

## Master Property Program

A Program of the Midwestern Higher Education Compact



# ***LOSS CONTROL WORKSHOP***



March 10-12, 2010  
Hilton at the Ballpark • St. Louis, MO

# Welcome!

Thank you for your interest in the Midwestern Higher Education Compact's Master Property Program (MPP) Loss Control Workshop. Whether your institution is a new member, prospective member, or has participated in the Master Property Program since its inception, we hope you will find the 12th Annual Loss Control Workshop a valuable opportunity to network with your colleagues and peers.

This encompassing property insurance program is managed by the member institutions with a representative group - the Leadership Committee - which meets on a regular basis. The Committee provides oversight on the many issues of the program and makes decisions about renewals. Ultimately, the Leadership Committee evaluates every aspect of the program to ensure it remains the premiere property insurance program in higher education while bringing maximum value to its participating members.

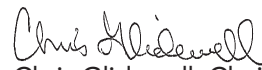
Since the establishment of the program, risk managers from participating institutions have gathered annually. The program's Loss Control Workshop was derived from this annual meeting. For the purpose of exchanging best practices and lessons learned, risk managers agreed that by including individuals from facilities, campus security, environmental health and safety, and others, additional benefits could be offered to their institutions.

Over the years the workshop has expanded to provide multiple tracks on a number of different sessions relevant

to current events in higher education.

Your designated representative for participating MPP institutions will already be arriving early to attend program committee meetings. Connect with them at the opening workshop event at 6 p.m. on Wednesday, March 10.

See you in St. Louis!



Chris Glidewell, Chair, Loss Control Workshop Committee  
Dir. of University Risk Management, Southern Illinois University

P.S.

Deadline for reservations is Wednesday, February 10!  
Register and reserve your hotel now at:  
[www.mhec.org/workshop](http://www.mhec.org/workshop).



## MEETINGS SCHEDULED FOR THE MPP PARTICIPATING INSTITUTION REPRESENTATIVE ONLY

### Tuesday, March 9

2:00 p.m. to 4:30 p.m.

Master Property Program Subcommittee Meetings

4:30 p.m. to 6:00 p.m.

Master Property Program Executive Committee

### Wednesday, March 10

7:30 a.m. to 8:00 a.m.

Breakfast Buffet for Leadership Committee

8:00 a.m. to 10:30 a.m.

Master Property Program Leadership Committee including Program Administration

11:15 a.m. to 5:30 p.m.

Annual All Insured Members Meeting

Leadership requests one institution representative only, due to room capacity. Please consult MHEC if you are requesting special accommodations.

(Lunch provided 12:15 p.m. - 1:00 p.m.)

## Wednesday, March 10, 2010

6:00 p.m. to 9:30 p.m.

Opening reception/dinner and registration for Annual Loss Control Workshop

*ALL attendees welcome!*

Enjoy an evening of food, drink, and fun with your colleagues!  
Casual dress or school colors welcomed.

Sponsored by MHEC, Marsh & Lexington Insurance Chartis



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# Workshop Sessions

Thursday, March 11, 2010

Attendees are welcome to attend any session of their choosing. They have been identified into three categories but could pertain to all three categories:

- Risk Management Focus
- Facilities Focus
- Emergency Management/Safety Focus

Beginning at 7:30 a.m.  
Continental Breakfast

8:00 a.m. to 8:15 a.m.

Welcome & Introductions

Chris Glidewell, Chair, Loss Control Workshop Committee  
Dir. of University Risk Management, Southern Illinois University

8:15 a.m. to 9:30 a.m.

Opening General Session: Personal Preparedness

Keith Hansen, University of Nebraska

*The "Stuff" of Personal Preparedness:* Preparing for disasters is a lot like the weather; everybody talks about it, but nobody does anything about it. This entertaining and educational presentation will discuss the physical and psychological 'stuff' of personally preparing for disaster. Mr. Hansen will take lessons learned from numerous individuals and organizations and apply them to both you personal and organizational disaster preparedness.

9:45 a.m. to 10:45 a.m.

What's in our policy?

David Letzelter, Marsh

Much time and effort has been committed tailoring the MHEC form to be the best property policy form for higher education insured's. Come to this session and learn what makes your MHEC policy different from other off-the-shelf products in the market. You can also provide feedback to the program administrator with other coverage ideas to tailor the form to your specific needs.

9:45 a.m. to 10:45 a.m.

Property claim management: Think it through before the claim, and the silent drivers of cost

John McCarthy, Marsh

John will focus briefly on the pre and post loss activity, who is likely to be involved, the insured's duty to file proof of loss and the silent drivers of the overall cost of a property loss

9:45 a.m. to 12:00 p.m. (Includes 15 minute break)

New engineering service provider: Global Risk Consultants

Thomas Arch, Mario Harpel, GRC

Neil Cochenour & Kelly Weston, Marsh

Come and learn all about the new loss prevention engineering services provider, Global Risk Consultants (GRC). This presentation will cover all services available to each member (beyond basic site surveys and infrared scanning), a detailed look at their expansive website and its features, some of GRC's training materials/courses, as well as interactive discussions on some of the major loss prevention/fire protection issues they have already identified that could affect each member. Possible solutions will also be offered to address these key issues. Don't miss this opportunity to meet and learn more about GRC!

*NOTE: This presentation DOES NOT replace the "one-on-one" vendor discussions available to each member throughout the workshop.*

11:00 a.m. to 12:00 p.m.

Program allocation

David Letzelter, Marsh

It is important for you to understand how the program's costs are allocated among members. Come to this session to gain a better understanding of the process and learn about which components are driving your costs.

11:00 a.m. to 12:00 p.m.

Planning facilities for a safer campus

Denise Swett, Foothill College (CA)

Colleges have the opportunity to take advantage of lessons learned from recent violent incidents to make their facilities and students safer and lower risk. While we have been busy developing and implementing new emergency plans and crisis intervention teams, many of us have overlooked the role of secure facilities when considering safety measures to incorporate into planning of new construction and updating current buildings. This seminar is designed to review some of the strategies we can use to make our current buildings safer and to include in planning for and design of new construction.

## Thursday Luncheon and Breaks

12:00 p.m. to 1:00 p.m.

Lunch

Lunch, morning and afternoon breaks, sponsored by GRC.



1:00 p.m. to 2:15 p.m.

Excellence in risk management

Christy Kaufman, Marsh

Proactively identifying and managing critical risks is increasingly imperative for institutions of higher learning. Never has it been more important to fully understand the critical risks impacting institutions and translate them into key initiatives to minimize loss, reduce administrative expenses, and ultimately protect the organization's reputation and viability. Marsh developed Risk Management 301 for institutions seeking to develop sustainable programs to identify, assess and manage their full array of exposures, including strategic, administrative, legal, technological, financial and human capital threats. Our experienced professionals will discuss various risk management strategies and case studies as the basis for designing a customized program to meet your institutions' needs.

## Thursday, March 11, 2010 (continued)

1:00 p.m. to 2:15 p.m.

### Basics of property insurance

David Letzelter, Marsh

For most institutions, property insurance is one of the largest premium costs. Marsh has developed the Basics of Property course to help insured's understand the coverage they are buying and how they may be able to influence these costs. Participants will gain knowledge about these coverages, factors that drive pricing and preparing an optimal risk profile. Used effectively, these skills will enable participants to help their institutions to be more successful.

1:00 p.m. to 2:15 p.m.

### Emergency response procedures and institutional critique

Fletcher MacGregor, Marsh

Todd Short, University of Illinois

The creation and successful adoption of emergency Incident protocols for a college campus is an enormous task. There are technical, operational, political, and financial challenges and obstacles throughout the process. This session addresses many of these issues and provides a road map for success.

Among the topics to be discussed are:

- Knowing what you don't know
- Political endorsements
- Knowing your resources
- Authority and responsibility alignment
- Realistic Objectives and Commitments
- Evaluating financial resources

2:30 p.m. to 3:45 p.m.

### ERM Risk assessment tool

Christine Eick, Auburn University

Kevin Robinson, Auburn University

The buzz around Enterprise Risk Management (ERM) has been building over the past fifteen years. It started with the risk managers, insurance professionals, and the audit community and now there is a great deal of interest in finance, governance, and other areas. ERM is not a management fad, but an evolution to the risk management discipline. ERM is good management practice – using risk analytic and management techniques at the local level where there is greater control and ability to create a positive outcome. The speakers will discuss how they partner to conduct risk assessment workshops and give examples how the Auburn University Athletics department embraced the process and is using risk assessment to strategic advantage.

2:30 p.m. to 3:45 p.m.

### New regulations of the campus security & safety reporting system

Ed Comeau, Campus Firewatch

Barbara O'Connor, University of Illinois, Urbana-Champaign

This presentation will focus on the new regulations that were issued in November 2009 following the passage of the Higher Education Opportunity Act of 2008. The discussion will include the history of the reporting system and the integration of the new fire safety reporting requirements into the existing system. The specific areas include:

- Campus fire safety reporting
- Missing person procedures
- Hate crime reporting
- Emergency response and evacuation procedures

2:30 p.m. to 3:45 p.m.

### The top ten things every "well protected" institution should have!

Neil Cochenour & Kelly Weston, Marsh

Do you consider your campus to be "well protected"? Does it "have what it takes" from a fire protection and loss prevention perspective? Come and compare it with our "top ten" list of things that every well protected campus/university should have to prevent property losses. This interactive and informative presentation will address both "hardware" (sprinklers/alarms/water supplies) and "software" (programs/procedures) and should help you decide if your campus/university makes the grade!

4:00 p.m. to 5:15 p.m.

### Working with the media

Jeff Lanza, The Lanza Group

The goal of the presentation is to enable and empower leaders to communicate with the media and the public in a positive way during critical and routine situations. The presentation provides important take-away value to ensure effective communication while operating in a media climate of instant traditional news and user generated news reporting through social media such as Twitter and YouTube. The seminar includes specific instruction on how to deal with the media during a crisis, what they expect, and how to develop and deliver clear messages that can mitigate the stresses that may be placed on your institution at this critical time.

4:00 p.m. to 5:00 p.m.

### "A SIU chick's experience with FEMA"

Chris Glidewell, Southern Illinois University

Deb Gallagher & Jeb McPherson, Marsh Forensic Accounting

The disaster has struck. You have a large deductible on your insured loss and significant damages at uninsured locations. What do you do now? On May 8, 2009, a major windstorm hit Southern Illinois University (SIU) at Carbondale causing millions of dollar in damage to insured and uninsured property. This session will focus on SIU's experience in perfecting a claim with the Federal Emergency Management Agency (FEMA).

4:00 p.m. to 5:00 p.m.

### Lab safety

Rich Perry, Marsh

This presentation offers the audience various tips on supervising students in college and university laboratories. It takes several case studies into consideration where student injuries in labs have occurred and provides various suggestions on laboratory safety training procedures.

Friday, March 12, 2010

Beginning at 7:30 a.m.  
Continental Breakfast

8:00 a.m. to 9:00 a.m.  
Ten years after Columbine  
Jean Demchak, Marsh

There are few events in life that have such a profound effect on society at large that change in thought and behavior becomes part of our "new normal". The tragedy at Columbine became such an event -- measured as a moment in time. This session will revisit that event, review the lessons learned, discuss best practices instituted and how subsequent tragedies have also contributed to those lessons.

9:15 a.m. to 10:15 a.m.  
UC Ready: A continuity tool for higher education  
Paul Dimond, University of California-Berkeley

With a major earthquake fault directly beneath its campus, the University of California, Berkeley is no stranger to risk. In 2001 the campus determined to expand its disaster-preparedness beyond the traditional focus on life, health and property to encompass operational risk -- the risk of interruption of its teaching, research, and service mission. Paul Dimond, the architect of that effort, will discuss how the campus adapted business continuity planning to higher education and designed the award-winning UC Ready web tool that has sparked interest across the country. He will also introduce the soon-to-be-released Quali Ready tool -- an enhanced, hosted version of UC Ready that will be made available to all of higher education by the Quali Foundation.

9:15 a.m. to 10:15 a.m.  
Security concerns in a campus pharmacy and student health clinic

Bill Kemp, Wayne State University & Rich Perry, Marsh  
The program will address security issues related to the storage and prescribing of controlled substances as well as the protection of confidential staff and student health information in a University Pharmacy and a Campus Health Center. The presenters will review and discuss the various security measures that Wayne State University has implemented to address these concerns.

9:15 a.m. to 10:15 a.m.  
Shots fired! -- Guidance for surviving an active shooter situation  
Randy Spivey, Center for Personal Protection and Safety

Unfortunately, the possibility of an Active Shooter situation happening in our communities has become a reality everyone has to deal with. Although no one is exempt from the threat, injury or death does not have to be the inevitable outcome. The key to survival is a proper mindset, knowledge, awareness and action with purpose in this high-stress situation. Specific topics include: recognizing pre-incident indicators; the Survival Mindset, a belief that you can take control and survive; courses of action during an Active Shooter event; what to do when law enforcement or SWAT teams respond.

10:30 a.m. to 11:30 a.m.  
Claims prevention and recovery of fine arts, rare books, and unique objects

Heather Becker, The Chicago Conservation Center  
Heather Becker will discuss claims prevention, recovery, and planning for fine art assets and unique collections. There are many ways to assist with prevention through awareness of options and strategy, based on the setting and collection details. This program will also discuss how to protect rare items from impending disasters, as well as how to mitigate a loss scenario, to reduce damage and to accelerate recovery potentials. Heather has lectured to and assisted in recovering major fine art assets for various institutions, universities, and campus settings across the nation.

10:30 a.m. to 11:30 a.m.  
Pharmacy loss: Lessons learned

Margaret Delaney & Jim Bono, University of Illinois Chicago  
On January 9, 2008, the University of Illinois College of Pharmacy suffered a debilitating fire and water damage. Margaret Delaney and Jim Bono will share lessons learned from the disaster, its aftermath, and the two-year journey to settle the claim. This is a practical hands-on session in dealing with the unimaginable when it happens to you.

10:30 a.m. to 11:30 a.m.  
Establishing threat assessment teams: One size does not fit all  
Jim DiTulio, Western Illinois University

As a result of recent acts of violence and an increasing frequency and intensity of mental health-related issues on college and university campuses, administrators -- and even some state legislatures -- have responded by implementing a variety of campus safety policies, laws, and initiatives.

The establishment of internal threat assessment or behavioral intervention teams is one such initiative. Core functions of threat assessment teams are to identify and assess the potential for individuals to cause harm to themselves or others within the campus community and to establish strategies for dealing with individuals' behavior while maintaining a focus on prevention. This session will include discussion on a variety of best practices and models that could be used to establish a successful threat assessment team for your campus.

11:30 a.m. to 12:00 p.m.  
Closing Session  
Final evaluations will be completed and a drawing for prizes will take place.

## Optional One-on-One with Your Program Administrators

Thursday, March 11, 2010 - 9:30 p.m. to 5:00 p.m. and Friday, March 12, 2010 - 9:00 a.m. to 11:00 a.m. By Appointment Only

This year, both days of the workshop will again offer opportunities for one-on-one discussions with your program administrators: Marsh and Captive Resources, as well as our program vendors: GRC, and GAB Robbins. This will give you dedicated time to discuss loss control services, review various aspects of the engineering website, discuss your policy, gather information on evaluating your property exposures, or obtain answers to any other questions you may have.

REGISTER NOW

***Please register by February 10, 2010***  
**Registration and more information  
available at:**

**[www.mhec.org/workshop](http://www.mhec.org/workshop)**



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