

As we bid farewell to 2024, the COMPACT draws to a close!

By Robin Aronson

In the blink of an eye another year comes to a close and that means the 2024 audit and annual review “season” has also wound down for the year. Risk Services staff met with members this year using both virtual platforms and good old fashioned in-person visits; thank you for your hospitality! How we met, and wherever we met, good conversations took place. It was great to see so many new faces, including many new delegates and alternates! Thank you for the hard work in meeting or exceeding the COMPACT compliance elements for 2024.

WCIA members and Risk Management Representatives collaborated again this year to formulate tailored risk reviews based upon individual need and applicability, selecting from three options, including a traditional audit (Personnel or Special Events Liability), a Targeted Risk Management Review, or a Strategic Risk Management Plan. The Risk Services staff appreciates the hard work by members to coordinate their participation in meetings and discussions.

Overall, the results of the audits and reviews were positive. For those areas needing improvement, the Risk Management Representatives were able to share best practices with members and provide resources to assist the members including guidelines and sample forms from the WCIA Liability Resource Manual. Here are just a few highlights from this year’s two Option 1 audits:

New for 2024 was an updated **Personnel** Audit. One hundred twenty-four members tackled this audit! This audit was selected to be the feature audit for 2024 as many members have seen an uptick in personnel issues ranging from hostile workplace allegations to requests for accommodation. The audit had a supervisory focus which was good timing as members report having quite a few new supervisors that have come on board this past year! With assistance from outside defense counsel, WCIA provided members with a checklist they could use post audit to make sure they had the best risk management advice at their fingertips for all of the various personnel exposures members potentially face on a daily basis. A copy of the Personnel Checklist is located on the WCIA website and available to all members; if you need help locating it, don’t hesitate to reach out to your Risk Rep. We were also pleased to see so many members participate in the personnel classes offered by WCIA this year.

Back again for 2024 was the **Special Events Liability** Audit. Many members had good practices in place for special events. Some members were just getting started on developing

policies and procedures and in some cases were getting geared up for having special events for the first time. In some cases, WCIA saw a need for members to update special event applications, permits, and in some instances city and town ordinances. The Risk Reps provided suggestions to update insurance information, build a more comprehensive application, better define a special event, and offered suggestions to address events protected by the first and fourteenth amendments. The Risk Reps shared best practices from other WCIA members and shared the Special Events Tool Kit and WCIA Liability Resource Manual Guidelines and sample documents located on the WCIA website. We heard about and discussed all sorts of special events including various festivals, concerts in the parks, foot races, carnivals, water events, and more!

The Targeted Risk Management Review (Option 2) proved to be very popular again this year with many members working with their Risk Rep to develop a custom audit. The Risk Management Reps and members together reviewed and discussed members' contracts, programs, and policies and procedures across a wide array of topics including homelessness, fleet liability, parks, volunteers, and right-of-way permits. The Risk Reps also toured many facilities, including community centers, city halls, 911 centers, jails, along with parks and playgrounds, gaining a better understanding of member operations and possible risk exposures.

Risk Services is always eager to assist members! We can offer suggestions on ways for members to improve their processes; often we are able to provide samples and templates either from the WCIA Liability Resource Manual or from samples we have collected and received from other members. So please don't be bashful about reaching out; we love to hear from members!

Risk Services is getting geared up for 2025!

Watch for the January newsletter which will detail the 2025 COMPACT Audit. As a sneak peek, the Option 1 traditional audit topics will include Public Works Liability and Personnel. Options 2 and 3 will also be available.

As we get ready to turn the calendar over to 2025, WCIA looks forward to the opportunity to continue supporting the membership! We look forward to seeing you all whether virtually or in person!

P.S.: Be sure to watch for information in the New Year on the 2025 Grant Program!

