

# Assessment Cycle 2022-2023

## Environmental Health and Safety-Emergency Preparedness Office

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### **Northwestern State University Mission**

Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

### **University Affairs Mission**

University Affairs is a diverse group of innovative and talented professionals who provide quality facilities, maintenance, and management services in support of education and research at Northwestern State University. We are committed to being fully responsive to the needs of faculty, students, staff, and the public, who are our customers. The division of University Affairs strives to cooperate with all campus constituents to provide a functional, safe, and efficient facilities operation for the University.

### **Environmental Health & Safety-Emergency Preparedness Mission:**

The Environmental Health and Safety-Emergency Preparedness Office is responsible for administering the campus safety, health, and environmental programs; Risk Management, responsible for the administration of the University's insurance program and coordination of insurance programs for NSU campuses; EHS-EP is also responsible for administering the campus Emergency Preparedness Program, and the Continuity of Operations Programs for Northwestern State University. The Environmental Health and Safety-Emergency Preparedness Office is a division of the Executive Vice President for Business and University Affairs Office, and therefore goals and outcomes as well as approvals come from that office. The mission of Environmental Health and Safety-Emergency Preparedness Office at Northwestern State University (NSU) is to protect people, property, the environment, financial, and other resources in support of the University's teaching, outreach, research, and student services.

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### Service Outcomes:

**SO1.** Increase awareness and education on safety campus wide.

Safety and risk management awareness is crucial for students, faculty and staff. Participation by all University employees via quarterly safety meetings will facilitate safety awareness. Topics covered in quarterly safety meetings address facility safety issues, weather hazards, and personal safety, as well as risk management issues that protect employees and the University. Safety and risk management awareness will directly impact worker's compensation claims, general liability claims and property claims, which could lead to a reduction in insurance premiums. Providing a safe environment for students, faculty, staff, and visitors is part of the EHS-EP mission.

#### **Measure 1.1:**

Participation in Quarterly Safety Meetings by all departments will show that employees are being educated on safety and risk management issues. Target: Quarterly safety meetings have 100% participation by all employees in all departments.

**Findings:** Target not met.

**Analysis:** In 2021-2022, the target was met. Based on the analysis of the 2021-2022 results, in 2022 – 2023, the EHS office was advised by the Sedgwick Safety Auditor to conduct the Quarterly Safety Meetings via read receipts sent to all Faculty/Staff rather than sending to one contact per department, to then get the signatures from everyone in the department. Even though the EHS Office sent multiple reminders, we still did not have 100% in read receipts.

**Decision:** In 2022-2023, the target was not met. Based on the analysis of the 2022-2023 results, EHS will implement the following changes in 2023-2024 to drive the cycle of improvement. EHS will send multiple reminder emails to those individuals who have not sent their read receipt/reply. EHS will send an email to the supervisor if Safety Meeting information is not turned in by the due date.

#### **Measure 1.2:**

Safety Rules accountability is required by the Office of Risk Management at 100% for each annual safety audit/compliance review. Safety Rules are distributed each year via Quarterly Safety Meetings.

**Findings:** Target not met.

**Analysis:** In 2021 – 2022, the target was met. Based on the analysis of the 2021 -2022 results, in 2022 -2023, EHS has included the Safety Rules in the Quarterly Safety Meetings. However, it was sent in the last quarter, April, May, June, and we have not received all read receipts for this current quarter.

**Decision:** In 2022-2023, the target was not met. Based on the analysis of the 2022-2023 results, EHS will implement the following changes in 2023-2024 to drive the cycle

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of improvement. EHS will create a spreadsheet to distinguish which quarter to send which information, on the Quarterly Safety Meetings. EHS will continue to send reminder emails to those who have not sent their read receipt. EHS will send an email to the supervisor if Safety Meeting information is not turned in by the due date.

### **SO 2: Increase Reporting of Hazards by making instructions available.**

EHS-EP will improve hazard or safety issue reporting by faculty and staff through education of the various ways to report these issues. Fewer hazards mean less accidents. EHS-EP works to provide a safer environment on all campuses for students, faculty, staff and visitors. Education of employees to report hazards via University Police, the Work Control Center, by phone or e-mail, and through the online Work Order System. Reporting by one of these three methods will ensure that the hazard is documented.

#### **Measure 2.1:**

Work Order Procedures have been developed for faculty and staff to know the correct procedures to follow when encountering a safety issue or hazard. The procedures include emergency issues, routine maintenance, and project requests. The Work Order Procedures are distributed by the EHS-EP Office during the 4th Quarter of each year. Each faculty and staff employee must sign the safety meeting sign-in sheet indicating that they have received this information. The objective is to have 100% compliance by all departments with the safety meetings related to Work Order Procedures. This data is recorded on a Safety Meeting spreadsheet for accountability.

**Findings:** Target not met.

**Analysis:** In 2021 – 2022 the target was met. Based on the analysis of 2021-2022, in 2022 – 2023, the EHS administration moved forward by keeping this measure in our assessment. This safety topic is not mandatory per ORM; however it is important for faculty and staff to know the procedures. However, it was sent in the last quarter, April, May, June, and we have not received all read receipts for this current quarter.

**Decision:** in 2022-2023, the target was not met. Based on the analysis of the 2022-2023 results, EHS will implement the following changes in 2023-2024 to drive the cycle of improvement. EHS will create a spreadsheet to distinguish which quarter to send which information, on the Quarterly Safety Meetings. The EHS administration will create a spreadsheet for Safety Meeting topics based on each quarter and will follow this spreadsheet to know what information needs to be given.

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### Measure 2.2:

Fewer hazards result in less accidents, which in turn result in a reduction in worker's compensation and general liability claims. A reduction in claims means a reduction in premiums. EHS-EP Office is responsible for reporting all types of insurance claims to the Office of Risk Management and therefore will use that data to calculate if claims are increasing or decreasing by the number and type of claim filed. Increased safety and risk management awareness will result in less accidents, fewer injuries, less property damage, and lower insurance premiums. The target is that 100% of all reported accidents are reported to the Office of Risk Management and that there is a decrease from the previous year.

### Findings: Target Met

**Analysis:** In 2021– 2022 the target was met. Based on the analysis of 2021-2022 results, in 2022 - 2023, the EHS administration received multiple police reports, and emails/phone calls from various employees, and we reported everything that was reported to us. The administration reported 100% of all reported accidents to the Office of Risk Management.

**Decision:** In 2022-2023, the target was met. Based on the analysis of the 2022-2023 results, EHS will implement the following changes in 2023-2024 to drive the cycle of improvement. EHS will continue to report everything that is reported to the EHS office.

### SO 3: Pass the Office of Risk Management's Annual Safety Audit.

EHS-EP will pass the Office of Risk Management Safety Audit, which is conducted by Loss Prevention Officers from Sedgwick Claims Management Services, Inc. EHS-EP manages a safety program that is designed to comply with the comprehensive Loss Prevention Program that is required by the Louisiana Office of Risk Management. EHS-EP manages the program but participation, cooperation, and compliance from all departments on campus is required to pass the audit/compliance review. Each department is responsible for fulfilling their role. EHS compiles records from university departments, along with EHS records to present to the auditor. Annual compliance reviews are completed two years in a row, with a Full Compliance Audit every third year.

### Measure 3.1:

EHS-EP will use self-assessments, distributed to responsible departments to monitor the comprehensive Loss Prevention Plan for the University. The Loss Prevention Program includes General Safety, Driver Safety, Bonds, Crimes & Property, Equipment Management, and Water Vessel Safety Program. Departmental cooperation and responsibility will present the University with a passing rate exceeding 90% for the annual safety audit/compliance review.

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**Findings:** Target met.

**Analysis:** In 2021 – 2022 the target was met. Based on analysis of 2021 – 2022, in 2022 – 2023, the EHS administration has created an updated file system and has implemented new technology measures to keep accurate records for the annual audit/compliance review. The EHS administration is actively training to be ORM compliant. The EHS administration received a passing score of 99.58%

**Decision:** In 2022-2023, the target was met. Based on the analysis of the 2022-2023 results, EHS will implement the following changes in 2023-2024 to drive the cycle of improvement. EHS will continue to work throughout the year, to ensure that all ORM guidelines are being followed, and accurate records are being kept.

**Measure 3.2:** Minimize Driving accidents by employees driving on state business. This will be accomplished by following the requirements of the Loss Prevention Program and requiring all employees that drive on University business to take an online Defensive Driver Course prior to operating a motor vehicle on state business, to take a refresher course every 3 year or after conviction of a moving violation, and the loss of driver authorization if the employee becomes a high-risk driver. Target is that the University is 100% compliant with the Driver Safety Program each year.

**Findings:** Target met.

**Analysis:** In 2021 – 2022 the target was met. Based on the analysis of 2021-2022, in 2022 – 2023, we utilized Excel spreadsheets to track expiration dates on Defensive Driving Certifications, as well as annual driving records. Notifications were sent to employees via email if any required documents are currently missing or have expired. New employees were notified that to qualify to drive for the university, they must complete the Defensive Driving course through LEO, and sign the DA2054 for Louisiana driving records, or provide an official driving record if they are from out-of-state. Upon completion of file review and updates by the new administration, the Authorized Driver's List was updated bi-weekly on the EHS website. The list may be easily accessed by employees.

**Decision:** In 2022-2023, the target was met. Based on the analysis of the 2022-2023 results, EHS will implement the following changes in 2023-2024 to drive the cycle of improvement. EHS will continue to check driving records annually, based on the spreadsheet that was created. EHS will also send new hires information on becoming an authorized driver.

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**Comprehensive summary of key evidence based of analysis of results.** The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2022-2023. These changes are based on the knowledge gained through the AC 2021-2022 results analysis.

SO	Measure	Key Evidence
1	1.1	EHS sent reminders to departments about required sign in sheets.
1	1.2	EHS sent Safety Rules in the Quarterly Safety Meeting once a year.
2	2.1	EHS sent Work Order procedures in the Quarterly Safety Meeting once a year.
2	2.2	EHS reported all accidents that are reported to our office.
3	3.1	EHS prepared for the annual audit daily with our paperwork and reporting.
3	3.2	EHS abided by the Drivers Safety Program and run ODRs annually.

### Progressive plan of action moving forward.

SO	Measure	Plan
1	1.1	EHS will contact department admins and department heads to ensure we receive read receipts.
1	1.2	EHS will ensure that we receive 100% of the read receipts and send the information in the previous quarter, to ensure we have 100% by the time the assessment is due.
2	2.1	EHS will send Safety Rules in the Quarterly Safety Meeting once a year, and send in the previous quarter, to ensure that we have 100% by the time the assessment is due.
2	2.2	EHS will work together with University Police to make sure that we receive all police reports to ensure we report all accidents in a timely manner.
3	3.1	EHS will work together with all departments in various areas, to ensure we receive a passing score on the audit.
3	3.2	EHS will abide by the Drivers Safety Program.