Essentials of Risk Management and Returning to Work
Presented by HAI Group

What You’ll Learn Today

• Essential risk management concepts
• The risk management process
• Applying the process while returning to work during COVID-19
• Key considerations for resuming operations

What is Risk Management?

• Involves planning, organizing, leading, and controlling the activities of an organization to minimize the adverse effects of accidental losses at a reasonable cost
• Looks at the organization as a whole
• Reduces the likelihood of accidents
Risk Management Benefits

- Prevent losses
- Minimize adverse effects of losses that do occur
- Demonstrate due diligence
- Meet requirements, codes, and regulations
- Preserve assets

Evolution of Risk Management

- Risk was traditionally considered a hazard posed to an individual or organization
- Today, it is also known for its potential positive consequences—taking risks is necessary for growth
- Traditional risk assessments focus on root cause analysis
- Today, big data and technology empower decision making

Risk Management Process

[Diagram showing the process of risk management with steps: Identify risks, Measure impact, Mitigate, Implement, Plan action, Risk assessment & analysis]
Step One

Step One: Identify the risk
• Identify risks that are specific to your organization
• Consider different categories
  • Organizational, financial, external, compliance, technical/IT
• Two ways to identify risk:
  • Retrospective
  • Prospective

Step Two

Step Two: Examine the risk
• Analyze the frequency and severity
• Identify what would cause the risk
• Determine how well prepared you are to address it
• Key concepts:
  • Some losses can be managed
  • Some need to be controlled
  • Some risk may be acceptable

Step Three

Step Three: Select the risk control technique
• Avoidance
• Loss Control
  • Loss prevention
  • Loss reduction
  • Separation
  • Transfer
Step Three
Loss Transfer

Step Four
Step Four: Implement the risk control technique
• Develop a plan to assist in installation
  • A combination of multiple techniques may be necessary
• Share your plan across the organization
• Communicate with management to gain support
• Develop a realistic timeline with realistic goals

Step Five
Step Five: Monitor Results
• Is loss/exposure reduced (frequency)?
• Is money being saved (severity)?
• How are employees and residents affected?
What goes into a risk management plan?

- Goals
- Available resources
- Big-picture loss exposures
- Strategies for managing risk
- Risk management accountability

What makes a risk management plan effective?

- Well written
- Shared with the organization
- Includes risk management policies
- Reflects big picture goals
- Expresses a commitment to managing risks
- Connects the vision to the goals
Accident Investigation

- Mandatory step after an accident
- Employees must be trained on how to conduct an investigation and complete an investigation form
- Who, what, where, why, and when

Inspections

- Physical inspections of buildings and properties
- Twice per year
- Documented

Essentials of Risk Management in a COVID-19 World
Essentials of Risk Management in a COVID-19 World

• Review the various operational components of your agency and evaluate exposure using the risk management process as a baseline.

Considerations for Resuming Business Operations

Resuming Operations

Social Distancing
• Develop a plan for how your organization will enforce social distancing protocols. Be consistent with state and local requirements.
Resuming Operations

Maintenance Operations
• Triage incoming maintenance calls to prioritize emergency calls over non-emergency maintenance that you can defer.

Resuming Operations

Personal Protective Equipment (PPE)
• Assess your current supplies of PPE (i.e. face masks, face shields, gloves, etc.) vs. the needs of your staff. Take the time to identify new vendors to meet your present and future needs.
• Track inventory to avoid shortages and ensure supplies are ordered in a timely manner.
• Provide PPE to employees and let them know where they can get supplies and who within the organization is responsible for dispensing and restocking equipment.

Resuming Operations

Personal Protective Equipment (PPE)
• Ensure that the level of PPE provided by your organization is adequate protection for the possible COVID-19 exposure employees may encounter in their daily duties. Maintenance staff entering occupied units may need a higher level PPE than administrative staff.
• Train your staff on the proper way to put on and remove the PPE assigned for their duties. Proper training can reduce cross contamination and infection.
**Resuming Operations**

**Enhanced Sanitation Procedures**
- Implement and maintain enhanced cleaning procedures for your properties.
- If possible, provide hand sanitizing stations throughout buildings.
- Review disinfectant ingredients to ensure they’re not corrosive to electrical equipment (i.e. keyboards, keyless entry system keypads and elevators).

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**Resuming Operations**

**Healthy Work Environments**
- Provide employees with everything they need to adequately wash their hands and cover their coughs and/or sneezes.
- Minimize non-essential travel. Consider resuming non-essential travel in accordance with state and local regulations.

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**Resuming Operations**

**Temperature Screenings**
- Determine who your organization will screen.
- Communicate in advance with your employees regarding temperature screening procedures and any potential implications (i.e. being sent home).
- Determine which type of thermometer will be used.
Resuming Operations

Temperature Screenings
• Develop guidelines on temperature thresholds.
• Maintain social distancing while conducting temperature screenings.
• Provide clear instructions to an employee who is sent home due to elevated body temperature.

Resuming Operations

Temperature Screenings
• Identify who will conduct and administer the temperature screening program.
• Consider working with a third-party healthcare vendor to administer the program.
• Another option: employee self-administered program.

*All information gathered during temperature screenings should be treated as confidential medical information under the Americans with Disabilities Act (ADA).

Resuming Operations

Separating Sick Employees
• Establish protocols for addressing instances of employees exhibiting COVID-19 symptoms at work
• Separate them immediately to a designated isolation area
Resuming Operations

Flexible Leave and Supportive Policies
• Review your current sick leave policies and ensure they’re flexible and consistent with public health guidance.
• Clearly communicate company policies. If you’ve modified a policy, make sure employees are aware of changes that impact them.

Contractors and Service Providers
• Communicate your protocol to contractors and service providers prior to allowing them to enter your work sites.
• Outline your process, state whether it’s mandatory, and identify the consequences for those who refuse to follow protocol.
• Advise whether you will be using health survey questions as part of your screening process.

Residential Considerations
• Close off common areas and community centers to prevent large groups from gathering.
• Use lobby TV monitors, community boards, flyers, and email to communicate protocols with staff, residents, and visitors.
Planning for the Future
Business Continuity Planning and Operational Modifications

Business Continuity Planning

• Evaluate what’s working and what isn’t. Keep notes. Use this information to update your plan.
• Assess the level of preparedness of your critical third parties, such as suppliers, vendors, and other providers within your supply chain.

Operational Modifications for the Future

• Assess essential business functions and prepare for spikes in absenteeism.
• Be prepared to change your business practices to maintain critical operations.
• Identify alternate suppliers and prepare your organization for limited access to high-demand resources or services.
Operational Modifications for the Future

- Review the tools and technology your organization has at its disposal that enable you to work from home or within your new capacity.
- Distribute policies governing the use of company equipment while at home as well as remote login instructions.
- Review with staff how to maintain the confidentiality of sensitive information while working from home.

Operational Modifications for the Future

- Implement touchless interactions between residents and staff to reduce the spread of COVID-19. Establish lockboxes or direct deposits for rent payments. Use technology for virtual appointments and e-signatures to complete paperwork.
- Identify methods for safely distributing educational information to residents.

Summary

- The risk management process and essential concepts
- Applying the risk management process while returning to work during the pandemic
- Modifying business operations to assist with safely returning to work
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