

2016 COMPACT Winds Down On an Up Beat

By Robin Aronson

As the 2016 COMPACT year winds down and draws to a close, a thank you goes out to all of the members for their work in meeting or exceeding the COMPACT compliance elements.

2016 brought changes to the COMPACT. The members and Risk Management Representatives worked together to formulate tailored reviews based upon individual need and applicability, selecting from three options, a traditional audit (Fleet, Volunteer Liability, or Parks), a Targeted Risk Management Review, or a Loss and Exposure Reduction Plan. The Risk Services staff appreciate the hard work by members to coordinate the member staff needed to participate in the meetings and discussions.

Overall the results of the audits and reviews were positive. And now for a few highlights:

The Parks audit revealed that nearly 75% of the members who participated in the audit have a Parks and Recreation Department. The majority contract for parks services, operation, and maintenance. Many are considering development or construction of new park and recreation facilities. Nearly 75% reported sponsoring recreation programs with the majority contracting with outside agencies to provide the services. The Risk Management Reps were pleased to see that the contracts included indemnification and hold harmless language, general liability insurance requirements, and the requirement to name the member as an additional insured. Members responding to the audit also indicated they all have playground equipment, with most reporting they have a Certified Playground Safety Inspector on staff. Nearly all had a current inventory of playground equipment. Few however had a replacement plan for older equipment. The Reps shared best practices with members explaining how they might categorize equipment, develop a plan to replace aging equipment over time, remove hazardous equipment, and where warranted, improve surfacing.

The Volunteer Liability audit revealed that a majority have a volunteer coordinator within their organization. Most reported that they have volunteers sign a written contract or agreement, with almost all of those reporting that the agreement includes a waiver and release. Over 70% reported that they have a volunteer manual or handbook and nearly all reported that the manual contained specific written policies and procedures, and outlined the rules of conduct for the volunteer. Just over half reported having a safety program for volunteers. The Reps were able to provide the members with guidelines and samples from the WCIA Liability Resource Manual and share best practices, recommending that members ensure that volunteers have the proper training to operate tools and equipment, and use proper protective equipment where appropriate. The audit also revealed that over half of those responding also have volunteer positions that include driving as one of their duties and in most instances volunteers were

operating member owned vehicles. Members were advised to make sure that the requirements and standards applied to employees who drive in the course of employment are applied to volunteers including checking of driver licenses and driving history, and the provision of safety training.

The Fleet audit revealed that 65% of members responding to the audit questionnaire reported having a fleet or vehicle use policy. Just about half reported having written qualified driver approval criteria while nearly all reported obtaining or requiring job applicants for positions requiring driving to provide an Abstract of Driving Record. Almost all have a vehicle inspection program in place with the majority using a comprehensive vehicle inspection checklist; nearly 80% reported having a written accident policy or procedure in place.

The new Targeted Risk Management Review option proved to be very popular. The Risk Management Reps and members together reviewed and discussed members' contracts, programs, policies and procedures across a wide array of topics from special events to personnel and parks. The Targeted Risk Management Reviews also included the walk through of numerous facilities from senior centers to swimming pools and playgrounds.

Several members tackled the new option to develop a Loss and Exposure Plan, working with the Risk Reps to drill down into losses and then develop action plans to reduce loss exposures in such areas as sidewalks, fleet, police, and sewers.

While on site for the audits, Risk Management Reps also conducted an Annual Review, sharing and discussing the Risk Profile, reviewing auto and property schedules, and reviewing the annual Stewardship report which details the services provided to the individual member over the past five years including pre defense, risk consultations, grants, and training reimbursements.

Watch for the January newsletter which will detail the 2017 COMPACT Audit. As a sneak peek, members in 2017 will once again work closely with their Risk Management Representative to formulate a tailored review based upon individual need and applicability, selecting again from a traditional audit (Police, Personnel, or Volunteer Liability), a Targeted Risk Management Review, or a Loss and Exposure Reduction Plan. Also watch for information in the New Year on the 2017 Grant program and the **NEW** Member Risk Management Recognition program.

As we get ready to turn the calendar over to 2017, WCIA looks forward to another great year and the opportunity to continue supporting the membership.