

RISK CONTROL



Commonly Asked Questions

CIRSA's Risk Control (RC) Department has created this Q & A document to help answer some of the most commonly asked questions. We have organized the information by category. In some instances, a question and answer may be listed in multiple areas, where overlap would occur. We will continue to update the document as often as possible. We hope you find the answer you are looking for. If not, please contact your Risk Control Representative or Greg Barlow, Risk Control Manager at gregb@cirsa.org. Thank you.

Risk Control Standards

- Q:** We are a small entity, city or town. It seems like many of the Risk Control Standards do not apply to us. How do we know what we must comply with and what we can ignore?
- A:** Your Risk Control representative will only include Risk control standards that apply to your entity. To help assist in this endeavor, any time you have a change in status, i.e. add or remove a department, please notify your risk control representative.
- A:** Your Risk Control Representative will work with your entity to help provide resources and guidance, including on-site assistance, that will allow your entity to comply with all standards.
- A:** The Risk Control Standards are mandatory and thus no applicable standards can be ignored. To clarify, every CIRSA member agrees, as a condition to receive insurance coverage(s), to follow and abide by the applicable Risk Control Standards assigned to your entity.

Audits

- Q:** How do we comply with the training requirements listed within each category of the audit?
- A:** Training can be completed in-house, by CIRSA staff, online, and/or by any reputable third-party training source (online or classroom-based). A roster must be maintained for each classroom training topic presented. Additionally, a roster or individual certificates must be maintained by the member for any online training completed. Rosters must show the department. Certificates must also be compiled by department. CIRSA does not maintain this documentation for the member. It is the member's responsibility to maintain all compliance documentation via hard copy or an equivalent database.
- Q:** Does CIRSA maintain our audit documentation for us?
- A:** No. Each member is responsible for maintaining all audit documentation, training records, and any desired support information. We also ask that all documentation be organized by Risk Control Standard and department.
- Q:** How should we organize our audit documents?

A: Your CIRSA Risk Control Representative can help you create the desired structure. We have found that it is most efficient when one point of contact gathers and compiles all documentation. However, some organizations task each department with this project. CIRSA can provide examples, but it is ultimately your choice.

Q: **We believe the audit is too much of a burden for our entity to comply. Can we opt out of the audit? If not, what are the consequences of not complying?**

A: While we understand that at times budgets and resources can be limited, every CIRSA member agrees, as a condition to receive insurance coverage(s), to follow and abide by the Risk Control Standards. The annual audit indicates the required standards applicable for your entity.

A: Our change to a calendar year audit cycle allows every CIRSA Member a full year (minimum) to complete their audit requirements. Additionally, we have reduced the Risk Control Standards significantly, making it much easier to comply.

A: Should a member be unable or unwilling to comply with the standards, their efforts will be reflected during the audit with a correlating score. After the first failing score, the member will be placed into stage one progressive compliance and the entity's manager, mayor, board and/or trustees will be notified of any deficiencies, along with improvement strategies. A second failing score will result in entering stage two progressive compliance and notification to the CIRSA Executive Director and the CIRSA Board of Directors. Should a third failing score be received, the CIRSA Board of Directors may consider rate increases or other punitive measures, and may consider expulsion from the pool.

Annual Surveys

Q: **How do we prepare and what is required for the annual survey?**

A: The annual property survey is a physical inspection and evaluation of member facilities, infrastructure, job tasks, programs, etc. Your Risk Control Representative will schedule a date or dates with you to complete the survey. Your representative will inform you of the process and ensure you are prepared for the event.

Q: **The annual survey is too much for our entity to comply with each year. Can we opt out of the survey? If not, what support/resources can CIRSA provide? What are the consequences of not participating?**

A: While we understand that at times budgets and resources can be limited, every CIRSA member agrees, as a condition to receive insurance coverage(s), to maintain a safe workplace.

A: While we cannot allow members to opt-out of the surveys, CIRSA's Risk Control staff will work with any cooperative member to help develop both short-term and long-term improvement strategies. From the prioritization of efforts, to sample programs, to

training, etc., the Risk Control Department can assist with all of your safety needs. Please reach out to us with any questions or requests.

A: Should a member be unable or unwilling to comply with the survey recommendations, their efforts will be reflected in writing. Members will be provided 60 days to respond to survey recommendations. If acceptable improvements are not being made (in areas considered detrimental to life, health & safety), written communications may be provided to the entity's manager, mayor, board and/or trustees. The continued failure to comply with recommendations that directly affect life safety and/or health may result in the CIRSA Board of Directors' consideration for rate increases, other punitive measures, or member expulsion.

Available Resources

Q: Does CIRSA offer safety resources, such as sample policies, programs, training, webinars, etc., that we can use?

A: Yes. Go to www.cirsa.org. There are multiple safety resources available under the "Training & Prevention," tab. Additional information can be found in the Training & Prevention area of the secured member section of the site. You will need to login using the "member login" at the top of the screen. If you do not have a user name and password to access the site, please email membership@cirsa.org to request one.

A: Your Risk Control Representative may assist with custom program development, equipment research, and other resources that may not be readily available. We can also arrange to work with your departments in a limited, on-site capacity for special projects, program implementation, etc. We may also be able to share other CIRSA member resources.

Risk Control Services

Q: We see and interact with CIRSA Risk Control Staff for the audit, survey and occasional training. What other safety services can CIRSA provide?

A: The Risk Control Department can provide a multitude of additional services as time allows. We'll list these generically, but please contact your Risk Control Representative or Greg Barlow, Risk Control Manager, at gregb@cirsa.org or 720-605-6119 for more detailed information. Potentially available services are as follows:

1. Accident investigations for significant events.
2. Industrial Hygiene Services, i.e. asbestos monitoring, radon testing, etc. (see additional details in the IH Section below).
3. Comprehensive Risk Assessments (think of these as audits and surveys rolled into one but more detailed).
4. On-site hazard, system, program, and implementation assistance.
5. Equipment selection and "prevention through design" initiatives.

6. Safety Management System Implementation.
7. Classroom, hands-on, and webinar training
8. General safety concern assessment & advice.

Q: If we choose to use an outside vendor for safety/risk control work, will CIRSA reimburse us for the cost?

A: Unfortunately, no. CIRSA cannot cover the cost of any safety/risk control work performed by an external vendor.

Industrial Hygiene Services

Q: Can CIRSA perform air monitoring, lead or asbestos sampling, and/or other related industrial hygiene (IH) work?

A: Yes. CIRSA has Certified Industrial Hygienists (CIH) on staff. A service brochure is also available. You may also contact the RC Department at 303-757-5475.

Q: We know IH work can be expensive. What are the costs associated with IH work performed by CIRSA?

A: For members in the worker's compensation pool, the cost of all IH services, time, and analytical fees are free (there could be a rare exception). For members in the Property/Casualty pool only, we do have to charge for all analytical fees, equipment rental (if needed), etc. However, the charges will be significantly less than any third party IH vendor could provide.

Q: If we choose to use an outside vendor for IH work, will CIRSA reimburse us for the cost?

A: Unfortunately, no. CIRSA cannot cover the cost of any industrial hygiene work performed by an external vendor.

Risk Control Credit Account

Q: What is the Risk Control Credit Account and what may we use it for?

A: Each CIRSA member has a Risk Control Credit Account. Members that comply with the Risk Control Standards are eligible to receive credits (dollars) which are deposited you're your Risk Control Credit Account. Members must score at least 90% in each respective pool, in order to qualify for Risk Control Credits.

Risk Control Credit Account balances may be accrued in both the Property/Casualty and Workers' Compensation pools.

The funds may be cashed out, applied to your annual contribution, or used to purchase approved safety equipment, training, and other safety-related items. Risk Control Manager, Greg Barlow, gregb@cirsa.org, must approve any desired purchase with Risk Control Credit Account funds and can answer any specific purchase-related questions.

Risk Control Audit Credits are a great way to purchase needed safety equipment for your teams. Examples include confined space equipment, air/gas monitors, fall protection harnesses, hard hats, safety boots, etc.

Training/Regional Seminars

Q: How much do CIRSA's training courses cost to attend?

A: Currently all CIRSA training courses, seminars, workshops, and all regional events are free to member entities. On rare occasions, we may have to offset the cost of an event with a minimal fee.

Q: How do we set up on-site training with CIRSA's training staff?

A: CIRSA's training staff can be reached by email at trainingrequest@cirsa.org, by phone at 303-757-5475. The schedule fills up quickly throughout the year. Training requests must be made in advance and dates are usually booked three to five months out. It is recommended that you get training dates scheduled as soon as possible each year, even if you are not sure of the topics needed.

When training is requested, a CIRSA trainer will schedule the dates immediately if available. For date ranges, the trainer will provide the member with the available dates. The trainer will save the chosen dates for 3 business days. It is the member's responsibility to confirm the dates provided within that timeframe or the dates will be released for scheduling with other members. This is necessary due to the high volume of training requests that come in each year.

Q: What do we have to provide CIRSA for a training event to be held at our location?

A: The member is responsible for coordinating with the CIRSA training staff to find a suitable location to hold the training, arrange the use of the facility, and ensure that basic items, such as tables, chairs, restrooms, etc. are all available and functional. The contact will also be required to meet the training staff in order to open the building approximately one hour prior to the event start time to ensure all equipment can be set up.

The CIRSA trainer will provide a form that is required to be filled out by the member requesting the training, well ahead of the training event. This will gather necessary information, such as contact, phone number, and email, physical address, number attending, etc.

Q: CIRSA rarely comes to our city/region for training. Why can't you come to us?

A: The monthly training calendar Risk Control sends out is the notification of the site-specific and/or regional courses that have already been requested/scheduled by members and set-up by CIRSA.

Any member can request training to be brought to their location. However, while CIRSA will attempt to accommodate in every way, travel to a regional location may be required. Please do not assume that your entity is too small to receive training. It is possible that we could recruit surrounding members to come to your location, so please do not hesitate to ask!

Should your entity be too small, too remote, lack the necessary training space, etc., for CIRSA to come to your location, we do offer travel reimbursement for many regional events, such as seminars, workshops, and conferences. The Travel Reimbursement Policy is located at www.cirsa.org under the "News and Events" tab of the member secured website.. Regular safety training courses do not qualify for travel reimbursement.

Q: We want CIRSA to host one of the regional seminars at our location. How do we set up that request?

A: For our regional seminars, such as aquatics, abuse risk management, ADA coordinator, Law Enforcement Regional Roundtable, HazOps, etc., Risk Control blocks out the topics and time frames typically at the beginning of each year. If your entity has meeting space to accommodate large classroom-style presentations for approximately 30 people, then we can consider your location. Requests will be considered based on travel logistics, such as hotel accommodations, regional access to other members, facility fees, and previous regional attendance.

Q: Why can't we get training scheduled sooner than "three to five months?"

A: CIRSA has one full-time trainer and one part-time trainer to cover all 281 member entities. Training requests are fulfilled on a first-come-first-served basis as that is the fairest approach for all members. A simple solution is to schedule training dates early each year and then choose the specific topics as the dates approach.

Q: How do we register to attend CIRSA Seminars, Trainings, or Workshops?

A: The Risk Control Training Calendar that is emailed out monthly will have the contact person listed for that training session. Email or call the CIRSA staff member that is indicated on the meeting/seminar announcement to be added to the registration list.

Q: How do we access the CIRSA Online Training Center?

A: Go to www.cirsa.org and select the "Online Training Login.". If you are a new user, simply complete the new user registration at the bottom of the page. New users will receive an activation email from Lexipol, but it may take up to 48 hours to create a new account. This is a security protocol and must remain in place to prevent non-CIRSA users from gaining access to the system.

A: If you are an existing user and have forgotten your login/password, you can retrieve your information after entering your user name using the "Forgot your Password" link. Please do not attempt to create a new user account for forgotten login/passwords. You will delay your access by doing so.

A: If you are unsure where to begin, please contact CIRSA's Training and Events Specialist, Eileen Chavez, eileenc@cirsa.org or 720-605-8022.

Q: **Can we use the same email address for multiple users?**

A: No. The Lexipol platform requires individual email addresses to be used. There is no way around this criterion. All users will need to obtain a separate email address. Should your entity not provide an email address, there are many free email services available that may be used at your IT Department's discretion.

Q: **Can we use the CIRSA Online Training Center for group training?**

A: If you only desire to cover a topic to meet audit, survey, and/or general training requirements, then yes. However, a roster will have to be maintained by the member that lists each person and their respective department that attended the training. We consider this to be a classroom training event and the Online Training Center is thus used as the presentation material. **CIRSA WILL NOT PROVIDE CERTIFICATES FOR GROUP TRAINING SESSIONS USING THE ONLINE TRAINING CENTER.**

A: Should you or your staff need the training for CCWP credits, and/or to turn in for any other licensure or certification based programs, then each person needing a certificate will have to register as a user and take the courses individually.

Q: **Do the newer "Safety Shorts" videos count as training to meet audit needs?**

A: Individually, no, the Safety Shorts videos would not count as audit credit training. These quick video clips are great additions to training classes and as supplements to more comprehensive training programs.

Q: **Do we have to use CIRSA for our training needs, i.e., to meet compliance with the annual audit?**

A: No, CIRSA will accept quality in-house training programs taught by member staff, online training (other than CIRSA's Online University), and/or any other reputable third party training provider. We recommend that each member thoroughly evaluate any external vendors. CIRSA staff are happy to assist in vetting any potential resources. Please contact the Risk Control Department if you have any questions.

A: CIRSA requires documentation of training. This can be done via printed certificates, neatly printed member rosters, in-house software databases, etc. The member is required to maintain these for each department/employee to receive credit on the annual audit. We do not accept handwritten rosters or safety programs and all names must be legible.

Video Library/Streaming Video

Q: **Does CIRSA have DVDs or streaming video that we can use as training resources?**

A: Yes, we currently have over 400 titles to choose from, including 12 Video Training books that are portable for use in the office or the field. Please contact Channa Chavez, Risk Control Administrative Assistant, at channac@cirsa.org or 720-605-8021.

Q: Why doesn't CIRSA offer all DVDs as online video options?

A: We wish we could. Most commercially available DVDs are proprietary and we do not have permission to host them online. CIRSA does have many short videos and most of our in-house produced videos on our YouTube channel, <https://www.youtube.com/user/CIRSASafety>

A: Our streaming video library contains approximately 600 videos. Access and capability depend on your entity's bandwidth strength/internet speed. Please contact Channa Chavez, Risk Control Administrative Assistant, at channac@cirsa.org or 720-605-8021 for more information.

Member Recognition

Q: Does CIRSA have a member recognition program that highlights the great efforts we have made?

A: Yes, CIRSA recognizes members in many ways, including but not limited to:

1. Annual Safety Awards for the Property/Casualty and/or Worker's Compensation Pools.
2. Annual individual safety awards for safety committees, individuals who go above and beyond, etc. These awards are based on nominations received from member employees.
3. Safe Driver Awards for member drivers who maintain safe driving records for 5, 10, 15, etc. years.
4. Recognition for audit and/or survey success, improvements, etc.
5. Recognition in the News area of the CIRSA website for any noteworthy effort, program, success story, etc.
6. Recognition in *On the Job Police Newsletter* for any noteworthy effort, program, success story, etc.
7. Supplementary communications for any noteworthy effort, program, success story, etc.

For more details on member recognition, or to recommend someone, please contact the Risk Control Department. The official nomination forms are also sent out during the first quarter of each new year.