

AGENCY RISK MANAGEMENT PROGRAM EVALUATION GUIDELINES



Interagency Advisory Council on Loss Prevention
August 16, 2016

ADMINISTRATION

Agency Risk Management Program Evaluation Guidelines

→ 6 Administrative Guidelines

State Loss Prevention Standards

→ 8 Administrative Standards

ADMINISTRATION

Guideline 1

The agency should develop and implement a risk management program that includes documented policies and procedures for its day-to-day operation; assigned responsibilities for each area of the program; and a statement of safety policy and responsibility as required in Section 284.50, Florida Statutes.

Standard 2

The loss prevention program will consist of a comprehensive safety program, as required by Section 284.50, F.S., and will coordinate with the agency's workers' compensation office (WCO), employee dispute resolution (EDR) or human resources office, property office or unit (PO) and Office of the General Counsel.

Change

Expands guideline to reflect the broader risk management program.

ADMINISTRATION

Guideline 2

The agency head should allocate sufficient resources to implement the risk management program fully and effectively.

Standard 1

The agency head will allocate sufficient resources and assure sufficient authority to fully and effectively implement the loss prevention program.

Change

Emphasis placed on allocation of sufficient resources to implement the overall risk management program.

ADMINISTRATION

Guideline 3

The agency head shall designate a safety coordinator who has comparable responsibilities to a Senior Management Service (SMS) employee, in accordance with Section 284.50, Florida Statutes.

Standard 3

Each agency head shall designate a safety coordinator who has comparable responsibilities to a senior management system employee in accordance with Section 284.50, Florida Statutes.

Change

No significant changes.

ADMINISTRATION

Guideline 4

The agency risk management program should include a process to establish goals and objectives to measure the efficiency and effectiveness of each component of the risk management program.

Standard 4

The safety coordinator will develop and maintain a loss prevention plan for the agency and establish goals and measurable objectives to reduce the frequency and severity of employee accidents and injuries, and to prevent and reduce losses in workers' compensation claims, civil rights and employment actions, property and casualty claims, and general and automobile liability claims.

Change

Language expanded to reflect the broader risk management program.

ADMINISTRATION

Guideline 5

The agency risk management program should have a process in place requiring the completion of periodic risk assessments that identify all agency loss exposures.

Standard

N/A – New guideline

Change

N/A – New guideline

ADMINISTRATION

Guideline 6

The agency should implement a process to report risk management program progress, problems, and corrective actions to senior-level management on at least a quarterly basis.

Standard 5

The safety coordinator will report program progress, any problems, and any corrective actions to senior-level management on at least a quarterly basis, and more often if needed.

Change

Language expanded to reflect the broader risk management program.

ADMINISTRATION

Deleted:

Standard 6

The safety coordinator will communicate at least quarterly with the WCC, the EDRC, the PC and the designated risk management attorney to discuss issues relating to loss prevention and determine what, if any, corrective actions need to be taken.

Change

Standard deleted as appropriate lines of communication are addressed in the corresponding program areas.

SAFETY

Agency Risk Management Program Evaluation Guidelines

→ 13 Safety Guidelines

State Loss Prevention Standards

→ 13 Safety Standards

SAFETY

Guideline 7

The agency should implement a process for regular communication between the safety coordinator and workers' compensation coordinator to review employee injury claims and related issues.

Standard 10

The safety coordinator and the WC coordinator will implement a process to review all completed First Report of Injury forms and to use this information to strategically promote loss prevention activities.

Change

Language revised to emphasize communication between SC & WCC and to broaden the items to be reviewed.

SAFETY

Guideline 8

The safety coordinator should have a process in place for the review of the available safety data for use in conducting trend analysis for program planning purposes, including identification of areas in the agency that experience a high frequency and/or high cost of claims. These data should include, but not be limited to, claim reports; First Report of Injury forms; and inspection and accident investigation reports.

Standard 11

The safety coordinator will identify areas in the agency that experience a high frequency of claims or claims with high costs, and target loss prevention activity accordingly.

Change

Broadens examples of program data for use in trend analysis.

SAFETY

Guideline 9

Each agency should establish and maintain a central safety committee. The committee should meet on at least a quarterly basis and be comprised of the safety coordinator—who should chair the committee—the workers' compensation coordinator, and other agency/university personnel as appropriate for the structure of the agency. Committee agenda should include review of workers' compensation claims and issues (including trends, causation factors, and return-to-work efforts); inspection and accident investigation reports; hazard reports and corrective action statuses; as well as updates on program efforts. Minutes should be documented for every safety committee meeting.

SAFETY

Standard 12

Each agency will establish and maintain a safety committee that consists of the safety coordinator, unit safety representatives within the agency, and the WC coordinator. The safety committee will meet quarterly. The safety coordinator will chair the safety committee and will record minutes of every meeting.

Standard 13

The safety coordinator will set the agenda for safety committee meetings and will allot time for unit safety representatives to provide updates on their program efforts and ask questions regarding program concerns. The safety committee will have time at each meeting to review and discuss workers' compensation first reports of injury and lost time claims with a focus on trends, causation factors, and return-to-work efforts.

Change

Combined the two safety committee standards into one guideline.

SAFETY

Guideline 10

Each agency should ensure that all employees are provided with an initial basic safety training course upon employment.

Standard 15

All employees will take an initial basic safety training course upon employment. Agencies that have high risk exposures should provide refresher training in accordance with safety industry best practices.

Change

Separated into two guidelines as basic safety training and refresher training for high-risk exposures are separate concepts. Guideline 12 now addresses refresher training for high-risk exposures.

SAFETY

Guideline 11

Each agency should ensure that employees are given instruction and training on how to perform their jobs in a proper and safe manner in accordance with agency policies and procedures, and that supervisors monitor employees to ensure employees are performing their jobs properly and safely.

Standard 16

Each agency will ensure that employees are given instruction and training on how to perform their jobs in a proper and safe manner in accordance with agency policies and procedures, and that supervisors monitor employees to ensure employees are performing their jobs properly and safely.

Change

No significant changes.

SAFETY

Guideline 12

Agencies that have high-risk exposures should provide refresher training to affected employees in accordance with safety industry best practices.

Standard 15

All employees will take an initial basic safety training course upon employment. Agencies that have high risk exposures should provide refresher training in accordance with safety industry best practices.

Change

Separated into two guidelines as basic safety training and refresher training for high-risk exposures are separate concepts. Guideline 10 now addresses basic safety training.

SAFETY

Guideline 13

Each agency should coordinate targeted safety training for employees within the agency and maintain a log of all attendees to every safety event or training.

Standard 14

The safety coordinator will provide or coordinate targeted safety training for employees within the agency. Each agency will keep a log of all attendees to every safety event or training.

Change

Replaces “safety coordinator” with “agency.” Training and the tracking of training may be an agency-level activity; safety training that occurs may be reported to the SC and/or discussed at safety committee meetings.

SAFETY

Guideline 14

Each agency should conduct and document job safety analyses on new, complex, and/or high-risk tasks; and utilize these analyses for job-specific training.

Standard 17

Each agency will perform a job safety analysis or conduct process safety management on new, complex, or high risk tasks and provide training on these new tasks.

Change

Guideline revised to include emphasis on documentation in addition to conducting JSAs and using them in training; reference to process safety management removed.

SAFETY

Guideline 15

The safety coordinator shall provide for regular and periodic facility and equipment inspections pursuant to Section 284.50(1)(b), Florida Statutes. Safety inspections should be performed on workplace locations and premises with public access.

Standard 18

Agency unit safety representatives will conduct safety inspections, as determined by the safety coordinator, of all employee workplace locations or sites and on all agency grounds and premises with public access. The unit safety representatives will identify workplace hazards and exposures regarding grounds and premises with public access, and will submit all completed inspections to the supervisor and program or section manager. Each unit safety representative will provide the Safety Coordinator with a monthly report of all safety inspections summarizing findings, corrective actions initiated, and disposition of corrective actions.

Change

Statutory reference added. Specific details as to how inspections are conducted were removed to give agencies the flexibility needed to implement and administer successful inspection protocols.

SAFETY

Guideline 16

Each agency should have a process in place for reporting and documenting hazards that includes implementation of corrective actions and notification to the safety coordinator.

Standard 19

Each agency must have a process in place for reporting hazards. When workplace hazards are identified, the unit safety representative will document the hazard, implement appropriate corrective actions, and report to the safety coordinator. When hazards on state grounds or premises with public access are identified, the unit safety representative will take appropriate corrective actions to protect the public and will report actions taken to the safety coordinator.

Change

Specific details as to how hazards are reported were removed to give agencies the flexibility needed to implement and administer individual protocols.

SAFETY

Guideline 17

The safety coordinator shall investigate job-related employee accidents of his/her agency in accordance with Section 284.50(1)(c), Florida Statutes. Accident investigations and accompanying corrective actions should be documented.

Standard 20

The safety coordinator will investigate and document all work-related accidents. Where liability claims may ensue, the safety coordinator will notify the agency's general counsel and the Division of Risk Management within 10 working days of the occurrence.

Change

Language revised to more closely mirror S. 284.50(1)(c), F.S.; reference to liability claims removed.

SAFETY

Guideline 18

The safety coordinator shall establish a program to promote increased safety awareness among employees of his/her agency in accordance with Section 284.50(1)(d), Florida Statutes. The safety awareness program should include regular communication to all employees of safety and accident prevention information; goals and objectives; recognition of employees who make exceptional contributions to safety in the workplace; and any other related events or activities.

SAFETY

Standard 8

Agency senior management will establish and provide the necessary support for a recognition program for the agency that, at a minimum, recognizes offices and programs for proactive measures to reduce employee accidents and safety related initiatives/actions.

Standard 21

Each agency will have an employee communication system that regularly distributes accident prevention goals and objectives to all employees.

Change

Revised to more closely mirror S. 284.50 (1)(d), F.S. and SC's duty to establish safety awareness program. Expanded examples of what should be included in this program, including employee recognition.

SAFETY

Guideline 19

The safety coordinator should work to achieve effective loss prevention program outcomes through interagency activities including, but not limited to, data sharing; ongoing research; identification and implementation of best practices; training; policy development; and participation in the Interagency Advisory Council on Loss Prevention pursuant to Section 284.50(2), Florida Statutes.

Standard 7

The safety coordinator will work collaboratively with the Division of Risk Management to promote effective loss prevention program outcomes through data sharing, ongoing research, identification and implementation of best practices, interagency activities (such as participation in the Interagency Advisory Council), training, policy development, and program recognition.

Change

Moved from Administration to Safety section; interagency loss prevention activities emphasized.

SAFETY

Deleted:

Standard 9

The safety coordinator will be responsible for operating the loss prevention program on a day to day basis and will assist with planning, developing, promoting, implementing, monitoring, and improving the loss prevention program throughout the agency.

Change

Deleted as SC duties spelled out in subsequent guidelines.

WORKERS' COMPENSATION

Agency Risk Management Program Evaluation Guidelines

→ 5 Workers' Compensation Guidelines

State Loss Prevention Standards

→ 6 Workers' Compensation Standards

WORKERS' COMPENSATION

Guideline 20

Each agency will have a central workers' compensation coordinator and, as needed based upon the size and structure of the agency, additional workers' compensation or human resources representatives responsible for processing and tracking employee injury claims.

Standard 22

Each agency will have a central workers' compensation coordinator and, as needed based upon the size of the agency, additional unit workers' compensation or human resources representatives responsible for processing and tracking employee injury claims.

Change

Reference to agency structure added.

WORKERS' COMPENSATION

Guideline 21

Each agency should collaborate with the contracted medical case management provider to ensure effective case management claim administration and adherence to established reporting processes.

Standard 23

The central workers' compensation coordinator will collaborate with the contractor representative to ensure that the case management claims administration and reporting processes are fully and effectively implemented, and that other agency personnel who handle workers' compensation claims are adhering to the case management model.

Change

Language streamlined for clarity. Replaced reference to WCC with "agency;" replaced "contractor representative" with "contracted medical case management provider."

WORKERS' COMPENSATION

Guideline 22

The agency should ensure that information is provided to all supervisors regarding their responsibilities and those of the authorized treating healthcare provider and contracted medical case management provider.

Standard 25

The workers' compensation coordinator will provide training to all supervisors regarding their responsibilities, the clinicians' responsibilities, and the contractor representative's responsibilities. The workers' compensation coordinator will ensure that all field office human resources personnel who handle claims are adequately trained and that a monitoring mechanism is in place to ensure accurate and timely notification of worker injuries to the workers' compensation contractor.

Change

Language streamlined for clarity. "WCC" replaced with "agency." Emphasis is on ensuring that WC information is made available to supervisors.

WORKERS' COMPENSATION

Guideline 23

Each agency should have a process in place to ensure that all workplace accidents or injuries are reported to the contracted medical case management provider immediately after the occurrence.

Standard 24

The workers' compensation coordinator, the injured employee's supervisor, and all other agency personnel who handle claims will report all work place accidents or injuries to the contractor representative immediately after the occurrence.

Change

Language streamlined for clarity. Replaced reference to WCC with "agency;" replaced "contractor representative" with "contracted medical case management provider."

WORKERS' COMPENSATION

Guideline 24

Each agency should develop, implement, and promote return-to-work and stay-at-work processes that ensure supervisors return injured employees to work upon receipt of the authorized treating healthcare provider's documented functional restrictions and limitations for the employee as indicated in Section 284.50(3) and Section 216.251(b), Florida Statutes.

Standard 26

The workers' compensation coordinator will actively promote and implement return to work and stay at work processes by ensuring that supervisors return injured employees to work immediately after the clinician provides the injured worker's functional restrictions and limitations to the agency. Agency management will collaborate with the workers' compensation coordinator to develop alternate and modified duty tasks for injured workers.

Change

Language streamlined for clarity; "WCC" replaced with "agency," statutory references added.

WORKERS' COMPENSATION

Deleted:

Standard 27

The workers' compensation coordinator will compile and conduct trend analyses of claim data for planning purposes.

Change

WCC role in review of employee injury claims covered in Guideline 7.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Agency Risk Management Program Evaluation Guidelines

→ 9 Employment Discrimination & Federal Civil Rights Guidelines

State Loss Prevention Standards

→ 16 Employee Civil Liability Standards for Civil Rights
& Employment Discrimination

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 25

The agency should implement a process for regular communication between the human resources (HR) liaison and the agency's legal representation to review employment discrimination and federal civil rights claims and related issues.

Standard

N/A – There is no current standard on this subject.

Change

New guideline.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 26

Each agency should have written employee personnel policies that address the following: Family and Medical Leave Act (FMLA); Americans with Disabilities Act (ADA); cultural diversity; standards of ethical conduct; prohibition of harassment, discrimination, workplace violence, threatening or intimidating behavior, or any inappropriate action or process that would pose a risk to the health or safety of other employees, clients, or customers. These policies should include procedures for a neutral, independent process for employees to report such actions and should prohibit retaliation. Each agency should maintain a record of employee receipt of these and other related policies in the official employee personnel file.

Change

Combined former Employment Discrimination Standards 1, 2, & 11; expanded examples of personnel policies; added maintenance of employee receipt.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Standard 1

Each agency will have written personnel policies that apply to all employees to prohibit harassment, discrimination, violence in the workplace, threatening behavior, intimidating behavior, or any inappropriate action that would pose a risk to the health or safety of other employees. These policies will apply to employee interactions with co-workers, clients and customers.

Standard 2

Each agency will have a neutral, independent mechanism for employees to report actions or processes they feel are discriminatory or harassment. Agencies will robustly enforce non-retaliation policies when employees report such actions or processes.

Standard 11

Each agency will provide documentation of its sexual harassment, cultural diversity, and other policies relating to harassment and discrimination to every new employee. A record of employee receipt of policies will be placed in the official employee personnel file.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 27

Each agency should conduct training on its policies related to FMLA; ADA; cultural diversity; standards of ethical conduct; prohibition of harassment, discrimination, workplace violence, threatening or intimidating behavior, or any inappropriate action or process that would pose a risk to the health or safety of other employees, clients, or customers. Training should be presented upon employment and upon becoming a supervisor. The agency will maintain a record of training participation.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Standard 12

Each agency will conduct training at new employee orientation and basic supervisory training, and annual update training regarding FCR and Employment Discrimination (ED) to improve employee awareness of discrimination and harassment. Annual update training could be computer-based with an assessment component. The agency must maintain a record of training participation.

Standard 14

Each agency will maintain a record of employees completing FCR and ED training and updates.

Change

Standards 12 & 14 combined into Guideline 27; revised for clarity; examples of ED & FCR training expanded.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 28

Agencies should provide dispute resolution options to employees involved in conflicts that could potentially result in civil action.

Change

Standards 3-7 on dispute resolution combined into one guideline.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Standard 3

Each agency will develop an employee dispute resolution program that is administratively housed in the agency headquarter human resources office and that provides dispute resolution options to every employee involved in conflicts that could potentially result in civil action.

Standard 4

The manager of human resources will designate a supervisory level employee to serve as EDRC.

Standard 5

The dispute resolution program will, at a minimum, offer independent facilitators to promote resolution of employee conflicts when appropriate. These facilitators may be existing employees who have completed basic training in conflict resolution. The program may include other forms of conflict resolution based upon best practices and research-based strategies.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Standard 6

Each agency will develop and maintain written policies and procedures for the employee dispute resolution program.

Standard 7

Each agency will monitor implementation of the employee dispute resolution program and develop measures to assess the program's success. At a minimum, measures will include number of employee disputes filed, number successfully resolved, number of disputes unresolved or dismissed, and number of civil actions filed.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 29

If involved in an employment discrimination case before the FCHR or EEOC, the agency should provide the Division with the charge, its official response, and notification as to whether the agency wishes to have the Division participate in a pre-suit settlement.

Standard 8

Each agency involved in an Equal Employment Opportunity (EEO) case before the Florida Commission on Human Rights (FCHR) or a federal Equal Employment Opportunity Commission (EEOC) case will notify the Division when the agency files its official response to the charge of discrimination. The agency will send the charge of discrimination and its response to the Division.

Change

Language revised for clarity; agency request for Division participation in pre-suit settlement added.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 30

Each agency should have a process in place to investigate the circumstances surrounding any FCHR or EEOC inquiries pertaining to equal employment opportunity complaints filed with those commissions.

Standard 9

Each agency will fully investigate the circumstances surrounding any inquiries of the agency by the FCHR or the EEOC pertaining to EEO complaints filed with those agencies. Such investigation shall include, but not be limited to, completely and accurately answering any and all questions posed by the inquiring agency.

Change

Revised for clarity; emphasis on agency's process.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 31

Each agency should have a process in place to report to the Division immediately all written notices of intent to sue for Federal Civil Rights and employment actions claims and lawsuits where an answer or response is due.

Standard 10

Each agency will report all written notices of intent to sue or filed suits for Federal Civil Rights (FCR) claims to the Division of Risk Management within 5 business days of receipt of notice or in time for the Division to assure a timely response is filed. Lawsuits where an answer or response is due must be faxed or sent by e-mail immediately to the Division.

Change

Revised to request that the agency have a process in place to ensure timely reporting.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 32

Each agency should have a process in place for the HR liaison and the agency legal representative assigned to HR to review all significant employment actions and disciplinary actions to ensure compliance with current law.

Standard 15

Human Resources personnel and the agency attorney assigned to Human Resources will review all significant employment actions and disciplinary actions to ensure compliance with current law.

Change

Revised for clarity; emphasis on agency's process.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Guideline 33

Each agency having a higher-than-average exposure to the risk of civil rights violation claims because it has custody of persons as part of its operational duties— such as agencies responsible for foster children, disabled persons, prison inmates, and youthful offenders—should provide and document training to its staff regarding the risk of violating the civil rights of those persons in its custody and how to best prevent claims alleging the violation of civil rights.

Standard 16

Each agency having a higher than average exposure to the risk of civil rights violation claims because they have custody of persons as part of their operational duties, such as agencies responsible for foster children, disabled persons, prison inmates and juvenile delinquents, will provide training to its staff regarding the risk of violating the civil rights of those persons in their custody and how to best prevent claims alleging the violation of civil rights.

Change

Revised for clarity.

EMPLOYMENT DISCRIMINATION & FEDERAL CIVIL RIGHTS

Deleted:

Standard 13

Each agency will have a written ethics policy statement, a code of ethics and/or written standards of conduct for its employees. The Code of Ethics Policy will be addressed in new employee orientation and basic supervisory training.

Change

Deleted as policy on standards of ethical conduct addressed in Guideline 26.

GENERAL & AUTOMOBILE LIABILITY

Agency Risk Management Program Evaluation Guidelines

→ 9 General & Automobile Liability Guidelines

State Loss Prevention Standards

→ 11 General & Automobile Liability Standards

GENERAL & AUTOMOBILE LIABILITY

Guideline 34

The agency should implement a process for regular communication between the safety coordinator and facilities manager to review general liability claims and related issues.

Standard

N/A – There is not a current standard on this subject.

Change

New guideline developed for emphasizing the role of communication between SC & facilities manager.

GENERAL & AUTOMOBILE LIABILITY

Guideline 35

The agency should have a process in place to review automobile liability claims and identify trends.

Standard 10

Agencies will track and develop a trend analysis of incidents and injuries related to general liability and automobile accidents. Findings will be reported annually to the agency head.

Change

Broken out into separate guidelines for automobile and general liability claims. Process for analyzing general liability incidents to identify trends is addressed in Guideline 41.

GENERAL & AUTOMOBILE LIABILITY

Guideline 36

Each agency should assess any contractual liability that may be assumed when entering into contracts with vendors. Each agency should ensure that contracts do not provide for an agreement for the state to indemnify or hold harmless another party due to the negligence of that party or other parties involved in the operations contemplated in the contract. The agency should maintain a copy of the certificate of insurance and/or any contract on file.

Standard 1

The Office of General Counsel of each agency will assess any contractual liability that may be assumed when entering into contracts with vendors and, where necessary, will require the program office to acquire Certificates of Insurance from the contractor as proof of adequate coverage to protect against loss. Legal Counsel or designee will monitor program office handling of assessment of contractual liability to ensure insurance is purchased and maintained, and that contracts do not provide for an agreement for the state to indemnify or hold harmless another party due to the negligence of that party or other parties involved in the operations contemplated in the contract.

Change

Detail on responsible individuals removed in order for agency to make this determination.

GENERAL & AUTOMOBILE LIABILITY

Guideline 37

Each agency should have a process in place to immediately report to the safety coordinator and the Division adverse incidents involving serious bodily injury to clients, patients, individuals in state residential custody, and any individual over which the state has legal custody, control, or responsibility.

Standard 2

Employees will report to the agency's Safety Coordinator adverse incidents involving serious bodily injury as soon as possible, and no later than 10 working days, after occurrence of incidents that involve clients, patients, individuals in state residential custody, and any individual over which the state has legal custody, control, or responsibility. The Safety Coordinator will immediately report the adverse incident to the Division. These incidents include, but are not limited to, death; brain or spinal damage; permanent disfigurement; fracture or dislocation of bones or joints or injuries requiring hospitalization; a reasonable conclusion of gross neglect or abuse of an agency's client or a person in the agency's custody; and an unexpected complication not related to a current medical condition.

Change

Streamlined to remove unnecessary detail.

GENERAL & AUTOMOBILE LIABILITY

Guideline 38

Each agency should implement a process prohibiting employees from engaging in any distracted behavior of a reckless or careless nature while operating a motor vehicle, including, but not limited to, cellular phone texting.

Standard 5

Each agency will implement a policy prohibiting employees from engaging in any distracted behavior of a reckless or careless nature while operating a motor vehicle, including, but not limited to cellular phone texting.

Change

Changed “policy” to “process;” no other significant changes.

GENERAL & AUTOMOBILE LIABILITY

Guideline 39

Each agency should conduct automobile safety training, and address agency-specific trends during the training. Automobile safety training should be conducted annually for any employee who routinely operates a motor vehicle for state business. The agency should maintain a record of training participation.

Standard 4

Each agency will conduct general liability and automobile safety training, and address agency specific trends during the training. Automobile safety training needs to be conducted annually for any employee who routinely uses state fleet vehicles and/or Avis rental vehicles for state business.

Change

Revised for clarity; removed reference to specific automobile rental company.

GENERAL & AUTOMOBILE LIABILITY

Guideline 40

Each agency should have a process in place to monitor employee driver's licenses if the employee is authorized to drive a motor vehicle for state business on a routine or regular basis.

Standard 6

Each agency will implement an annual process to monitor employee driver licenses if employee is authorized to drive state owned vehicles or routinely uses Avis rentals for state business.

Change

Edited for clarity; removed reference to specific automobile rental company.

GENERAL & AUTOMOBILE LIABILITY

Guideline 41

Agencies should have a process established to analyze incidents related to general liability in order to identify and address trends in areas with high claim frequency and claim costs.

Standard 10

Agencies will track and develop a trend analysis of incidents and injuries related to general liability and automobile accidents. Findings will be reported annually to the agency head.

Change

Broken out into separate guidelines for automobile and general liability claims. Process for reviewing automobile liability claims to identify trends is addressed in Guideline 35.

GENERAL & AUTOMOBILE LIABILITY

Guideline 42

Each agency should have a process in place for reporting general liability claims; automobile damage and injuries; and fee-related cases to its legal representative and the Division.

Standard 11

Each agency will comply with Division Policy and Procedure for reporting vehicular accident-related automobile damage and injuries. The Division will provide this information to the agencies.

Change

Revised to emphasize agency's process.

GENERAL AND AUTOMOBILE LIABILITY

Deleted:

Standard 3

Each agency will monitor the automobile liability loss prevention policy and procedure program annually for changes in exposures and risk factors and assure compliance with the policy components.

Change

Standard deleted.

GENERAL AND AUTOMOBILE LIABILITY

Deleted:

Standard 7

Employees will be required to have workers' compensation emergency contact information visibly displayed on a visor or similar card in their agency's state owned or Avis rental vehicle during business travel to include, but not be limited to, workers' compensation contractor telephone number.

Change

Standard deleted.

GENERAL AND AUTOMOBILE LIABILITY

Deleted:

Standard 8

Each agency will maintain premises and equipment in a safe condition and implement a scheduled maintenance program.

Change

Standard deleted.

GENERAL AND AUTOMOBILE LIABILITY

Deleted:

Standard 9

Each agency will utilize a universal accident/investigation form for vehicle accidents as developed and distributed by the Division.

Change

Standard deleted.