

Campus Partnerships: The Good, The Bad, The Ugly



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MPP Loss Control Virtual Workshop, March 4, 2021

Who are our
Campus
Partners?



External Groups: Vendors,
Contractors, Cleaning
Services, Consultants,
Insurance,
First Responders, Emergency
Management, Regulatory
Agencies, etc.



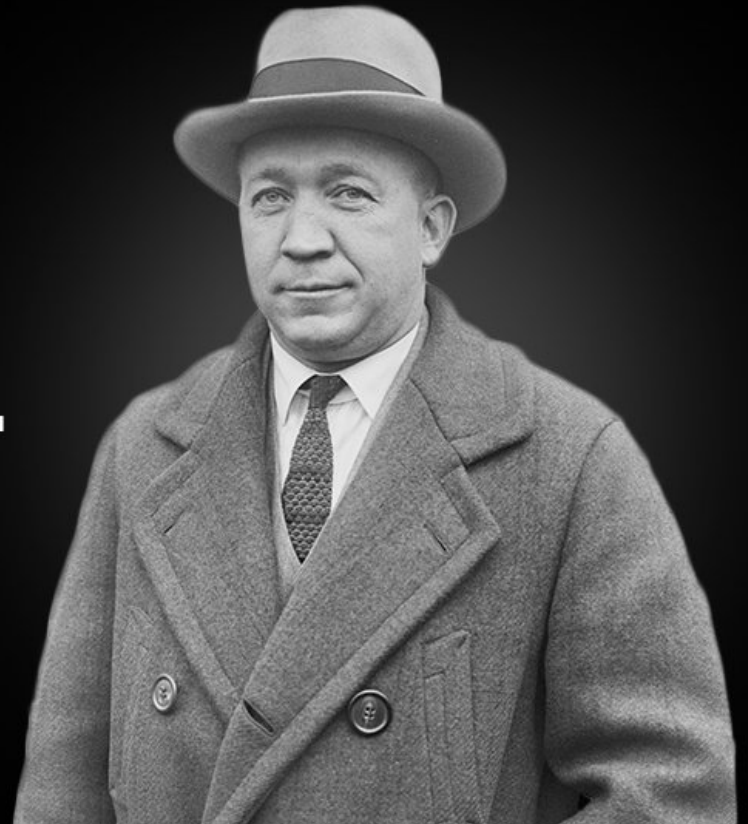
Internal Groups:
Facilities/Maintenance,
Housing and Dining,
Custodial, Industrial
Activities, I.T., Academic
Departments, Student
Body, etc.



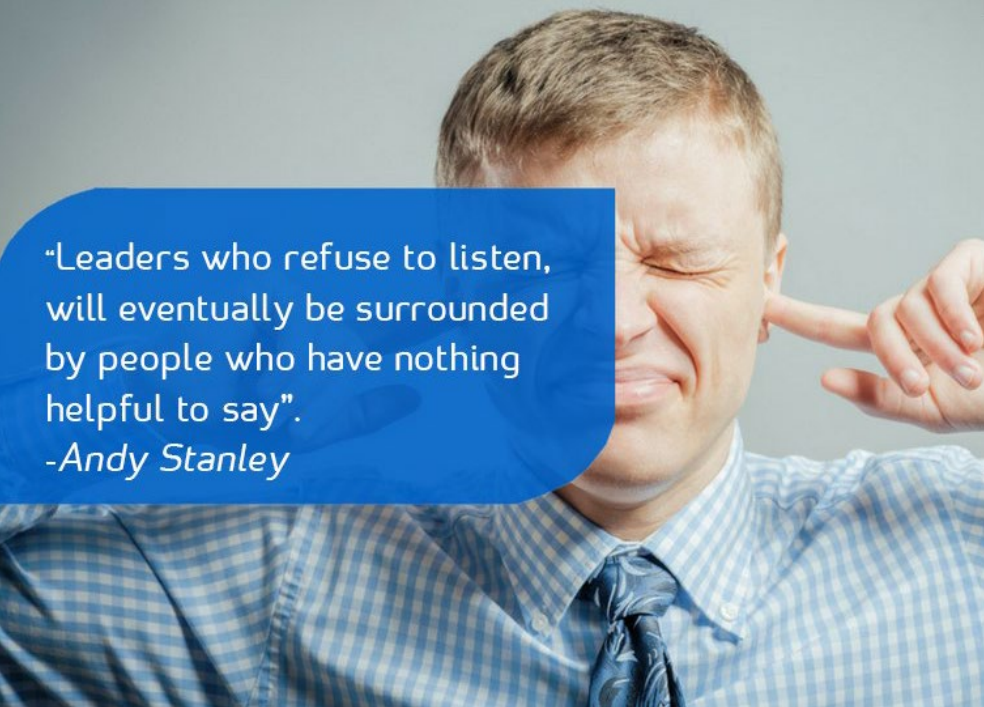
What are some of the challenges we face when trying to create a good partnership?

Build up your weaknesses until they become your strong points.

— *Knute Rockne*



Personal Biases



“Leaders who refuse to listen,
will eventually be surrounded
by people who have nothing
helpful to say”.

-Andy Stanley

- Individual not wanting to admit they aren't the subject matter expert
- Individual sees asking for help or input as a sign of weakness
- *“Been there, done that”* mentality; feedback is not welcome nor is it accepted
- Individual doesn't want to hear about problems; it upsets their world

Institutional Culture: Reactive vs. Proactive

Is your institution stuck in a reaction mode; always playing catch up?

OR

Do you promote proactivity, stay ahead when possible, and prevent problems when able?



Proactivity is the foundation of safety, fire prevention, loss control, preventative maintenance programs, and emergency management.

Thinking ahead and preparing for the inevitable; so when something happens, it is easier to manage.

Are you ready? If you only worry about partnerships when an emergency happens, then you're already too late.

Micromanagement

- Can stifle productivity
- Drives low morale
- Stops positive engagement
- Limits creativity and problem solving
- Drive good people/companies away
- Can create feelings of distrust
- Hinders communication
- Can create a hostile environment



The partnerships within your own team play an important role in whether your results are mediocre or the envy of others.

Organizational Mindset

- Old vs New
- “We’ve always done it that way” even when there may be a better way
 - Cutting corners because *“we’ve never had a problem before”*
- Ignoring data, avoiding technological advancements, disregarding safety practices
- Often times, people have become too comfortable in their position. They fear change because it might prove how antiquated their thinking is; *“Institutionalization”*



FIREFIGHTING

200 years of tradition, unimpeded by progress

SILO FARMING



© marketoonist.com

Most people do not listen with the intent to *understand*.
Most people listen with the intent to *reply*.

~ Stephen R. Covey

Poor Communication

- Promoting “silos”
- No communication feedback loop
- Not leveraging or utilizing the experience and expertise of others
- Hoarding information; trying to validate a position’s importance, authority, or power

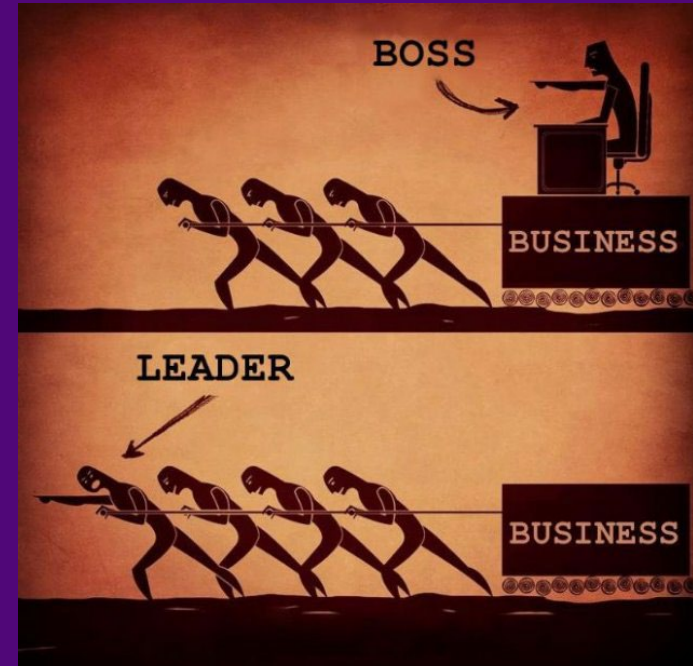
Leadership Support is Vital for Success

How much training does your institutional leadership or your managerial staff have in safety or loss control?

Is safety and loss control a priority or an afterthought?

Leaders set the tone for how a partnership works. Are you setting a good or a bad tone?

What tone are they setting where you are?



**Getting the best
team buy-in
requires
leadership buy-in.**

**When we work together and have strong partnerships,
what can we achieve?**



TEAMWORK

Coming together is a beginning...Keeping together is progress...Working together
is a success.

UNI Unifying Goal: Student Success

How do we help our students succeed?

**We strive to provide a safe
environment.**

How do we create a safe environment?

We work together.

Case Study: Kitchen Hood Cleaning



- 12/11/2019: Meeting of the Iowa Fire Marshal's Association since beginning at UNI

Discussion about “fly by night” hood cleaning companies.

- Inquiry to Housing and Dining about our hood maintenance and cleaning process.

Sunday 12/29/2019: Hood Cleaning scheduled for Maucker Union Food Court

Contracted company arrives mid-morning; spends a couple hours setting up, abruptly tears down, and leaves without explanation.

Housing and Dining was told later that the contractor had an equipment breakdown.



Week of March 15, 2020

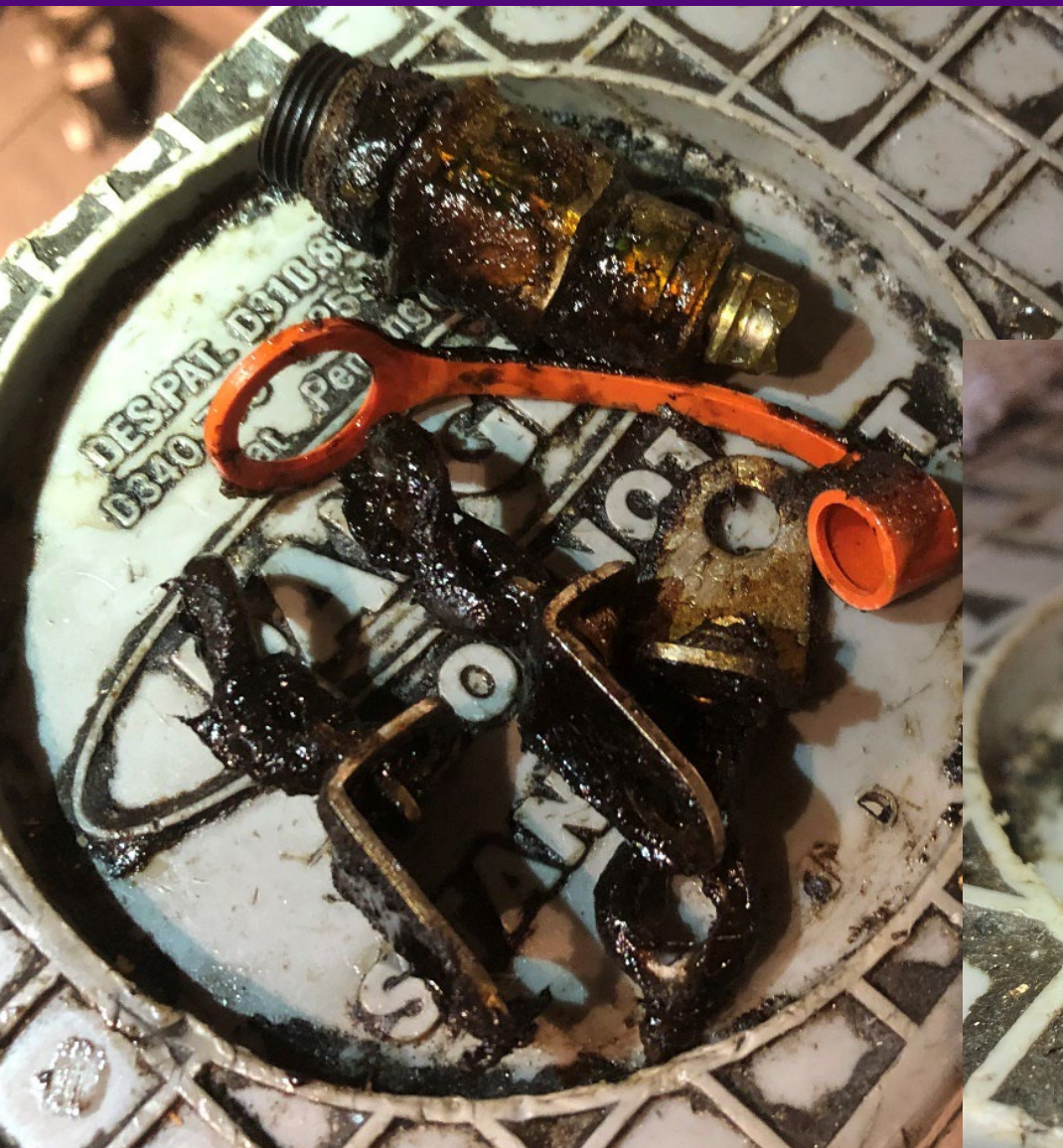
New Hood Cleaning Contractor

- Provided assessment of hood suppression coverage, adjusted as needed
- Using a water jet nozzle, company is able to access and clean horizontal ducts
- Replaced hardware as required









**2015 International Fire Code Cha. 9
Fire Protection Systems:
904.12.6.3 Fusible link and sprinkler
head replacement**

Fusible links and automatic sprinkler heads shall be replaced at least annually, and other protection devices shall be serviced or replaced in accordance with the manufacturer's instructions.



Fusible Link: Stamped 2013
Removed 2020



NFPA 96: Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations

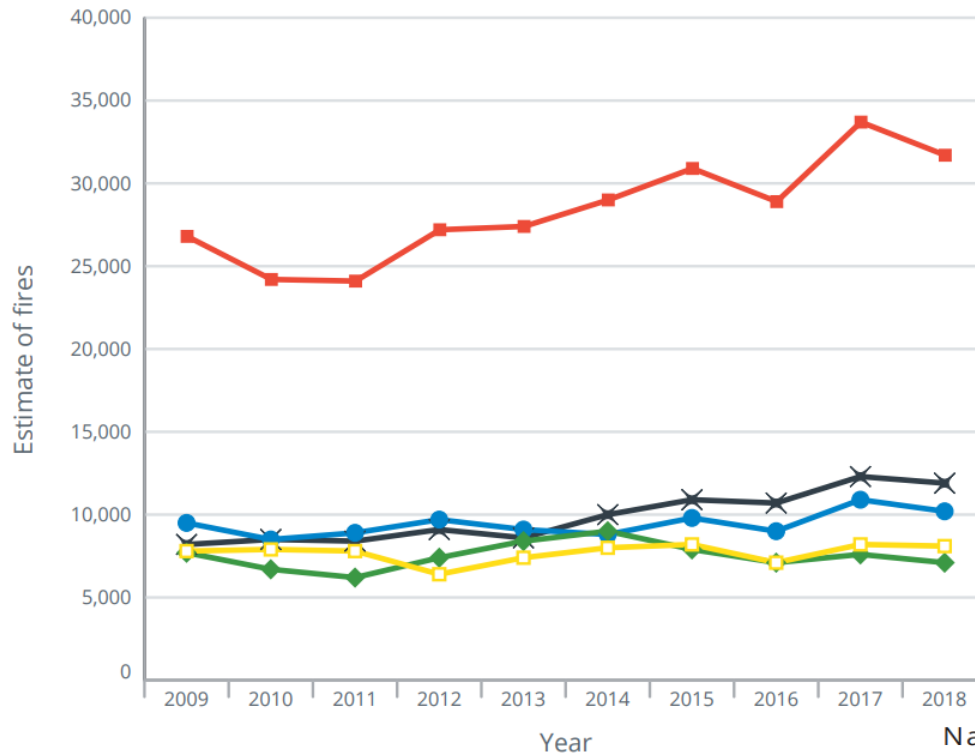
11.2.4 Fusible links of the metal alloy type and automatic sprinklers of the metal alloy type shall be replaced at least semiannually except as permitted by 11.2.6 and 11.2.7

11.4 Inspection for Grease Buildup: The entire exhaust system shall be inspected for grease buildup by a properly trained, qualified, and certified person(s) acceptable to the authority having jurisdiction and in accordance with Table 11.4

Table 11.4 Schedule of Inspection for Grease Buildup

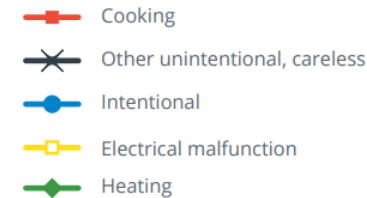
Type or Volume of Cooking	Inspection Frequency
Systems serving solid fuel cooking operations	Monthly
Systems serving high-volume cooking operations, such as 24-hour cooking, charbroiling, or wok cooking	Quarterly
Systems serving moderate-volume cooking operations	Semiannually
Systems serving low-volume cooking operations, such as churches, day camps, seasonal businesses, or senior centers	Annually

Leading causes of nonresidential building fires (2009-2018)



National estimates for nonresidential building cooking fires and loss for 2018, the most recent year for which data are available, are as follows:

- 🔥 Fires: 31,700.
- 💰 Dollar loss: \$51,700,000.



National estimates for the leading causes of fires in nonresidential buildings for 2018, the most recent year for which data are available, are as follows:

1. Cooking: 31,700 fires.
2. Other unintentional, careless: 11,900 fires.
3. Intentional: 10,200 fires.

Overall trends in the leading fire causes for the 10-year period of 2009 to 2018 show the following:

- 🔥 Cooking as the leading cause of nonresidential building fires for the 10-year period.
- 📈 A 33% increase in nonresidential cooking fires. This increase may be due to an NFIRS coding edit implemented in 2012.
- 🔥 A 55% increase in nonresidential other unintentionally or carelessly set fires.
- 📈 A 15% increase in nonresidential intentionally set fires.



FEMA



U.S. Fire Administration
Working for a fire-safe America

National Fire Data Center
16825 S. Seton Ave.
Emmitsburg, MD 21727
www.usfa.fema.gov/data/statistics/

Case Review Wrap Up

- Through a series of circumstances, we identified a deficiency. Varied knowledge and experiences from entities on campus allowed us to catch this issue before it became a problem.
- Through cooperation, discussions, and an attentive response by Housing and Dining, a plan of correction was created.
- Housing and Dining lined up a new contractor to perform the required cleaning and maintenance.
- The new company was very willing to have their work verified, explain their process, and show their results.
- The new contractor provided evidence that our prior contractor had not been performing to the level of what should be expected for a commercial kitchen hood service.

Avoid the “Blame Game” Trap



Are you worried about who's at fault or are you worried about fixing the problem?

Finding the Guilty or Solution ?



Pointing fingers and looking at who to blame promotes a culture that tries to hide everything instead of learning from it.

It is inevitable that you will find gaps, mistakes will be made, and deficiencies found.
These are opportunities for us to better our programs, our partnerships, and ourselves.

The UNI Risk/EHS and Housing and Dining Partnership

Things we're doing:

Dave Peerman participates in fire inspections & loss control visits whenever he can

- H&D staff sees that he places value on the inspections
- H&D staff are invested; oftentimes taking it personal when we find something
- Frequently, deficiencies are being corrected before the inspection is complete
- There is mutual respect for the knowledge brought to the table
- There is an outstanding communication loop when questions or problems arise
- H&D has an engaged safety committee who proactively looks for potential problems, code violations, safety issues, etc.
- Housing and Dining takes feedback seriously and is extremely receptive to receiving it (Fire Drills, Emergency Planning, Safety Items)
- H&D is at the forefront of formalizing our water mitigation plan.

Great Partnerships
take time and
understanding...

But it can be done...

Engaged,
motivated, and
willing participants
improve our work
groups, our teams,
our partnerships,
and our overall
success.



"Clients do not
come first.
Employees come
first.
If you take care of
your employees ,
they will take care
of the clients."

Richard Branson

**Thank you for your time
and participation today.**

Questions?