond to conflict and other workplace challenges. The result is encapsulated in 34th Street's proprietary approach, "The Wedge: A Simple Metaphor for Improving Every Relationship in Your Life." Over the past 25 years Gerry has been an in-demand keynote speaker and spoken at conferences nationwide. His presentations are engaging, educational and inspiring. He always provides practical solutions for workplace relationships and real life application. Mr. Preciado received both his Bachelor of Arts and Juris Doctor degrees from UCLA and is leading the revolution to empower the labor force with the skills necessary to navigate workplace relationships and create sustained positive change.

Jacob Houghton

Senior Consultant

Jacob Houghton brings a decade of experience to the team in Public Service and Educational Leadership. His areas of expertise are public service leadership, conflict resolution, and employee coaching. Jacob's background as an Education Administrator has given him a broad range of experience managing relationships among staff, students, and parents while also interfacing with community agencies. He has trained personnel on risk management, loss prevention, and compliance. As Jacob dealt with conflicts between staff, students, and stakeholders day in and day out, he witnessed the negative effects ripple into the community. He wanted to do more to shift the culture surrounding conflict from dysfunction and despair to hope and growth. Thanks to his years as an Administrator, he is experienced in navigating the life of a public servant, working to connect with all community members and provide the highest level of service at all times to community and colleagues. His professional training makes him adept at identifying the patterns of conflict and creating actionable strategies that teams can understand and buy into. Mr. Houghton specializes in creating and implementing training curriculum specific to organizations' objectives and desired outcomes; focusing on how to navigate workplace relationships to optimize productivity, efficiency, and harmony.



Contact Information



 866-304-7722

 jacobh@34thstreetconsulting.com

 531 Main St, #950, El Segundo, CA 90245

 www.34thstreetconsulting.com