

## 2019 FITTING THE PIECES TOGETHER CONFERENCE

November 6–7 (conference)

November 8 (post conference meetings)

Crowne Plaza San Francisco Airport Hotel, Burlingame, CA 94010

Schedule *(subject to change)*

<b>Wednesday, November 6, 2019</b>	
<b>8:00 am – 5:00 pm</b> Foyer	Registration Open
<b>8:00 am - 9:30 am</b> Plaza Ballroom	Breakfast Buffet
<b>9:30 am – 10:30 am</b> Plaza Ballroom	<b>Opening Remarks</b>
<b>10:30 am – 10:45 am</b>	Break
<b>10:45 am – 12:00 noon</b> Plaza Ballroom	<p><b>General Session – 2018 Camp Fire and the Impact to CSU Chico</b></p> <p>Description: CSU Chico shares the impact the 2018 Camp Fire had to their campus from the impact to Financial Services and Risk Management (expense/time tracking, insurance and FEMA claim filing), Auxiliary Organizations (Dining Services, Fundraising, Emergency Loans), EHS (air quality, smoke/ash), and Emergency Prep (EOC, campus closure, community support).</p> <p>Speakers:            Stacie Corona, Associate Vice President, Financial Services, CSU Chico            Marvin Pratt, Director, Environmental Health &amp; Safety, CSU Chico            Mike Thorpe, ARM, AIC, Director of Risk Management and Business Services, CSU Chico</p>
<b>12:00 noon – 12:30 pm</b> Plaza Ballroom	<b>Lunch Buffet</b>
<b>12:30 pm – 1:30 pm</b> Plaza Ballroom	<p><b>Luncheon Session – Mitigate or Else Litigate! – Avoiding Common Pitfalls on Campuses</b></p> <p>Description: Leora Freedman and Susan Westover will share some war stories and lessons learned in recent CSU litigation affecting both employment and student affairs. They will discuss court cases, arbitrations, and State Personnel Board proceedings, and will share tips and best practices for improving your chances for more successful outcomes.</p> <p>Speakers:            Leora Freedman, Associate Vice Chancellor and Deputy General Counsel, Office of General Counsel, CSU Office of the Chancellor            Susan Westover, Assistant Vice Chancellor and Chief Counsel-Litigation, Office of General Counsel, CSU Office of the Chancellor</p>
<b>1:30 pm – 3:00 pm</b>	<b>CONCURRENT SESSION 1</b>
Bayside	<p><b>ADA and Intermittent Leave: How to Determine Whether or Not an Accommodation is Reasonable?</b></p> <p>Description: Intermittent leave is an area where many employers struggle to meet ongoing business demands while assuring the appropriate response to accommodation needs. These leaves impact staffing, productivity and morale. In this session we will explore the basics, tips for responding to intermittent ADA requests and recommendations for suspicion of abuse.</p>

## 2019 FITTING THE PIECES TOGETHER CONFERENCE

November 6–7 (conference)

November 8 (post conference meetings)

Crowne Plaza San Francisco Airport Hotel, Burlingame, CA 94010

Schedule *(subject to change)*

	<p>Speaker: Kimberly T. Webb, President and Principal Consultant, Kimberly T. Webb Consulting</p>
Parkside	<p><b>Business Continuity for Non-BC Planners</b></p> <p>Description: This session will introduce you to Business Continuity (BC), its main concepts, an overview of how it works and why it is everyone’s responsibility. Learn more about your role and the value you add to the BC planning process.</p> <p>Speaker: Solinna Kim, Risk Analyst, Enterprise Risk Management, San Francisco State University</p>
Peninsula I & II	<p><b>Wheels Up: Managing Motorized Scooters on Campus through Policy, Program, Procedures and Contracts</b></p> <p>Description: The advent of motorized e-scooters is prevalent and happening everywhere. E-scooters are fun, handy, useful, sustainable, and dangerous. They are polarizing, with some loving all the good features, and some who hate their presence, blocking sidewalks and doors, causing blight and hazards. Sacramento State has an advantageous situation where the City is controlling e-scooter vendors around the campus and has time to develop a strategy to manage the e-scooters. The strategy is to ban them unless the vendors contract with the university to allow limited access. This required development of a new Policy, a program, procedures and a model contract. The presentation will share all of these elements, and discuss the outcomes with the strategy so far.</p> <p>Speakers:          Todd Dangott, Director, Risk Management Services, CSU Sacramento          Gary Rosenblum, ARM, Associate Vice President and Chief Risk Officer, Risk Management Services, CSU Sacramento</p>
Peninsula III & IV	<p><b>The Psychology of Risk</b></p> <p>Description: Participants will learn about the psychology and neuroscience behind fear, risk, and behavior by reviewing concepts such as “dread factors” and cognitive bias, and will learn some techniques to overcome these biases, influence human behavior, and be better prepared to address the right risks in the right ways.</p> <p>Speaker: Erin Fullerton, Director of Integrated Risk Management, CSU San Marcos</p>
<b>3:00 pm – 3:30 pm</b> Foyer	Refreshment Break
<b>3:30 pm – 5:00 pm</b>	<b>CONCURRENT SESSION 2</b>
Bayside	<p><b>Return to Work</b></p> <p>Description:          Speaker: William Zachry, Senior Fellow, Sedgwick Institute</p>

## 2019 FITTING THE PIECES TOGETHER CONFERENCE

November 6–7 (conference)

November 8 (post conference meetings)

Crowne Plaza San Francisco Airport Hotel, Burlingame, CA 94010

Schedule *(subject to change)*

Parkside	<p><b>Fitting the Pieces Together at CSU Fullerton</b></p> <p>Description: Fitting the Pieces Together is a great concept, so CSUF gathered the five disciplines of Risk Management, EH&amp;S, Workers' Compensation, Emergency Management and Business Continuity to see where we fit together and how we could make them fit even better. This presentation reviews that discussion and how other campuses could do the same.</p> <p>Speakers:</p> <p>Pearl Boelter, Director, Environmental Health &amp; Safety, CSU Fullerton  Alisha Brown, Director, Total Wellness &amp; Workers' Compensation, CSU Fullerton  Michael Coughlin, Risk Manager, Risk Management, CSU Fullerton  Sue Fisher, Emergency Management Coordinator and Business Continuity Planner, CSU Fullerton</p>
Peninsula I & II	<p><b>Managing Risk in Youth Programs</b></p> <p>Description: The CSU strives to offer safe and enjoyable educational environments for youth and must take steps to protect youth who participate in CSU organized programs. In order to assist campuses, a work group has developed a draft Resource Guide intended to assist campuses in addressing, managing and mitigating risks associated with youth programming. Please join this session to review the draft proposal and collaborate on methods/techniques to be applied to ensure the protection of minors engaged in our campus affiliated activities.</p> <p>Speakers:</p> <p>Therese Jackson, AIC, ARM-E, ARM-P, RIMS-CRMP, Risk Analyst, Integrated Risk Management, CSU San Marcos  Jody Van Leuven, Ed.D., Assistant Director, Systemwide Risk Management, CSU Office of the Chancellor</p>
Peninsula III & IV	<p><b>Hiscox Security Incident Response (SIR) – Readiness, response and recovery for the unforeseen</b></p> <p>Description: A workplace violence threat. A damaging allegation. A hacker attacking IT systems. When complex crisis and security issues impact organizations, specialist resources and capabilities are needed. The new Hiscox Security Incident Response (SIR) policy gives peace of mind by offering immediate, indemnified access to market-leading crisis management and security expertise on a global basis.</p> <p>Speakers:</p> <p>Stuart Allen, BSc, Underwriting Manager, London, Hiscox Special Risks  Michael Pattishall, Principal, Control Risks</p>
<b>5:30 pm – 7:00 pm</b> Plaza Ballroom	Welcome Reception
	Dinner on your own
<b>Thursday, November 7, 2019</b>	
<b>8:00 am – 3:15 pm</b> Foyer	Registration
<b>8:00 am - 9:00 am</b>	Breakfast Buffet

## 2019 FITTING THE PIECES TOGETHER CONFERENCE

November 6–7 (conference)

November 8 (post conference meetings)

Crowne Plaza San Francisco Airport Hotel, Burlingame, CA 94010

Schedule *(subject to change)*

Plaza Ballroom	
<p><b>9:00 am – 10:30 am</b> Plaza Ballroom</p>	<p><b>Keynote – Coming Up for Air: Learning to Manage Stress and Lengthen Your Life!</b> Description: It’s true: these days stress is blamed for everything from cancer to the common cold. But this modern villain has earned its reputation. And unless we learn to manage it, we’ll live our shortened lives with our fists and our teeth clenched. In this important address, Jean discusses the misleading myths of stress, and why you need to care. Never presuming that what works for her will work for us, Steel spends the remainder of the time teasing out what WILL work for us. From music to mountain-climbing, hobbies to humor; from pets to pampering, from journaling to joining—the techniques are as many and as varied as we are! Speaker: Jean Steel, MS, President, Happy People Win</p>
<p><b>10:30 am – 10:45 am</b></p>	Break
<p><b>10:45 am – 12:00 noon</b></p>	<b>CONCURRENT SESSION 3</b>
<p style="text-align: center;">Bayside</p>	<p><b>Investigations in the Age of Geosocial Data</b> Description: The current growth of geotagged content and social media data is changing the face of risk management and investigations as we know it. Learn exactly what geosocial data is, and how this type of information is used to investigate insurance claims of all kinds. Speakers: Adell Seibles, Workers’ Compensation Manager, CSU Sacramento Chelsa Thompson, Account Manager, DigiStream Investigations</p>
<p style="text-align: center;">Parkside</p>	<p><b>Using Value Based Safety and Enterprise Risk Management in Realm of EHS, Developing a Strategy</b> Description: Accidental death (meaning it is preventable) has become the number THREE cause of death in the US for the first time in history since keeping these metrics. How you determine acceptable risk in your daily life will impact this outcome, both at work and when you’re not at work. A person in the US is injured every second and killed every three minutes by a preventable event. Is today your day? I will reframe how you should see risk and what it feels like when you are winning the infinite game of safety. Speaker: Vance Kekoa, Environmental Health &amp; Occupational Safety Specialist, Safety, Health and Sustainability Services, CSU San Marcos</p>
<p style="text-align: center;">Peninsula I &amp; II</p>	<p><b>Wildfire Smoke – Decisions Made and Lessons Learned</b> Description: Presenters will review decisions made and lessons learned during a wildfire smoke event affecting Sacramento State. The event affected several campuses and Sacramento State took decisive measures to assess and mitigate the risks. It will also review potential effects of a new Cal/OSHA emergency rule regarding wildfire smoke. Speakers: Scott Bourdon, CIH, CSP, REHS, Senior Manager, Risk and EH&amp;S, CSU Office of the Chancellor Tyler Harris, Industrial Hygienist and Chemical Hygiene Officer, Environmental Health &amp; Safety, CSU Sacramento Steve Leland, Director, Environmental Health &amp; Safety, CSU Sacramento</p>

## 2019 FITTING THE PIECES TOGETHER CONFERENCE

November 6–7 (conference)

November 8 (post conference meetings)

Crowne Plaza San Francisco Airport Hotel, Burlingame, CA 94010

Schedule *(subject to change)*

Peninsula III & IV	<p><b>CSURMA and Insurance Towers</b></p> <p>Description: The California State University Risk Management Authority (CSURMA) was established as the University and its Auxiliary Organizations’ primary risk financing facility and to support risk management efforts throughout the CSU community. In this session attendees will hear from CSURMA’s Program Administrator about the structure of CSURMA’s insurance programs, how they work and how campus and auxiliary organizations premiums are set. Attendees will gain a better understanding of the coverages, how to report critical events, resources available to respond to events and what to expect from a claims process. In addition, attendees will hear about trends in claims and the insurance market that may impact how campuses and auxiliary organizations manage risk in the future.</p> <p>Speakers:            Daniel Howell, CSURMA Program Director, Alliant Insurance Services            Amy Lightner, CSURMA Program Administrator, Alliant Insurance Services</p>
<b>12:00 noon – 1:15 pm</b>	Lunch Buffet: Closing Remarks and Opportunity Drawings <i>(must be present to win)</i>
<b>1:15 pm – 2:45 pm</b>	<b>CONCURRENT SESSION 4</b>
Bayside	<p><b>Why Poor Performers and Poorly Managed Employees Often Become Whistleblowers</b></p> <p>Description: Managing poor performing or disgruntled employees is always a challenge. While some of those challenges are easily recognizable, others lurk below the surface. Employees who have bad relationships with their managers or who are generally unhappy with the organization are often the first to complain about practices with which they disagree. Sometimes those complaints are meritorious and sometimes they are not. In this session, we explore why poor performers and poorly managed employees often become whistleblowers.</p> <p>Speakers:            Tammy Kenber, Associate Vice Chancellor of Human Resources, Human Resources Management, CSU Office of the Chancellor            Marc Mootchnik, Assistant Vice Chancellor and Chief Counsel-Human Resources, Office of General Counsel, CSU Office of the Chancellor</p>
Parkside	<p><b>Lean Safety Gemba Walks: A Validated Strategy to Make Work Safer and Easier</b></p> <p>Description: Leaders can enhance campus safety culture by engaging employees using a coaching leadership style. Workshops teach participants how to engage employees in honest safety discussions resulting in reduced injury risk by pro-actively improving the safety of work. Includes results from recent CSURMA Grant-funded Lean Safety workshops presented across the CSU.</p> <p>Speakers:            David Korpan, MPH, CIH, CSP, CHMM, Director, Environmental Health and Safety, Cal Poly San Luis Obispo            Kathryn Villarreal, Workers’ Compensation Analyst, Environmental Health and Safety, Cal Poly San Luis Obispo</p>

## 2019 FITTING THE PIECES TOGETHER CONFERENCE

November 6–7 (conference)

November 8 (post conference meetings)

Crowne Plaza San Francisco Airport Hotel, Burlingame, CA 94010

Schedule *(subject to change)*

Peninsula I & II	<p><b>You’ve Weathered the Response to a Disaster, Now Comes Fitting the Pieces Together to Recover from the Disaster</b></p> <p>Description: This session will focus on developing a recovery framework to recover from a disaster on your campus and what that should include. Discussion will include collaborating across all disciplines and functions to develop the framework necessary for recovery, and tools available to continue operations and increase your campus resiliency.</p> <p>Speakers:  Rick Blackburn, Assistant Director, CO Emergency &amp; Continuing Operations, CSU Office of the Chancellor  Frank Castro-Wehr, MA, AMBCI, Director, Readiness &amp; Resilience Programs, Witt O’Brien’s</p>
Peninsula III & IV	<p><b>Travel the World with myCSUNglobe</b></p> <p>Description: Learn how CSUN improved travel and study abroad registration from a manual process to a dynamic, web-based operation via the Terra Dotta software. The myCSUNglobe travel registry is a simple, yet powerful system that allows our student, faculty, and staff travelers to easily submit travel itineraries and other requirements that are searchable and recordable.</p> <p>Speakers:  Marlene Gale, Special Projects and Administrative Specialist, Office of the Provost, CSU Northridge  Cyndi Paull, Insurance and Risk Management Specialist, CSU Northridge  Lisa Telles, Risk Manager &amp; Clery Director, Risk Management, CSU Northridge  Edith Winterhalter, Associate Vice President for Strategic Business Operations, Administration and Finance Division, CSU Northridge</p>
<b>2:45 pm – 3:15 pm</b> Foyer	Refreshment Break
	End of Conference
<b>3:15 pm – 5:00 pm</b>	<b>Post Conference WERCS Affinity Group Meetings <i>(for group members)</i></b>
Bayside	EHS Affinity Group Meeting
Parkside	3:00-4:00 pm - EM Affinity Group Meeting 4:00-5:00 pm – BC Affinity Group Meeting
<b>Friday, November 8, 2019 (Post Conference Meetings)</b>	
<b>8:00 am – 9:00 am</b> Foyer	Breakfast
<b>CSURMA MEETINGS</b> (Open public meetings for committee and board members)	
<b>9:00 am – 10:30 am</b> Peninsula 1 Room	CSURMA Executive Committee Meeting

## 2019 FITTING THE PIECES TOGETHER CONFERENCE

November 6–7 (conference)

November 8 (post conference meetings)

Crowne Plaza San Francisco Airport Hotel, Burlingame, CA 94010

Schedule *(subject to change)*

<b>10:30 am – 12:00 noon</b> Plaza 1 Room	CSURMA Board of Directors Meeting
<b>CSU WERCS AFFINITY GROUP MEETINGS</b> (Meetings for group members)	
<b>8:00 am – 10:00 am</b> Peninsula 2 Room	RM Affinity Group Meeting
<b>12:00 noon – 1:00 pm</b> Foyer	Boxed Lunch

*Thank you for coming!*