



Internal Health & Safety Inspections

"Solutions That Work"

The George Washington University
Office of Risk Management

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GW Office of Risk Management Health & Safety Inspection Team





Objectives

- Background
- Methodology
- Hurdles
- Software
- Hardware
- Applications





Background

- In 2004, there was a fire in one of GW's freshman dormitories.
- There were no fatalities.
- The fire was contained by the automatic sprinkler system.
- One student was badly injured.



Background - 2

- The DC Fire Marshall reported the incident was due to improper use of a cooking appliance in a student room.
- This cooking appliance was on a list of items prohibited in the residence halls.





Background - 3

At the time of the fire, there was some confusion as to which University department was responsible for health and safety inspections.

- Student Housing?
- Residential Property Management?
- Facilities Management?
- Risk Management?





Methodology

Ultimately, the University decided such inspections should be completed by safety personnel, because...

- They directly correlate to fire safety
- They directly correlate to life safety
- They require diligence and consistency
- They require professionalism and expertise



Methodology

The Office of Risk Management was tasked with the inspection process, there were several requirements necessary for effective implementation of the program. We NEEDED...

- 1) backing from the upper administration.
- 2) power to enforce the protocol from Student Life and Student Judicial Services.
- 3) a sustainable process.
- 4) an aggressive marketing campaign.



Because of the fire...

- We received the backing we needed from the students and the parents out of concern.
- The key to realizing our goals came in the form of backing from the **ADMINISTRATION!!!** We received:
 - Financial support
 - Personnel to realize our goals
 - Resources necessary to manage the undertaking





Hurdles



Regardless of the support we obtained from students, staff, and administration, there were many obstacles to overcome!

- Bureaucracy
- Inter-departmental struggle
- Reproducibility
- Confiscations
- Time
- Sustainability
- Policy vs. Procedural guidelines
- Intrusion vs. Protection

Just to name a few!!!



How we jumped the hurdles

- We agreed to implement an electronic process where each department could:
- Log into the system and view data
 - Make updates as necessary
 - View records of passed and failed inspections
 - View data regarding confiscations



Software

- Risk Management originally picked a company call Adesso Systems, Inc. to provide the software for our new program. The main selling points for the company were:
- Software price
 - Flexibility
 - Customizable - End-user develops the forms and fields
 - It can be mobilized on any PDA, mobile phone, or laptop PC with a MS Windows operating system



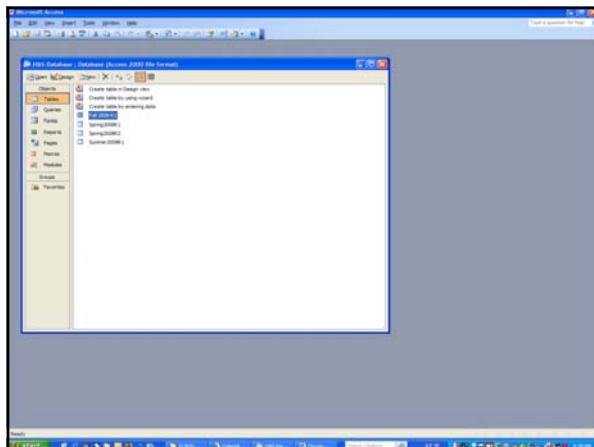
From Adesso to Access

The company GW originally selected as a software provider discontinued service in 2007. However, by this time we...

- Had a better understanding of our software needs
- Already had a process in place for follow-up
- Had capable personnel to assist in development of an in-house MS Access Database



Access Database Sample Screen Shots





Hardware

Risk Management ultimately pick hardware which had to meet the capability of the software as well as provide flexible mobile options. The following factors were given strong consideration:

- Hardware price
- Mobile printing capability
- Durability
- Wi-Fi and Bluetooth capable
- Lightweight
- Ergonomically sound





Mobile PCs



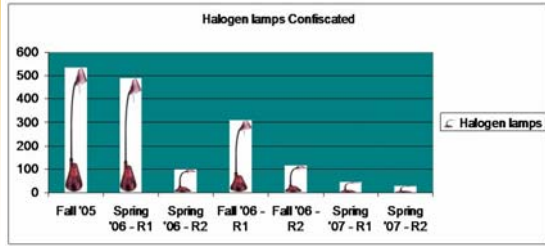


Mobile Printers



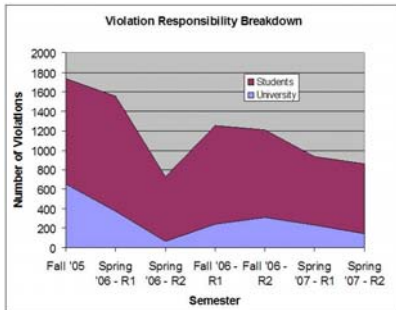


Fewer and fewer





Better on both sides!!!

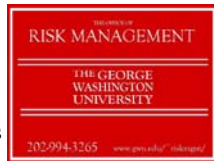




Changes in Attitude and Design

The new protocol made major change regarding:

- Inspection frequency
- Responsibility breakdown
- Follow-up to violations
- Handling of prohibited items
- Aggressiveness of advocacy





Getting a Grip!

The majority of the opposition we faced was directly or indirectly related to communication failure of past efforts.

- 1) Parents were not informed prior to move-in
- 2) Students took the inspections lightly
- 3) Execution was not consistent or vigilant
- 4) There were gaps and inconsistency in the information provided
- 5) There was no standardized marketing



How to handle this???

- Develop an aggressive marketing campaign
- Reach out to
 - Students
 - Parent
 - Faculty
 - Staff
- Use digital media
- Use printed materials
- Attend fairs and workshops
- Training





GW Communication and Fire Safety Awareness Campaign

On a consistent basis during each semester, the Office of Risk Management and the Health & Safety Inspectors have diligently conveyed the message to the students about what the prohibited items are not permitted in the dormitory hall rooms and the overall promotion of health & safety. Several communication and marketing materials have been produced in order to support our message.





Training

The Office of Risk Management personally meet with and conducted training for:

- Residence hall advisors
- Community directors
- Community facilitators
- Students, faculty, and staff



The most important points are...

- We utilized resources already in place to communicate the new policy
- We integrated our effort with other departments
- We are constantly evolving our process
- We sustain our success, and maintain flexibility to change.



Plug Lock Process A.K.A "The GW Appliance Boot"



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Plug Lock Process A.K.A "The GW Appliance Boot"

The premise behind the plug lock process is instead of confiscating cooking and other dangerous appliances from rooms that are not equipped with kitchens, we apply the plug lock to the end of the appliance cord to disable its use.

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Plug Lock Process A.K.A "The GW Appliance Boot"

Benefits of this Process

- Eliminates the threat and risk of these unsafe appliances within the dorm rooms
- This process eliminates the entire catalog and warehousing process
- Eliminates the liability that rests on the Office of Risk Management for any damaged confiscated items
- Overall the students lose the sense that the University "stole" their items

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Other Applications

Since the successful implementation of our dorm inspection program we have applied the same process to:

- Laboratory inspections
- Campus-wide safety surveys
- Campus-wide regulatory compliance audits
- Collection of Plug Lock data



Questions?

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<http://www.gwu.edu/~riskman>

