FITTING THE PIECES TOGETHER

APRIL 28-29, 2015  |  SHERATON SAN DIEGO HOTEL AND MARINA, CA — BAY TOWER
### TUESDAY, APRIL 28, 2015 - CONFERENCE DAY 1

#### Opening/Announcements

**Opening Remarks from the Chancellor**  
Dr. Timothy P. White, Chancellor, The California State University

#### General Session

**General Session - Creating Resilient Universities: Advancing ERM and Organizational Resilience on Campus**  
Andre Le Duc, University of Oregon

#### Luncheon Speaker

**Luncheon Speaker - Office of General Counsel 2015 Update**  
Framroze Virjee, Executive Vice Chancellor and General Counsel

#### Concurrent Session - 1

**Unmanned Aircraft Systems (aka Drones and Rockets): Think Before You Fly**  
Robert Leong, Alliant; Joe Risser, Risk Management Design

**Impacts of Major Events (Part 1): Sudden Loss of Use of Academic Building - SFSU**  
Corinne Da Cunha, Simon Lam & Michael Martin, SFSU; Robert Frey, Alliant; Larry Wong, UCOP

**Minors on Campus: How to Know Who is Doing What, When and Where**  
Barbara Schatzer, University of San Diego

**New Federal Requirements on Sexual Assaults**  
Pamela Thomason, OGC

#### Concurrent Session - 2

**Knowledge Nuggets: Proactive Strategies for Difficult WC Claims**  
Gabrielle Haas, Sedgwick; Corey Ingber, Ingber & Weinberg

**Impacts of Major Events (Part 2): Managing a Major Catastrophe Miles Away - HSU Bus**  
Michael Burghart, Joyce Lopes & Lynne Soderberg, HSU

**Minors Assessment Tool: Campus Experience**  
Candace Collins & Aaron Lundberg, Praesidium

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**SESSION APPLIES AS NOTED:**  
ALL = General; EHS = Environmental Health & Safety; EP = Emergency Preparedness; HR = Human Resources; RM = Risk Management; WC = Workers’ Compensation

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WEDNESDAY, APRIL 29, 2015 - CONFERENCE DAY 2

General Session
9:00 - 10:30 a.m.
Steve Wilmes, Wilmes, LLC

Concurrent Session - 3
10:45 a.m. - Noon

(EHS/RM/WC) Concussion Awareness: Not Just Football
Beth Larson & Justus Ortega, HSU

(ALL) “It's Just Lunch” Speed Educating on Cyber Security
Melissa Diaz, Alliant; Christopher Fowler, OGC; Edward Hudson &
William Perry, CO Info. Security; Alex Ricardo, Beazley

(ALL) How Your EOP and COOP Plans Work Together
Suzanne Blake & Frank Castro-Wehr, Witt O'Brien's

(EHS/RM/WC) Searching for a Reasonable and Consistent Systemwide
Approach to Construction Contractor Safety
Bill Kupfer, CSUCI; Ron Norton, CSUN

Concurrent Session - 4
1:15 - 2:45 p.m.

(EHS/RM/WC) Strategies to Prevent Serious Injury or Fatality in
Theatre and on Campus
Brent Cooley, UC

(EP/HR/RM) The Data Breach: How to Stay Defensible Before,
During and After the Incident
Alex Ricardo, Beazley

(ALL) When the Spotlight is on Your Institution:
Crisis Response & Communication
Rhonda Barnat, Abernathy; Dawn Puro, Ironshore

(HR/WC) Test Your Workers’ Compensation Knowledge
Jacki Graf, Alliant; Patricia Daniels & Cindy Parker, Sedgwick

Concurrent Session - 5
3:15 - 4:30 p.m.

(EHS/RM) Anatomy of an Insurance Renewal - What a Campus Can Do
Robert Eaton, CO; Daniel Howell, Alliant

(RM/WC) Navigating the Foreign Travel Insurance Waters
Mike Thorpe, CSUC; Melissa Diaz & Stacey Weeks, Alliant

(EHS/HR/WC) Ergonomic Solutions for Campuses
Kevin Brady, CSULA; Regina Frasca, CSUSM; Jacki Graf, Alliant;
Thomas Sneed, CSUEB

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RM = Risk Management; WC = Workers’ Compensation
DR. TIMOTHY P. WHITE  
Chancellor  
The California State University

Timothy P. White is the seventh chancellor of the California State University system. With 23 campuses, approximately 447,000 students, and 45,000 faculty and staff, the CSU is the largest four-year public higher education system in the country.

White came to the CSU in 2013 after having served as chancellor of University of California, Riverside since 2008. During his time as UCR chancellor, he oversaw growth of the campus to more than 21,000 students, led the formation of the university’s strategic plan, and created a foundation for the new UCR School of Medicine. He also served as professor of Biology and of Biomedical Sciences.

Previously, White was the president of the University of Idaho from 2004 to 2008. Through his leadership, the University of Idaho furthered the university’s role as the state’s land-grant and flagship research university. He also served at Oregon State University from 1996 to 2004 as a dean, the provost and executive vice president, and with an interim appointment as president. Earlier, he held positions as professor and chair of the Department of Human Biodynamics at the University of California, Berkeley; and as professor and chair of the Department of Movement Science and research scientist in the Institute of Gerontology at the University of Michigan.

White is a product of California’s Master Plan, having pursued his higher education from Diablo Valley Community College, Fresno State University, CSU East Bay (nee Hayward), and his Ph.D. from the University of California, Berkeley. He is internationally recognized for his research in muscle plasticity, injury and aging.

White was born in Argentina. He and his parents immigrated to Canada and then to California when he was young. White is a first-generation college graduate. He is married to Karen White and has four sons.

While at UCR, White was recognized with the Distinguished Alumni Award of the Community College League of California, the inaugural Council of UC Staff Assemblies Presidents Award, and the Riverside NAACP Education Award.
STEVEN W. RELYEA
Executive Vice Chancellor and Chief Financial Officer
The California State University, Office of the Chancellor

Steve Relyea began his appointment as Executive Vice Chancellor & Chief Financial Officer, for the California State University, on April 30, 2014. His responsibilities at the Office of the Chancellor include the development and management of the CSU's $6 billion budget. Relyea oversees the allocation of fiscal resources and the management of fiscal accountability, including financial reporting, treasury, debt, investments, risk management, public safety, and oversight of university auxiliary enterprises. He oversees the capital planning, design and construction, and the information technology initiatives of the university system.

Relyea most recently served as Vice Chancellor of External and Business Affairs at the University of California San Diego. Relyea's responsibilities during his tenure at UC San Diego included financial services, facilities management, sustainability, human resources, housing, dining services, information systems, police, environmental health and safety, and relationships with donors and alumni. Prior to his work at UC San Diego, Relyea served as Associate Dean of the School of Medicine at UC Irvine.

Relyea was recognized as the Distinguished Business Officer of the Year in 2004 by the National Association of College and University Business Officers, and received the Individual Achievement of the Year Award from the California Center for Sustainable Energy in 2009. He is also a winner of the Quality Cup Award from USA Today and the Rochester Institute of Technology.

Relyea has served on a number of governing boards including Internet2, the La Jolla Playhouse, Center City Development Corporation, EDUCAUSE, Better Business Bureau of San Diego, and the Gemological Institute of America.

FRAMROZE VIRJEE
Executive Vice Chancellor and General Counsel
The California State University, Office of the Chancellor

Fram Virjee joined the California State University in January of 2014 as Executive Vice Chancellor, General Counsel and Secretary to the Board. In this position, Virjee leads a staff of attorneys, paralegals and support personnel, and oversees all legal services for the 23-campus California State University system. Virjee’s legal team includes Litigators and University Counsel who provide all manner of legal services to the campuses in areas as varied as labor and employment (e.g., discrimination and harassment, collective bargaining, the FLSA and privacy), business and finance (e.g., capital planning and facilities management, CEQA, contracts and procurement), and academic and student affairs (e.g., immigration and residency, student discipline, student loans, and Title IX and athletic association compliance). The Office of General Counsel team also handles in-house a significant load of the University’s litigation, ranging from stop notices and unlawful detainers, to discrimination and harassment cases, to complex arbitrations, administrative hearings and multi-party civil actions.

Prior to joining CSU, Virjee was a partner in private practice for almost 30 years at O’Melveny & Myers, the oldest firm in Los Angeles and one of the largest in the nation. At O’Melveny, Virjee specialized in labor and employment law, with an emphasis in, among other things, representing educational institutions in the areas of collective bargaining, Education Code compliance, and discrimination and employment litigation. Virjee’s practice included representing employers in employment litigation (especially multi-party and class action litigation), providing preventative advice through client counseling, policy and procedure review and drafting, and extensive in-house training and education on important labor and employment issues.

Virjee spent multiple years as the national Chair of O’Melveny’s Labor and Employment Practice Group, served as Secretary to the Firm’s Management Committee, and also served as the Firm’s Diversity and Inclusion Partner, Lateral Hiring Partner, and Chair of the Firm’s Summer Program.
ROBERT EATON
Assistant Vice Chancellor
Financing, Treasury, and Risk Management
The California State University, Office of the Chancellor

Robert Eaton is the Assistant Vice Chancellor of Financing, Treasury, and Risk Management for the California State University. Robert has been with the CSU since 2004 and in 2007, he assumed responsibility for the Department of Financing and Treasury, which handles all of the CSU’s systemwide capital raising, banking, and investment activities. In 2013, Robert added the CSU’s risk management operations to his areas of responsibility, assuming the role of Secretary/Auditor for the California State University Risk Management Authority. Before joining the CSU, Robert spent thirteen years with Bank of America in corporate banking.

Robert is a graduate of California State University, Fullerton.

ZACHARY GIFFORD
Director
Systemwide Risk Management
The California State University, Office of the Chancellor

Zachary is the Director, Systemwide Risk Management with the California State University, Office of the Chancellor and has worked for the CSU since 2008. Zachary provides direct assistance to the Systemwide CFO and campuses by providing the day-to-day oversight of the CSU’s property and casualty, workers’ compensation, environmental health & safety, emergency preparedness and business continuity programs.

Zachary has put his 24+ years of claims handling and risk management experience to work as he tackles the responsibility of supporting the various and at times complex issues of addressing risk management challenges for the CSU.

Previous to the CSU, Zachary was the Liability Claims Manager for the City of Santa Ana. At the City of Santa Ana, Zachary handled the liability and property programs for this distinctive City that represents the only true urban environment in Orange County, California.

After graduating from California State University, Long Beach, Zachary got his start in the field with SAFECO Insurance. Following his experience with SAFECO, Zachary worked with many diverse governmental entities while handling claims and providing risk management consultation for third party administrator, Carl Warren & Co.

In addition to his work experience, Zachary has been very active in risk management organizations such as PARMA, California PRIMA, National PRIMA, URMIA and RIMS.
AGENDA

TUESDAY, APRIL 28, 2015

8:00 a.m. – 5:00 p.m.  Bel Aire Foyer
REGISTRATION OPEN

8:00 a.m. - 9:30 a.m.  Bel Aire Ballroom
CONTINENTAL BREAKFAST

9:30 a.m. – 10:30 a.m.  Bel Aire Ballroom
OPENING REMARKS FROM THE CHANCELLOR
Speaker:
Dr. Timothy P. White, Chancellor, The California State University

10:30 a.m. – 10:45 a.m.
BREAK

10:45 a.m. – Noon  Bel Aire Ballroom
GENERAL SESSION
CREATING RESILIENT UNIVERSITIES: ADVANCING ERM AND ORGANIZATIONAL RESILIENCE ON CAMPUS
Achieving organizational resilience requires an interdisciplinary and integrated systems approach to risk management, emergency management and business continuity and general operations of your campus. At the core, a resilient organization must be able to achieve its core objectives in the face of adversity. Effectively reducing the size, frequency and duration of crises (vulnerability), while improving the ability and speed of the organization to manage crises effectively (adaptive capacity). To effectively manage risk and crises, organizations need to recognize and evolve in response to the complex system within which the university functions and the external forces that impact it.
Learning Objectives:
• Understand the core differences and strengths/weakness of enterprise risk management and organizational resilience models and philosophies.
• Learn ways to integrate enterprise risk management and organizational resilience to help achieve programmatic and intuitional directives.
• Review of simple tools and resources to help start or advance the process of building a more resilient university.
Speaker:
Andre Le Duc, Executive Director, Enterprise Risk Services, University of Oregon

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TUESDAY, APRIL 28 (continued)

Noon – 1:30 p.m.
LUNCHEON SPEAKER
OFFICE OF GENERAL COUNSEL 2015 UPDATE
Speaker:
Framroze Virjee, Executive Vice Chancellor and General Counsel, Office of General Counsel, CSU Office of the Chancellor

1:30 p.m. – 3:00 p.m.
CONCURRENT SESSION 1

EHS / EP / RM / WC
UNMANNED AIRCRAFT SYSTEMS (AKA DRONES AND ROCKETS):
THINK BEFORE YOU FLY

Drones are an emerging technology of the 21st century. Potentially offering entirely new opportunities for academic research and operations in observation and monitoring, the use of drones by faculty, staff and students will become a part of training programs, physical operations, course experience and projects in the future.

We will begin our orientation to drones with current CSU guidance review, progress in collaboration between the CSU and the FAA, definitions, role of the FAA in the design, control and support of safety in the National Airspace System. Both Certificates of Authorization and Special Airworthiness Certificate in their current formats and processes will be reviewed.

We will review identified risks in the operation of drones, analyze some of the risks and focus on the risk management techniques which are in place and the proposed regulations which have been recently released for review and comment.

Management of risks for campus drones (and rockets) will be proposed and include risk transfer through contracting for services as well as insurance provided and available through CSURMA and AORMA programs.

Speakers:
Robert Leong, CSURMA Program Administrator, Alliant Insurance Services
Joe Risser, CPCU, ARM-P, Consulting Risk Manager, Risk Management Design

ALL
IMPACTS OF MAJOR EVENTS (PART 1):
SUDDEN LOSS OF USE OF ACADEMIC BUILDING – SFSU

One of a campus’ most challenging table top disaster exercises would certainly be the complete and unexpected closure of an academic teaching and research building for the semester, including science labs, right before the start of classes. That can happen in the real world, and it did at San Francisco State University in 2014. Find out how the entire San Francisco State University community came together to keep the campus safe, maintain informative and transparent communications, share resources, maintain continuity of teaching and research operations and repair and renovate their Science Building in record time. Representatives from the San Francisco State University team and Alliant Insurance come together to share and discuss concurrent and complex issues involving health and safety, emergency management, workers’ compensation, business continuity, risk management and insurance. Session
participants will be actively engaged in exercises to prioritize and plan for handling such issues, should such an event happen at their campus.

**Speakers:**

Corinne Da Cunha, *Director, Strategic Business Operations, San Francisco State University*

Robert Frey, *RPA, Regional Claims Director, Alliant Insurance Services*

Simon Lam, *Interim Senior Associate Vice President, Physical Planning and Development, San Francisco State University*

Michael Martin, *Associate Vice President, Enterprise Risk Management, San Francisco State University*

Larry Wong, *CIH, Program Manager, Loss Prevention and Control, University of California, Office of the President*

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**ALL MINORS ON CAMPUS: HOW TO KNOW WHO IS DOING WHAT, WHEN AND WHERE**

Overview of USD’s registration system for all university sponsored programs with minors. Includes requirements for background checks, staffing levels and training.

**Speaker:**

Barbara Schatzer, *MBA, ARM, Senior Director, Risk Management, Human Resources, University of San Diego*

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**EP / HR / RM NEW FEDERAL REQUIREMENTS ON SEXUAL ASSAULTS**

New requirements under Clery and the Violence Against Women Acts, and lesson from the White House Task Force.

**Speaker:**

Pamela Thomason, *Systemwide Title IX Compliance Officer, Office of General Counsel, CSU Office of the Chancellor*

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3:00 p.m. – 3:30 p.m.

**REFRESHMENT BREAK**

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3:30 p.m. – 5:00 p.m.

**CONCURRENT SESSION 2**

**HR / WC KNOWLEDGE NUGGETS: PROACTIVE STRATEGIES FOR DIFFICULT WC CLAIMS**

**THE DIFFICULT CLAIM EXPLAINED:** The “10/70” theory – 10% of the difficult claims are chasing about 70% of the incurred money.

**DIFFICULT CLAIMS OFTEN ARISE FROM SIMPLE INJURIES:** Some of the worst claims can often originate from simple injuries but over “time” they can migrate into worst claim scenarios.

**ADVERSE CLAIM DEVELOPMENT:** Time as the antagonist – Watching for the early “red flag” warnings.

**“RED FLAGS” EXPLAINED AND ILLUSTRATED:** “Red Flags” may arise early in a claim and need to be managed proactively. Red flags explained and illustrated.

**THE MYTH ABOUT AME’S:** A counterintuitive discussion on when, and when not to utilize an AME, especially in “red flag” claims.

**STRATEGIES FOR DEALING WITH THE “DC.”:** “Out-of-the-box” thinking and the use and deployment of creative...
strategies to facilitate early claim resolution.
YOU CAN SETTLE OPEN FUTURE MEDICAL CARE CASES: Attorney incentives and strategies.
THE CONCEPT OF DOUBLEPLAY EXPLAINED: Bringing creativity and energy to the table. A collaborative approach
to working with the claim and legal experts, who may not be as familiar with the ‘DC’ claims.
“USING APPLIED STRATEGIES” vs. “ONE CLAIM AT A TIME” THINKING: Leveraging strategies to a body of claims
rather than “one at a time” thinking.
THE KNOWLEDGE NUGGET: The art of mining and capturing the “knowledge nuggets” and using those nuggets
across a large inventory of claims.

Speakers:
Gabrielle Haas, Claims Examiner, Workers’ Compensation, Sedgwick Claims Management Services, Inc.
Corey Ingber, Attorney at Law, Ingber & Weinberg, LLP

ALL
IMPACTS OF MAJOR EVENTS (PART 2): MANAGING A MAJOR CATASTROPHE
MILES AWAY – HSU BUS
A charter bus carrying high school students to Humboldt State University’s Spring Preview was involved in a tragic
accident on the Interstate 5 highway near Orland on Thursday, April 10, 2014. The accident took the lives of five
students, as well as an HSU admissions counselor, two chaperones and the drivers of both vehicles. More than 30
injured students were taken to six hospitals in the area near the accident.

Speakers:
Michael Burghart, Director, Contracts, Procurement, Risk Management and Safety Services,
Humboldt State University
Joyce Lopes, Vice President, Administrative Affairs, Humboldt State University
Lynne Soderberg, Retired Chief of Police, University Police, Humboldt State University

EHS / HR / RM
MINORS ASSESSMENT TOOL: CAMPUS EXPERIENCE
Praesidium is a national leader in abuse risk management and offers a full array of abuse risk management and
loss control services. Praesidium has worked with higher education institutions across the nation to help them
prevent sexual abuse of minors and protect their employees and volunteers from false allegations. Praesidium’s
methodology is based on an analysis of 4,000+ cases of organizational abuse.
For the past year Praesidium has worked with California State University system and a number of individual CSU
campuses to strengthen programs serving minors on campus and in the community. This presentation will provide
attendees with an overview of Praesidium’s work, practical tips for programs that serve minors, and outline the
resources available to facilitate implementation of these risk management tips.

Speakers:
Candace Collins, JD, Account Manager, Higher Education, Praesidium, Inc.
Aaron Lundberg, LMSW, Chief Operations Officer and Vice President of Account Services, Praesidium, Inc.

5:30 p.m. – 7:00 p.m.
WELCOME RECEPTION

Dinner on Your Own
WEDNESDAY, APRIL 29, 2015

8:00 a.m. – 4:00 p.m.  
REGISTRATION OPEN

8:00 a.m. – 9:00 a.m.  
CONTINENTAL BREAKFAST

9:00 a.m. – 10:30 a.m.  
GENERAL SESSION
WHY BIG DATA IS THE NEW BLACK
Forget about OSHA’s incident rates, work comp’s cause, nature and body part statistics, for public entities, Big Data is the New Black. The problem with these statistics is that they look in the rear view mirror. What if you could predict when and where your fellow employees would be injured? What if you could predict your next cyber-attack, your next insurance rate hike? What if you could build your next school facility that actually prevented incidents? Big Data promises these things and with the cost to house big data dropping by the minute, you just might be able to be smarter than Stephen Hawking.

Speaker:
Steve Wilmes, SHRM-CP, PHR, ARM-P, RSSP, CPSI, CEO, Wilmes, LLC

10:30 a.m. – 10:45 a.m.  
BREAK

10:45 a.m. – Noon  
CONCURRENT SESSION 3

EHS / HR / RM / WC
CONCUSSION AWARENESS: NOT JUST FOOTBALL
Nearly 15% of all CSU students participate in some form of collegiate sport. Based on the most recent research, as many as 800-1,600 CSU students will experience a university sport-related concussion in the next year. Currently, campus response to concussion varies greatly across the CSU system. The purpose of this presentation is to discuss the state of concussion management within the CSU system and evidence supported best practices for a university concussion management plan related to intercollegiate, club and other sport activities. Specifically, we will discuss the three key elements of a comprehensive concussion management plan, including campus education, concussion testing, and return to activity (play and learn) policy and procedures. In addition, we will discuss the current NCAA position statement, existing CA state concussion law, and factors influencing ongoing litigation as related to concussion risk management.

Speakers:
Beth Larson, Program and Services Coordinator, North Coast Concussion Program, Department of Kinesiology and Recreating Administration, Humboldt State University

Justus Ortega, Ph.D., Program Director/Professor, North Coast Concussion Program, Department of Kinesiology and Recreating Administration, Humboldt State University
ALL

“IT’S JUST LUNCH” SPEED EDUCATING ON CYBER SECURITY

Come join a lively interactive session on threats, risks and options around Cyber Security. Presented in Speed Dating format, attendees will interact with presenters on a variety of topics related to Cyber Security and its impact on the CSU.

Speakers:
Melissa Diaz, CLCS, CSURMA Program Administrator, Alliant Insurance Services
Christopher Fowler, University Counsel, Office of General Counsel, CSU Office of the Chancellor
Edward Hudson, Director, Information Security, Information Security Management, CSU Office of the Chancellor
William Perry, Chief Information Security Officer, Information Security Management, CSU Office of the Chancellor
Alex Ricardo, CIPP/US, Business Development Manager, Breach Response Services, Beazley Group

ALL

HOW YOUR EOP AND COOP PLANS WORK TOGETHER

This session will focus on pertinent issues facing the CSU Emergency Managers and Continuity of Operations (COOP) Coordinators, including the intersection of emergency management and continuity and ensuring these cylinders of excellence are communicating and collaborating throughout the disaster life cycle. Presenters will discuss critical intersection points of the EOP and COOP plans, differences in organizational structure between emergency management and COOP, and coordinating emergency management and continuity priorities seamlessly during and following an incident. Presenters will tailor the presentation to the unique needs of the CSU System Emergency Managers and COOP Coordinators, and the presentation will end in a discussion of pertinent and emerging issues/successes throughout the CSU System in regards to coordinating COOP and emergency management.

Speakers:
Suzanne Blake, CEM, Senior Emergency Management Consultant, Higher Education Specialist, Witt O'Brien's
Frank Castro-Wehr, Preparedness Program Manager, Witt O'Brien's

EHS / RM / WC

SEARCHING FOR A REASONABLE AND CONSISTENT SYSTEMWIDE APPROACH TO CONSTRUCTION CONTRACTOR SAFETY

EH&S, in cooperation with Construction Management, is exploring the possibility of developing systemwide campus guidelines for third party construction contractor safety. These guidelines will only be developed if they can meet certain criteria specifically; guidelines must be effective, reasonable, sustainable given resource constraints, consistently applied, and give due regard to our liability firewall. They should, of course, also address OSHA Multi-Employer Worksite regulation.

We are particularly interested in smaller construction jobs. Large capital projects incorporate good safety/risk structure primarily because of contract provisions including optional safety pre-qualification, safety submittals, risk transfer, insurance, well-defined scope, and hazard disclosures, etc. However, small construction jobs often have less explicit contracts, typically there is less oversight structure and compounding this small contractors are sometimes relatively uninformed regarding safety. So if guidelines are developed, we hope to address small construction projects.

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We are soliciting systemwide input from all interested parties. Please come with your ideas or concerns.

Speakers:
- **Bill Kupfer**, Director, Environmental Health and Safety, CSU Channel Islands
- **Ron Norton**, Director, Environmental Health and Safety, CSU Northridge

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**Noon – 1:15 p.m.**  
**LUNCH: CLOSING REMARKS AND OPPORTUNITY DRAWINGS**  
Bel Aire Ballroom  
(must be present to win)

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**1:15 p.m. – 2:45 p.m.**  
**CONCURRENT SESSION 4**

**EHS / RM / WC**  
**FAIRBANKS A**  
**STRATEGIES TO PREVENT SERIOUS INJURY OR FATALITY IN THEATRE AND ON CAMPUS**

Through implementation of Enterprise Risk Management programs and processes, overall workers’ compensation costs at many UC campuses have decreased during the past several years. These improvements in part can be attributed to more robust ergonomics programs, thorough incident review procedures, and transitional return to work programs and targeted injury prevention efforts in traditionally high injury frequency departments. Despite these improvements, the University is still experiencing severe injuries and incidents and although they are less frequent events, these incidents continue to have significant financial, operational, and reputational impacts to the organization.

This presentation will review recent severe loss incidents throughout the UC, discuss how the traditional model of Heinrich’s injury pyramid fails to predict or assist in controlling these events, and recognize best practices institutions can use to decrease the likelihood of a severe loss or fatality at their campus and specifically, within their Theater Arts programs.

**Speaker:**  
**Brent Cooley**, Arts Health and Safety Advisor, Arts Division, University of California Santa Cruz

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**EP / HR / RM**  
**FAIRBANKS B**  
**THE DATA BREACH: HOW TO STAY DEFENSIBLE BEFORE, DURING AND AFTER THE INCIDENT**

This session will provide an overview of data breaches, their causes and trends. We will also address the data breach response methodology and gain an appreciation that most of the liability stems from not the claims that come in from the incident, but rather the assessment, investigation and response to the incident. We will also review case examples of incidents.

**Speaker:**  
**Alex Ricardo**, CIPP/US, Business Development Manager, Breach Response Services, Beazley Group
SESSION APPLIES AS NOTED: ALL = General; EHS = Environmental Health & Safety; EP = Emergency Preparedness; HR = Human Resources; RM = Risk Management; WC = Workers’ Compensation

WEDNESDAY, APRIL 29  (continued)

ALL
WHEN THE SPOTLIGHT IS ON YOUR INSTITUTION: CRISIS RESPONSE AND COMMUNICATION

How can you best help your institution manage through an unexpected crisis? Charting a course through a crisis situation is now made even more difficult in the Internet age, where a single misstep can lead to worldwide attention.

This session will give you the tools to assess a situation, and to manage through it. Rhonda Barnat is one of the country’s leading crisis management counselors, having worked with a whole range of academic institutions at critical moments in their history. Good crisis management is good handling of a situation – great crisis management means no one ever remembers it happened. This session will help you and your institution prepare, if ever needed, to join the latter.

Joining Rhonda is Dawn Puro, highly experienced chief underwriter for Ironshore Specialty Insurance. Dawn will share the value of working with crisis managers as part of the overall risk management package for an academic institution and provide insight into the best ways to utilize specialized services in a crisis situation.

Speakers:
- Rhonda Barnat, Managing Director, The Abernathy MacGregor Group
- Dawn Puro, Vice President, Ironshore Specialty Casualty

HR / WC
TEST YOUR WORKERS’ COMPENSATION KNOWLEDGE

This popular session is a fun, interactive review of workers’ compensation facts and fiction designed specifically for the CSU. The session will include discussion on claim compensability, benefit delivery, reporting requirements, medical treatment issues, the Reform Legislation changes from SB 863 and 2014 case law updates. The session is a great refresher for those with experience in workers’ compensation and a good introduction to those that may be new to the world of workers’ compensation.

Speakers:
- Patricia Daniels, Operations Manager, Sedgwick Claims Management Services, Inc.
- Jacki Graf, Workers’ Compensation Consultant, Alliant Insurance Services
- Cindy Parker, Vice President Operations, Sedgwick Claims Management Services, Inc.

2:45 p.m. – 3:15 p.m.
REFRESHMENT BREAK

3:15 p.m. – 4:30 p.m.
CONCURRENT SESSION 5

EHS / RM
ANATOMY OF AN INSURANCE RENEWAL - WHAT A CAMPUS CAN DO

The California State University Risk Management Authority (CSURMA) provides risk financing services to the University and Auxiliary Organizations. CSURMA employs a combination of self-insurance, insurance and reinsurance to provide broad coverage at efficient cost and with partners offering long term program stability. Coverages are marketed to the domestic and international insurance markets to obtain the best available terms. CSU leadership meets regularly with leading underwriters to understand market positioning and build relationships
that benefit the programs.

During this session, attendees will learn about how CSURMA markets the insurance and reinsurance renewals to incumbent and prospective carriers. Attendees will see the kinds of materials that are presented to markets and gain a better understanding of how campus and auxiliary organization activities can impact the marketing efforts.

**Speakers:**

Robert Eaton, Assistant Vice Chancellor, Financing, Treasury, and Risk Management, CSU Office of the Chancellor  
Daniel Howell, CSURMA Program Director, Alliant Insurance Services

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**EHS / HR / WC**  
**ERGONOMIC SOLUTIONS FOR CAMPUSES**  
Fairbanks D

The session will focus on systemwide activities through the CSU EHS Directors Affinity Group and the IIPP/Ergonomic Working Group. The discussion will be a roundtable of various campus/Alliant representatives and the discussion will focus on:

1. Systemwide Metrics on Ergonomic-Related Injuries.  
3. Systemwide Ergonomic Assessment Initiative with Campus Update(s).  
4. Innovative Ergonomic Training Initiatives by Campus.

**Speakers:**

Kevin Brady, Director, Risk Management and Environmental Health and Safety Office, CSU Los Angeles  
Regina Frasca, Director, Safety, Risk and Sustainability Services, CSU San Marcos  
Jacki Graf, Workers’ Compensation Consultant, Alliant Insurance Services  
Thomas Sneed, Ergonomic and Compliance Training Coordinator, Risk Management and Internal Control, CSU East Bay

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**THANK YOU FOR COMING!**
# Conference Summary Day 1

## Tuesday, April 28 - Fitting the Pieces Together Conference - Day 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m. – 5:00 p.m.</td>
<td>Registration Open</td>
<td>Bel Aire Foyer</td>
</tr>
<tr>
<td>8:00 a.m. – 9:30 a.m.</td>
<td>Continental Breakfast</td>
<td>Bel Aire Ballroom</td>
</tr>
<tr>
<td>9:30 a.m. – 10:30 a.m.</td>
<td>Opening Remarks from the Chancellor</td>
<td>Bel Aire Ballroom</td>
</tr>
<tr>
<td>10:30 a.m. – 10:45 a.m.</td>
<td>Break</td>
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</tr>
<tr>
<td>10:45 a.m. – Noon</td>
<td>General Session - Creating Resilient Universities:</td>
<td>Bel Aire Ballroom</td>
</tr>
<tr>
<td></td>
<td>Advancing ERM and Organizational Resilience on Campus</td>
<td></td>
</tr>
<tr>
<td>Noon – 1:30 p.m.</td>
<td>Luncheon Speaker - Office of General Counsel 2015 Update</td>
<td>Bel Aire Ballroom</td>
</tr>
<tr>
<td>1:30 p.m. – 3:00 p.m.</td>
<td><strong>Concurrent Session 1</strong></td>
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<tr>
<td></td>
<td><strong>EHS, EP, RM, WC</strong></td>
<td></td>
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<tr>
<td></td>
<td>Unmanned Aircraft Systems (aka Drones &amp; Rockets): Think Before You Fly</td>
<td>Fairbanks A</td>
</tr>
<tr>
<td></td>
<td><strong>ALL</strong></td>
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<tr>
<td></td>
<td>Impacts of Major Events (Part 1): Sudden Loss of Use of Academic Building - SFSU</td>
<td>Fairbanks B</td>
</tr>
<tr>
<td></td>
<td><strong>ALL</strong></td>
<td></td>
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<tr>
<td></td>
<td>Minors on Campus: How to Know Who is Doing What, When and Where</td>
<td>Fairbanks C</td>
</tr>
<tr>
<td></td>
<td><strong>EP, HR, RM</strong></td>
<td></td>
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<tr>
<td></td>
<td>New Federal Requirements on Sexual Assaults</td>
<td>Bel Aire Ballroom-South</td>
</tr>
<tr>
<td>3:00 p.m. – 3:30 p.m.</td>
<td>Refreshment Break</td>
<td>Bel Aire Foyer</td>
</tr>
<tr>
<td>3:30 p.m. – 5:00 p.m.</td>
<td><strong>Concurrent Session 2</strong></td>
<td></td>
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<tr>
<td></td>
<td><strong>HR, WC</strong></td>
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<tr>
<td></td>
<td>Knowledge Nuggets: Proactive Strategies for Difficult WC Claims</td>
<td>Fairbanks A</td>
</tr>
<tr>
<td></td>
<td><strong>ALL</strong></td>
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<tr>
<td></td>
<td>Impacts of Major Events (Part 2): Managing a Major Catastrophe Miles Away – HSU Bus</td>
<td>Fairbanks B</td>
</tr>
<tr>
<td></td>
<td><strong>EHS, HR, RM</strong></td>
<td></td>
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<tr>
<td></td>
<td>Minors Assessment Tool: Campus Experience</td>
<td>Fairbanks C</td>
</tr>
<tr>
<td>5:30 p.m. – 7:00 p.m.</td>
<td>Welcome Reception</td>
<td>Bel Aire Ballroom</td>
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<tr>
<td></td>
<td>Dinner on your own</td>
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</tbody>
</table>

**Session Applies as Noted:**

- **ALL** = General
- **EHS** = Environmental Health & Safety
- **EP** = Emergency Preparedness
- **HR** = Human Resources
- **RM** = Risk Management
- **WC** = Workers' Compensation
## WEDNESDAY, APRIL 29 -  FITTING THE PIECES TOGETHER CONFERENCE – DAY 2

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>Registration Open</td>
<td>Bel Aire Foyer</td>
</tr>
<tr>
<td>8:00 a.m. – 9:00 a.m.</td>
<td>Continental Breakfast</td>
<td>Bel Aire Ballroom</td>
</tr>
<tr>
<td>9:00 a.m. – 10:30 a.m.</td>
<td>General Session - Why Big Data is the New Black</td>
<td>Bel Aire Ballroom</td>
</tr>
<tr>
<td>10:30 a.m. – 10:45 a.m.</td>
<td>Break</td>
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<tr>
<td>10:45 a.m. – Noon</td>
<td><strong>CONCURRENT SESSION 3</strong></td>
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<tr>
<td>EHS, HR, RM, WC</td>
<td>Concussion Awareness: Not Just Football</td>
<td>Fairbanks A</td>
</tr>
<tr>
<td>ALL</td>
<td>“It’s Just Lunch” Speed Educating on Cyber Security</td>
<td>Fairbanks B</td>
</tr>
<tr>
<td>ALL</td>
<td>How Your EOP and COOP Plans Work Together</td>
<td>Fairbanks C</td>
</tr>
<tr>
<td>EHS, RM, WC</td>
<td>Searching for a Reasonable and Consistent Systemwide Approach to Construction Contractor Safety</td>
<td>Fairbanks D</td>
</tr>
<tr>
<td>Noon – 1:15 p.m.</td>
<td>Lunch - Closing Remarks and Opportunity Drawings (must be present to win)</td>
<td>Bel Aire Ballroom</td>
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<tr>
<td>1:15 p.m. – 2:45 p.m.</td>
<td><strong>CONCURRENT SESSION 4</strong></td>
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<tr>
<td>EHS, RM, WC</td>
<td>Strategies to Prevent Serious Injury or Fatality in Theatre and on Campus</td>
<td>Fairbanks A</td>
</tr>
<tr>
<td>EP, HR, RM</td>
<td>The Data Breach: How to Stay Defensible Before, During and After the Incident</td>
<td>Fairbanks B</td>
</tr>
<tr>
<td>ALL</td>
<td>When the Spotlight is on Your Institution: Crisis Response and Communication</td>
<td>Fairbanks C</td>
</tr>
<tr>
<td>HR, WC</td>
<td>Test Your Workers’ Compensation Knowledge</td>
<td>Fairbanks D</td>
</tr>
<tr>
<td>2:45 p.m. – 3:15 p.m.</td>
<td>Refreshment Break</td>
<td>Bel Aire Foyer</td>
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<tr>
<td>3:15 p.m. – 4:30 p.m.</td>
<td><strong>CONCURRENT SESSION 5</strong></td>
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<tr>
<td>EHS, RM</td>
<td>Anatomy of an Insurance Renewal – What a Campus Can Do</td>
<td>Fairbanks A</td>
</tr>
<tr>
<td>RM, WC</td>
<td>Navigating the Foreign Travel Insurance Waters</td>
<td>Fairbanks C</td>
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<tr>
<td>EHS, HR, WC</td>
<td>Ergonomic Solutions for Campuses</td>
<td>Fairbanks D</td>
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<td><strong>Adjournment</strong></td>
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