



Risk Management Office of Safety and Security: Annual Report 2016

Risk Management Office of Safety and Security

Rodney W. Lofland, CSP
Manager

Matthew Butz
Security Specialist

Scott Brown
Safety Specialist

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Introduction

This Annual Report summarizes the activities and accomplishments of the 2016 calendar year for the Risk Management Office of Safety and Security.

The Office of Safety and Security is committed to promoting a culture of risk awareness and to advance the discipline of risk management, safety, and security in all County operations to minimize loss exposures. Our commitment to a culture of operational risk management seeks as its goal the protection of our employees, County property, and the safety of the public. Important stakeholders include our County Administration and management team; departments and employees under the Board of County Commissioners; Elected Officials and their agencies; operations and maintenance personnel; and service contractors. Risk Management is a team effort that ultimately involves all County employees. Our goal is to partner with each group in order to achieve safety and security within all County operations. We are your in-house safety and security consultant, advisor, coach, and advocate in all matters of operational risk management, safety, and security.

Staff



*Scott Brown
Safety Specialist*

*Rodney Lofland, CSP
Manager
Safety & Security*

*Matthew Butz
Security Specialist*

Mission and Vision

The Risk Management Office of Safety and Security supports the overall mission and goals of Hamilton County by providing pro-active loss control assessment, consultation, and loss prevention strategies to support the infrastructure and operating environment of all County Departments and Elected Officials in carrying out their responsibilities. Our **mission** is to work with and provide support to all County agencies to keep our operational environments healthy, safe and secure in order to prevent unnecessary loss due to preventable operational incidents and injuries. Our **vision** is that all members of our County departments and agencies will pro-actively manage risk and embrace sustainable health and safety practices in all aspects of its operations. Our vision statement is “safety in everything we do.”

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Operating Principles

- We are partners with all departments and agencies; not a group of “safety cops”
- We are professionals in the safety and security field
- We are your advocates for safety and security!
- We are in-house consultants for the County
- We are problem-solvers; not determined to make things harder, just safer
- We are visionaries committed to looking ahead and achieving excellence in safety and security with the vision of a well-defined safety program and system throughout the County

Goals and Objectives

The Office of Safety and Security has six key goals:

1. **Risk Management:** Advance the discipline of risk management, safety, and security in County operations to minimize loss exposures.
2. **Compliance:** Help County partners comply with safety, health and environmental regulations to minimize risk.
3. **Standardization:** Establish standard safety and security practices across County Departments as part of the overall risk management program.
4. **Partnerships:** Enhance partnerships with all Departments, Elected Officials, Agencies, and County vendors.
5. **Empowerment:** Empower County personnel in efforts to protect the health and safety of employees and the public.
6. **Integration:** Help integrate Risk Management and Safety/Security practices into all county planning and operations.

What we do...



We value ...

- The success of Hamilton County
- The health, safety, and security of our people and environment
- Strategic partnerships for the common good
- Open communication
- Professionalism
- Efficiency
- Accountability
- Transparency
- New ideas
- Continuous Improvement
- Sustainability

2016 Safety and Security Highlights

Safety Core Highlights

The effort to integrate safety into our County operations and workplaces is vitally important. With over 4,000 employees involved every day in a wide variety of tasks, safety must be an integral part of those daily activities. The Ohio Public Employment Risk Reduction Program (PERRP) is designed to ensure that all State of Ohio employees including State, City, and local employees have safe and healthy working conditions. It mandates that public employers shall provide a workplace free from recognized hazards and be in compliance with the Occupational Safety and Health Administration (OSHA) standards, rules, and regulations for industry and construction. To that end, safety must become part of our operational culture. Top management must support safety initiatives and programs. Supervisors have the responsibility of ensuring that employees go home safe every day, and employees have the responsibility to work safe and follow department safety policies and procedures.

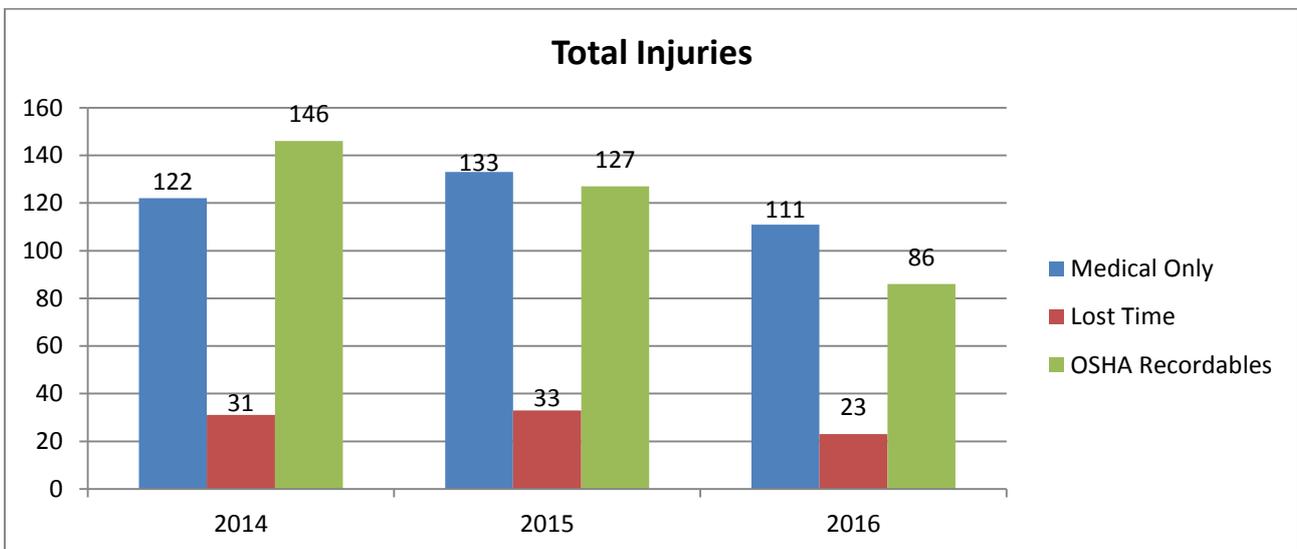
In 2016, the Office of Safety and Security focused primarily on hazard identification and training in an effort to educate and promote safety awareness among County employees. This effort was augmented by other safety communications including newsletters, safety committees, and other safety awareness activities.

The following sections show injury data and claims costs for the last three years. Other sections highlight the safety initiatives being taken to improve workplace and operational safety.

2016 Injury Data

The 2016 injury totals (*figure 1*) compiled for County operations showed a decrease in medical only, lost time, and OSHA/PERRP Recordable Injuries from 2014. We believe greater safety awareness through training and education and effective claims management account for this decrease. To continue this positive trend, County Risk Management will continue to partner with all departments to work toward standardization, safety programs and safe operating procedures, compliance, and integration of safety and security practices in all planning and operations of the County.

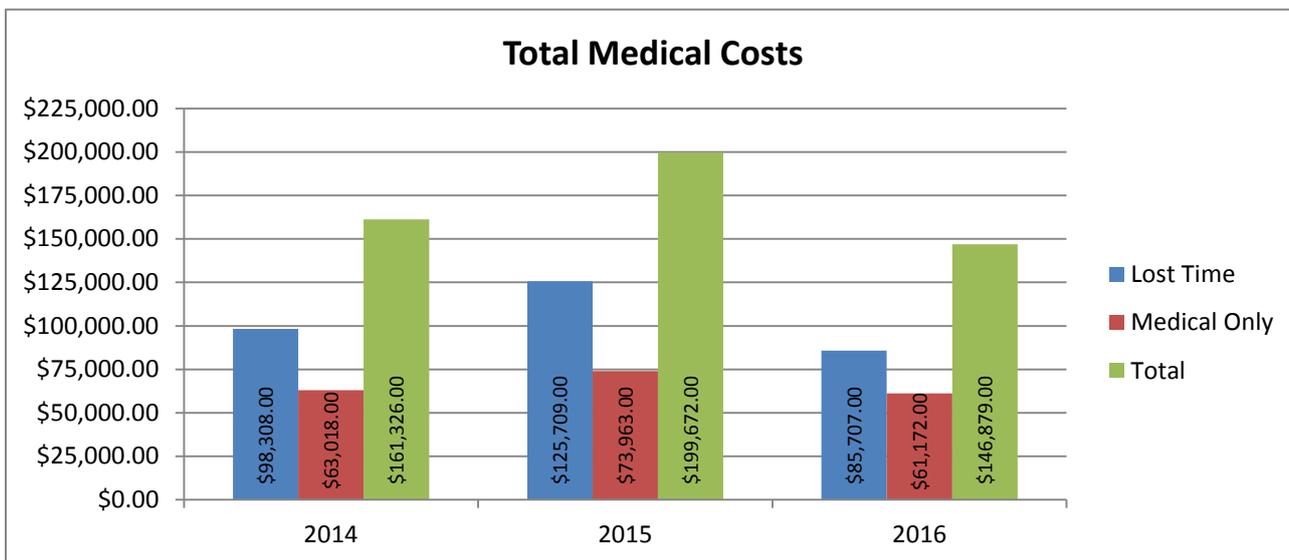
Figure 1 – Total Injuries



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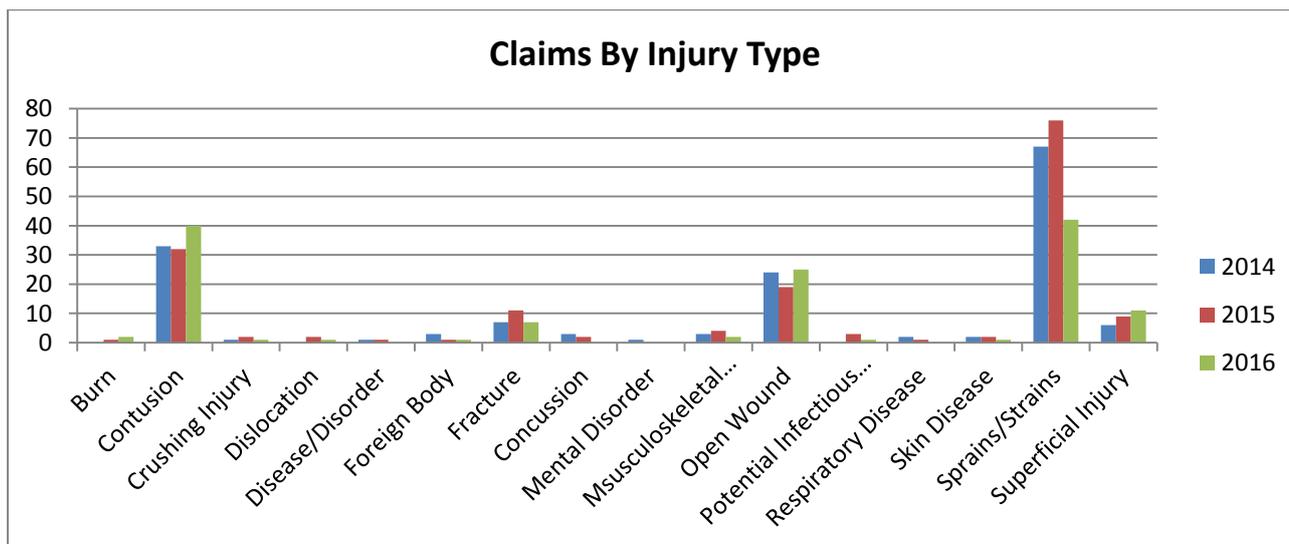
Total medical costs (*figure 2*) for injury claims also decreased from 2014 for lost time and medical treatment only claims. We believe this is due not only to a decrease in the frequency of injuries, but the severity of injuries as well which results in lower medical costs and fewer missed work days. We again attribute this to greater safety awareness through training and education and effective claims management.

Figure 2 – Total Injury Costs



The three predominate types of injuries from 2014 through 2016 were, in order of frequency, sprains and strain injuries, contusions, and open wounds (*see figure 3*). Sprains and strains, by far the most severe and costly injuries that result in greater medical costs and lost time, decreased 37% year-over-year in 2016 from 2014. Contusions and open wound injuries remained virtually static between 2014 and 2016.

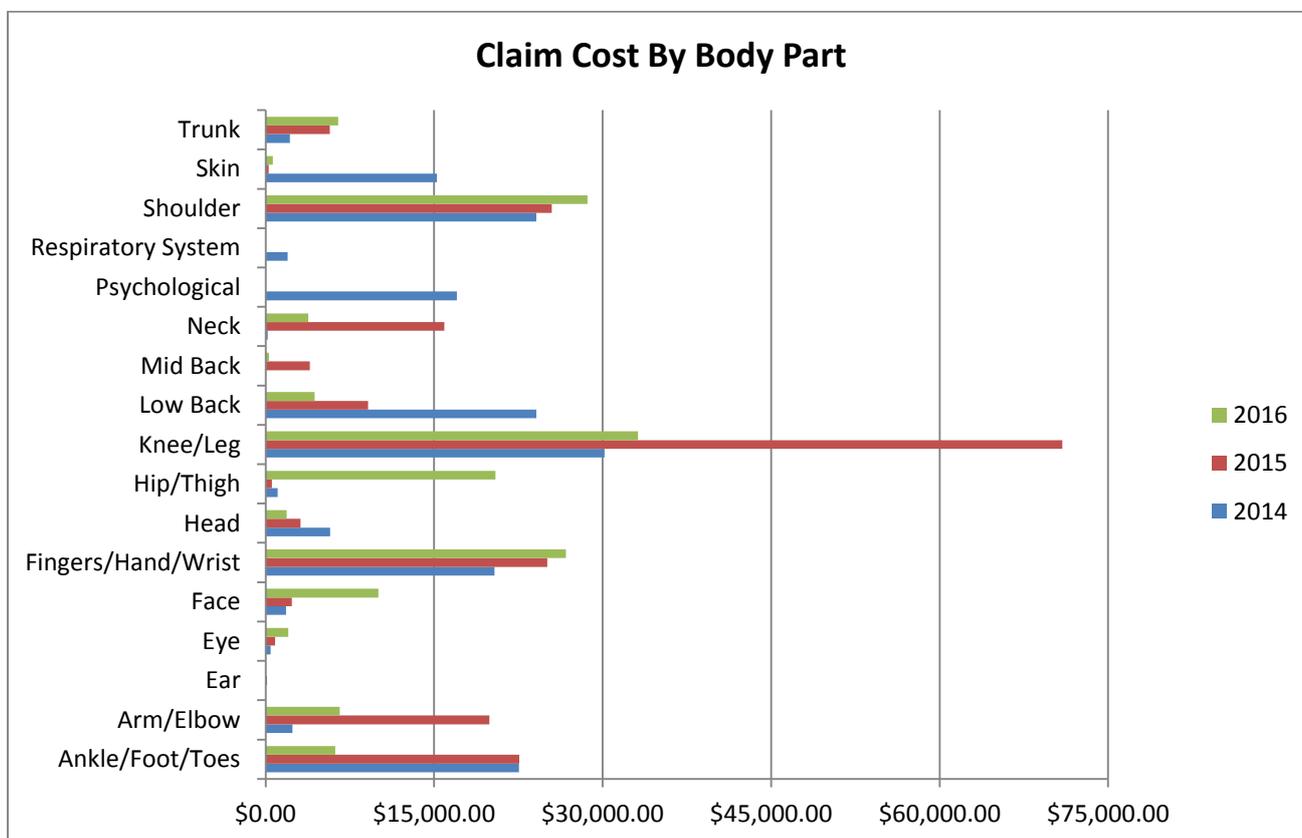
Figure 3 – Claims by Injury Type



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Claims cost (medical and lost time compensation) with respect to injured body part (*figure 4*) showed that knee/leg, shoulder, hand/wrist, and ankle/foot injuries had the highest total claims cost. Knee/leg and ankle/foot injuries decreased in 2016 from 2015 while shoulder, hand and wrist injuries increased slightly.

Figure 4 – Claim Cost by Body Part



Emergency Response Planning

The Risk Management Office of Safety and Security focuses primarily on individual building readiness and responses to emergencies in the downtown campus area. The two primary responses to emergencies is either to evacuate the building or shelter inside the building depending upon the type of emergency. Some emergencies may require a combination of the two responses. Within the shelter response, there are two types of responses taken by building occupants. “Shelter” is called for when there is a severe weather warning; while “shelter-in-place” is called for in the event of outside atmospheric threats (toxic vapors) or civil disturbances. Shelter and shelter-in-place responses are for threats that are outside the building and the buildings envelop is used for protection. Still, other possible emergencies can occur that evolve inside the building such as medical emergencies, suspicious packages, active shooters, physical violence, and bomb threats. These emergencies require specific actions which may include a combination of responses.

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The following table summarizes possible threats and basic responses in Hamilton County Emergency Action Plans:

Potential Threat	Response(s)			
	Evacuate	Shelter	Shelter-in-Place	Other Response
Fire	✓			
Gas Leak; Toxic Indoor Air Quality	✓			Call 911
Earthquake	✓			
Severe Weather; Tornado		✓		Move to building core; stay away from windows
Outside Hazardous Air Contaminates			✓	Move up in Bldg, Shut down HVAC; seal doors and windows
Active Shooter; Other Physical Threat				Run; Hide; Fight and/or Safe Rooms Call 911
Bomb Threat / Suspicious Package	✓ *		✓ *	* Follow Sheriff's instructions on whether to evacuate, shelter-in-place, or stay put
Civil Disturbance / Riot			✓	Call 911

Emergency Action Plans

Emergency action plans were updated and communicated to building personnel in the downtown campus buildings including the Courthouse; County Administration; Job and Family Services; Taft Law Center; 800 Broadway; Justice Center South; and 250 William Howard Taft buildings. These updates include:

1. Re-assessment of possible emergency events;
2. Review and update of the written plans;
3. Update of building emergency response team members (coordinators, floor wardens, first aid responders);
4. Meeting and training of floor wardens.
5. Execution of drills

Emergency Drills

The following drills were successfully conducted in 2016:

Building	Drill(s)		
	Fire	Shelter	Shelter-in-Place
Courthouse	✓		✓
Job & Family Services	✓		✓
Taft Law Center	✓		✓
County Administration	✓		
800 Broadway	✓		

Safety Programs and Procedures

County Risk Management Office of Safety and Security seeks to partner with all departments to work toward effective safety programs and safe operating procedures, compliance, and integration of safety and security practices in all planning and operations of the County. In 2016, the following programs and procedures were either implemented or reinforced:

County Risk Manual: A draft of the proposed County Risk Manual was completed for review and approval. This proposed manual will update and standardize the County’s Risk Management process by providing uniform guidance to County Departments and Elected Officials regarding the identification, control, and response to loss exposures. This manual expands the scope of our risk management to areas of employee safety, fire and life safety, and security where our greatest risk exposures lie. We believe this manual and the guidance and procedures contained therein will help us take a more proactive approach to managing our risks.

Automated External Defibrillator (AED) Program and Replacement: All AED units owned by the Board of County Commissioners (BOCC) were replaced in 2016. A total of 39 units that were at the end of useful service life were replaced with newer state of the art units. An additional 5 AED units were also added in strategic locations of the Courthouse, Administration, and 230 East 9th Street Law Center. Further, a formal quarterly inspection and maintenance program was implemented in accordance with best practice and the manufacturer’s instructions to ensure that the units will function properly in a life-saving event.

Contractor Site Safety Plans: Contractor and vendor safe operating procedures on County property are paramount to the safety of our people, the public, contractor employees, and the protection of County property. The Risk Management Office of Safety and Security requires “site-specific” plans from all contractors and their subcontractors that address the specific hazards of the proposed work to be performed. Site-specific plans must be reviewed and mutually agreed upon before work begins on County property.

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Mass Notification System: The Risk Management Office of Safety and Security collaborated with the Emergency Management Agency (EMA) and 911 Communications Center (and other various departments) regarding an upgraded Mass Notification System (MNS) for the County. The purpose for enhancing our MNS was to more effectively transmit emergency notifications and critical information to County employees and response personnel in the event of an emergency. In working with the various groups, the Office of Safety and Security conducted a needs assessment and researched and investigated various platforms and features that would work best for the County. After meeting with 3 recommended and reputable vendors to discuss their platforms and different features for comparison, a proposal was prepared with recommendations for County Administration approval.

Safety Training

An important aspect of any effective safety program is employee training and education. The Risk Management Office of Safety and Security provides training support to all BOCC departments, Elected Officials, and Agencies. A total of 1,091 persons enrolled and completed training through the Office of Safety and Security. These trainings included classroom presentation and discussion, hand-on activities, handouts, and workbooks in over 33 safety, health and security topics. These are shown below:

Department	Topic	Code	# Attended
River City Corrections	Aerial Lift Safety	29 CFR 1910.69 29 CFR 1926.453	4
	Fire Extinguishers	29 CFR 1910.157	91
	Bloodborne Pathogens	29 CFR 1910.1030	15
Paul Brown Stadium	Utility Cart Safety	29 CFR 1910.178	15
	Hazard Communication	29 CFR 1910.1200	13
	Electrical Safety; Lockout-Tagout	29 CFR 1910.331-335 29 CFR 1910.147	10
	Active Shooter Response	Best Practice	5
	Bloodborne Pathogens	29 CFR 1910.1030	15
Great American Ball Park	OSHA 10-Hour	OSHA Outreach	17
	OSHA 30-Hour	OSHA Outreach	9
County Facilities	Active Shooter Response	Best Practice	6
	Safety Orientation	29 CFR 1910	2
	Bloodborne Pathogens	29 CFR 1910.1030	56
	Asbestos Awareness	29 CFR 1910.1101	56
	HAZCOM / Heat Stress	29 CFR 1910.1200	57
	Scaffolding ; Hearing Conservation	29 CFR 1926 Sub E,L 29 CFR 1910.95	50
Engineer	Traffic Control Flagger Safety	ODOT Traffic Manual	75
	Office Safety	29 CFR 1910	17

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Department	Topic	Code	# Attended
	Hazard Communication	29 CFR 1910.1200	80
	Working in Hot Environments	OSHAAct (5)(a)(1)	67
	Hazard Communication - Office	29 CFR 1910.1200	18
	Bloodborne Pathogens - Main Office	29 CFR 1910.1030	21
	Trenching Safety	29 CFR 1926.650-652	58
	Bloodborne Pathogens - Garages	29 CFR 1910.1030	59
	PPE	29 CFR 1910.134	60
HR Wellness Program	Safety for Dummies (home safety)	Wellness	32
	Ergonomics and You	Wellness	38
Planning	Hazard Communication	29 CFR 1910.1200	13
	Traffic Control Flagger Safety	ODOT Traffic Manual	13
	Working in Hot Environments	OSHAAct (5)(a)(1)	14
	Electrical Safety	29 CFR 1910.331-335	13
	Chain Saw Safety	29 CFR 1910.266	10
	Bloodborne Pathogens	29 CFR 1910.1030	14
Reentry - PBS Seating	Safety Orientation	29 CFR 1910	14
Department of Environmental Services	Fire Extinguishers	29 CFR 1910.157	36
Mixed Departments	OSHA 10-Hour February 24-25	OSHA Outreach	6
	OSHA 10-Hour June 15-16	OSHA Outreach	6
	OSHA 10-Hour July 27-28	OSHA Outreach	6
		Total	1091

Safety Promotion

County Risk Management and Safety Committee: These meetings are held monthly. The purpose of the committee is to bring representatives of the various agencies, departments, and elected officials of Hamilton County together to collaborate on ways to promote a safe environment for employees and the public, and to develop ways to reduce risk to our people, property, and assets.

Safety Matters Newsletter: The Office of Safety and Security promotes the Risk Management goals and objectives through the monthly *Safety Matters Newsletter* and distribution of “Safety Shorts” and awareness flyers. The Safety Matters newsletter provides relevant and vital safety-related information including new safety practices and guidelines, review of existing guidelines; sharing of quarterly accident statistics and trends; encouraging employees to submit safety concerns and questions; raising safety awareness; announcing safety and security alerts; publicizing special emphasis awareness campaigns; sharing regulatory or compliance updates; announcing safety awards; and more.

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Safety Inspections

A total of 15 inspections for safety, health and security hazards were performed in 15 different County buildings encompassing three primary areas: 1) safety and health compliance, 2) fire and life safety, and 3) security and property protection.

Safety issues identified and corrected

Issue type	Code(s)	#Corrected
Electrical Hazards	OSHA Subpart S – Electrical; NFPA 70; 70E; NEC 210	56
Fire Protection Equipment	OSHA Subpart L Fire Protection	12
Means of Safe Egress	OSHA Subpart E – Means of Egress Ohio Fire Code 1301:7-7-10 Means of egress	13
Eyewashes and first aid	OSHA Subpart K – Medical and First Aid	10
Machine guards and hazards	OSHA Subpart O – Machinery & Machine Guarding	12
Manlifts	OSHA Subpart F – Powered Platforms	2
Fire Suppression Systems	NFPA 17A; OAC 1301:7-7-09 Fire Protection Systems.	6
Emergency Generators and Equipment	OAC 1307-7-7, Section 604.3; NFPA 101-7.9.2.4; NFPA 110	1
Materials storage, forklifts	OSHA Subpart N – Materials Handling and Storage	3
Life Safety	OSHA Subpart E – Exit Routes/Emergency Planning NFPA 101	13
Miscellaneous recognized hazards	ORC 4167.04 Duty to provide a workplace free from recognized hazards (General Duty Clause)	6
Hazard Communication	OSHA Subpart Z – Toxic & Hazardous Substances	15
Flammable Materials handling and storage	OSHA Subpart H – Hazardous Materials	9

Security Core Highlights

The Office of Safety and Security provides security consultation and expertise to protect the County's operating infrastructure and physical facilities from security threats. The following security services are provided to our stakeholders:

- Security Plans for daily operations and high profile events
- Risk and Vulnerability Assessments of current and proposed operations
- Camera System Administration of the County's camera network
- Controlled Access Door Systems
- Contractor Background Screening
- Key Control
- Security Contract Administration

After Hours Security

The Risk Management Office of Safety and Security oversees a comprehensive Physical Security Program for after hours and weekends at five (5) core downtown buildings and one (1) building near UC. These buildings are:

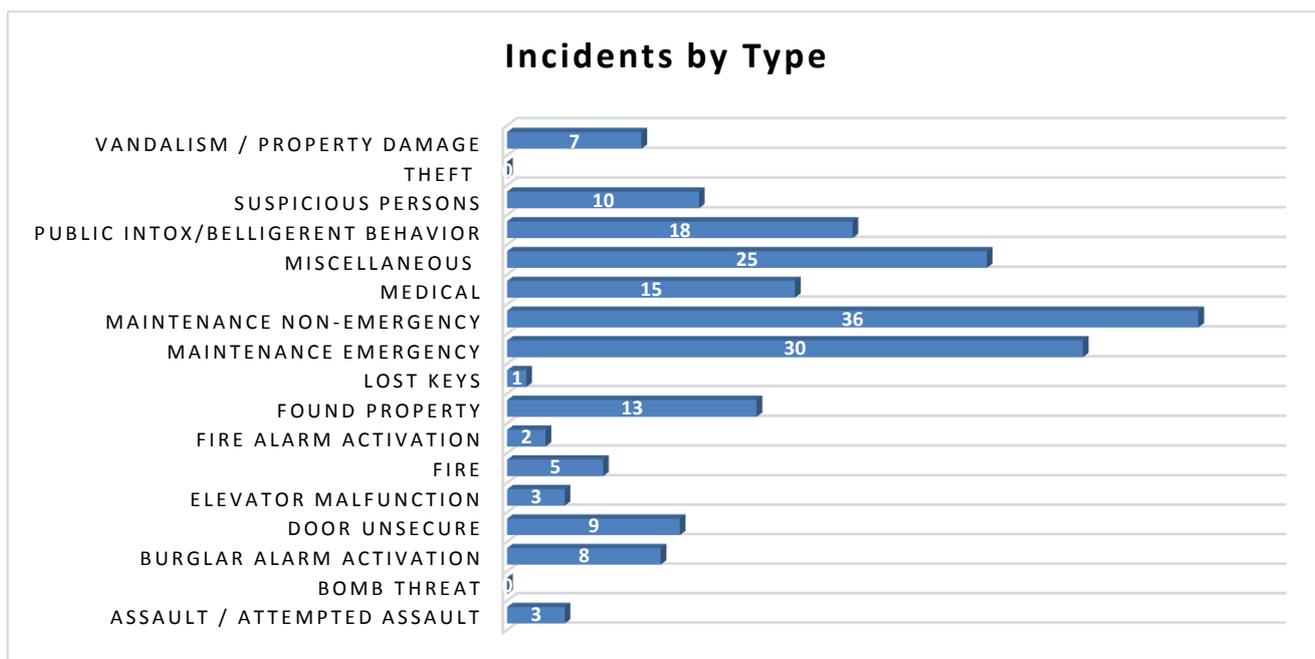
- County Administration Building, 138 East Court Street
- Hamilton County Courthouse, 1000 Main Street
- William Howard Taft Law Center, 230 E. Ninth Street
- Hamilton County Justice Center, 1000 Sycamore Street
- 800 Broadway Building, 800 Broadway Avenue
- 250 William Howard Taft, 250 William Howard Taft Road

The Physical Security Program seeks to reduce threats such as theft, vandalism, property damage and unauthorized entry through the use of after-hours security personnel, access control, proxy card door access, emergency response plans, and video surveillance and recording. All incidents are reported to the County Sheriff as required by the Ohio Revised Codes.

The Risk Management Office of Safety and Security provides onsite security personnel through a contract service agreement with a licensed security firm when security is not provided by either the Sheriff or Clerk of Courts. This service agreement includes defined procedures for controlling access, building surveillance, building lockdown, and after-hours emergencies such as fire, severe weather, medical emergencies, and building damage. Response procedures are outlined for these emergency events including proper notifications and interface with County Facilities and emergency responder personnel. Post orders and operational procedures are routinely reviewed and updated to ensure that the proper responses and lines of communication are understood by all. This agreement is managed through development and communication of the Contract terms; operating procedures (guard post orders); training; budget preparation, maintenance and invoicing; emergency response; incident investigation; and auditing for contract compliance.

Security Incidents

There were 187 after-hours security incidents in 2016. The top four incident types identified by security personnel were non-emergency maintenance issues (36 of 187 incidents); maintenance emergencies such as water leaks and malfunctioning of critical equipment and components (30 of 187 incidents); belligerent behaviour causing public area disturbance (18 of 187 incidents); and medical emergencies requiring 911 calls (15 of 187 incidents).



Security Assessments and Procedures

Contractor Background Screening Procedure: The procedure for screening via criminal background checks and the criteria for vetting of contractors and vendors who work inside County-owned buildings or in outside non-public areas was revised and expanded across all County operations. Advisory 4.1 – *Background Checks for Contractors* has been adopted by the Sheriff’s Department and will be part of the proposed County Risk Manual. Other Ohio and Kentucky counties have also adopted this procedure.

Security Services Contract: The after-hours security process and contract was improved through greater use of technology and a more efficient security strategy that incorporates a Guard Touring System, use of cameras, and two-way radio communication to be more effective. The new guard strategy and contract will also save the County over \$114,500 the first year and \$373,400 over the next three years over the old contract.

Security and response procedures for the Courthouse: The Risk Management Office of Safety and Security worked with the Hamilton County Sheriff Court Services, Hamilton County Court Administration, and Criminal Bailiffs Division to develop response procedures for civil disturbances and shelter-in-place / lockdown procedures. Successful shelter-in-place drills were conducted in the Courthouse, William Howard Taft Law Center, and Job and Family Services buildings.

A Look Ahead: Emphasis for 2017

General: The Office of Safety and Security will continue to focus on hazard identification and training in an effort to educate and promote safety and security awareness among County employees. This effort will also continue to be augmented by other safety and security communications including newsletters, safety committees, and other safety and security awareness activities.

County Risk Manual: The Office of Safety and Security will seek to finalize and implement the provisions of the County Risk Manual. As noted, the purpose of the Risk Manual is to provide guidance and standardization to all County departments and Elected Officials on matters of risk management, safety and security. Our changing climate, especially in the areas of safety and security, requires diligent planning and protection of the County's assets including our people and property as well as protecting the public we serve. The updated and expanded County Risk Manual should be our playbook to help us take a more proactive approach to managing our risks and aid us in reducing insurance, Workers Compensation, and liability claims costs.

Training: The safety and security training effort constitutes a major responsibility for the Office of Safety and Security. Training includes many general and specific topics. Most are required by regulatory agencies but some training is necessary because of a recognized hazard associated with a specific assignment or task. We will continue to develop and expand training and education of managers and employees on risk management, safety and security best practices, codes, and standards using creative teaching methods and delivery systems.

Facility Inspections and Risk Assessments: The Office of Safety and Security conducts surveys and inspections as requested for both safety and security concerns. Our services are being expanded to a more proactive approach that incorporates a 5-step process:

1. Identify hazards during the earliest planning phases
2. Assess hazards by identifying the level of risk to the County with regards to probability and severity
3. Make risk decisions and develop controls to eliminate or reduce hazards to an acceptable level, and obtain the appropriate approvals at the right level of management
4. Implement controls by integrating them into the appropriate County plans and procedures
5. Evaluate the effectiveness of risk control measures

Emergency Planning and Programs: Emergency programs, action plans, and continuity planning interacts with all areas of County operations. Planning for emergencies and emergency readiness is vitally important to ensure a timely and effective response in a crisis situation. We will continue to provide expertise and assistance to the downtown campus buildings including:

- Ensuring all buildings have current emergency plans
- Providing building occupants with emergency plan information and assisting them with training and education regarding their building's emergency plan.
- Performing annual reviews of all emergency plans and procedures for County buildings
- Coordinating with all County departments under the BOCC, elected officials, and agencies
- Providing emergency procedural training to all affected departments and personnel
- Coordinating emergency drills and post-drill debrief meetings

Security Response Procedures: The Office of Safety and Security will continue to assess vulnerabilities and security readiness in the Downtown Campus buildings. In coordination with the Hamilton County Sheriff Court Services, Hamilton County Court Administration, and Criminal Bailiffs Division, we will continue to develop, refine, update and communicate response procedures for civil disturbances and shelter-in-place / lockdown procedures for the court buildings. We will also coordinate and conduct drills to ensure the effectiveness of these plans. Finally, we will be expanding these efforts to other non-court County buildings.

The Bottom Line

The Risk Management Office of Safety and Security will always strive to support the mission and goals of Hamilton County in all of its operations. We are committed to preventing fatalities, injuries, illness, and disabilities on the job and promoting a culture of risk-awareness and safety within the County. The protection of County assets and maintenance of a safe and healthy operating environment is essential for productivity and excellence in our services to the County community.