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WEBINAR SERIES

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JANUARY 17 › What's So Special About Special Events?

FEBRUARY 21 › Opioid Addiction

MARCH 21 › De-escalation in Police-Citizen Encounters

APRIL 18 › Property Conservation: Protecting Public Assets

MAY 16 › Conducting Workplace Investigations: EEOC Style

JUNE 20 › Executive Teams and the Use of ISO 31000 in Decision Making

JULY 18 › Private Event & Post-Event Safety

AUGUST 15 › Risk Transfer through Contracting

SEPTEMBER 26 › Parks – The Risks Beyond Slides and Swings

OCTOBER 17 › The Ever-Changing Cyber Landscape

NOVEMBER 28 › Post-Traumatic Stress Disorder in First Responders

DECEMBER 19 › Social Engineering and Computer Hacking

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JANUARY 17 | 12:00 PM – 1:30 PM EST

WHAT'S SO SPECIAL ABOUT SPECIAL EVENTS?

SPEAKER:
Krista Dillon, *Director of Operations – Safety & Risk Services, University of Oregon*

DESCRIPTION:
This webinar will cover the basics of planning for special events on campuses with an emphasis on large events. Also included will be the use of the Incident Command System in planning for and managing special events, how to conduct risk assessments on events and other helpful tools. This session will also cover lessons learned from special events at the University of Oregon including: US Olympic Track and Field Trials, Dalai Lama visit, World Junior Track & Field Championships, Eugene Marathon and ESPN Game Day.

ATTENDEE TAKEAWAYS:
❶ Roles and responsibilities of campus partners in planning for and running large events.
❷ Tools to assist multiple entities in collaboration on special event planning.
❸ Lessons learned related to planning for and running large events.

FEBRUARY 21 | 12:00 PM – 1:30 PM EST
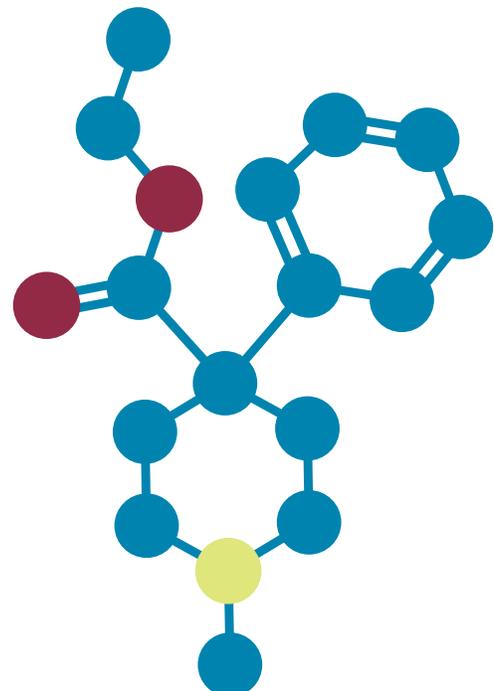
OPIOID ADDICTION

SPEAKER:
Fernando Branco, MD, *Medical Director, Midwest Employers Casualty Company*

DESCRIPTION:
During this webinar, we will discuss the origins of our current opioid epidemic. What changed in medicine around 20 years ago to cause the opioid explosion? What is addiction? When is addiction diagnosed? What are the current trends on the opioid addiction? What should we expect in the next few months and years? What can insurance companies do to improve the handling of claims involving opioid addiction?

ATTENDEE TAKEAWAYS:
❶ Understanding of the opioid addiction epidemic.
❷ Determine what steps to take to control claims with opioid addiction.
❸ How to avoid opioids and medications that control opioid's side effects to be included in the claim.
❹ The future of the opioid epidemic.

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DE-ESCALATION IN POLICE-CITIZEN ENCOUNTERS

SPEAKER:

Greg Veitch, MS, *Chief of Police, Saratoga Springs, NY, Police Department*

DESCRIPTION:

De-escalation has become a hot topic in law enforcement circles recently. Police administrators and risk managers must understand what de-escalation really means and how it can be applied by the officer on the scene who is often faced with rapidly unfolding and uncertain situations. A realistic understanding of de-escalation tactics can help protect citizens during police encounters, the officer on the street and those tasked with administrative review.

ATTENDEE TAKEAWAYS:

❶ Define de-escalation.
❷ Applicability to street encounters.
❸ Understanding de-escalation in administrative investigations.

PROPERTY CONSERVATION: PROTECTING PUBLIC ASSETS

SPEAKERS:

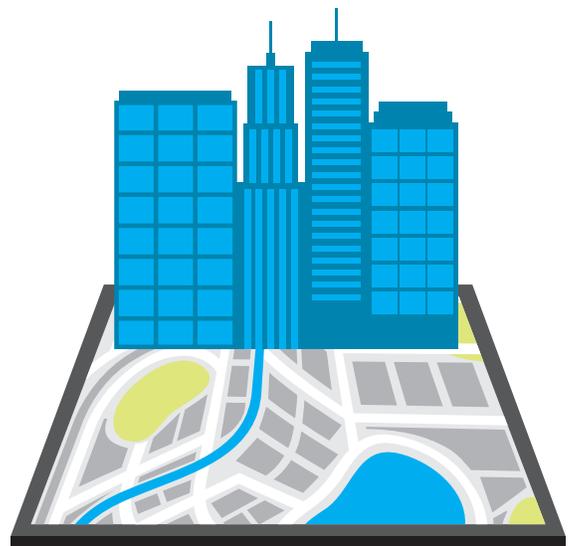**Bill Magoon**, *Property Conservation Consultant, TML Risk Management Pool*
Andy Lacewell, *Property Conservation Consultant, TML Risk Management Pool*

DESCRIPTION:

Property conservation is the organized and managed effort directed toward loss prevention and pre-planned emergency action. The purpose is to preserve the public assets of towns, cities and counties. A property conservation program is a planned, positive approach toward the elimination of conditions that can cause a crippling financial loss to a town, city or county. Property conservation can be a vital force in guarding against the danger of unforeseen loss. This webinar is designed to help the public entity put a property conservation program into place and identify some of the more common property exposures (i.e. hazards) for a public entity.

ATTENDEE TAKEAWAYS:

❶ Understand the concept of property conservation.
❷ Understand the purpose of a property conservation program.
❸ Identify some common property hazards/risks.
❹ Implement common property loss control recommendations.

CONDUCTING WORKPLACE INVESTIGATIONS: EEOC STYLE

SPEAKER:
J. Michael Billingsley, JD, *City Attorney, City of Kingsport, TN*

DESCRIPTION:
The content of a workplace investigation using the guidance from the EEOC will be discussed during this webinar. Also up for discussion will be the scope of an investigation, the impartial investigator, the complaint process, making credibility determinations and why EEOC guidance should be utilized when conducting a workplace investigation.

ATTENDEE TAKEAWAYS:
❶ A method to conduct workplace investigations.
❷ The need for training of investigators.
❸ The consequences of the failure to conduct an investigation by a trained investigator.

EXECUTIVE TEAMS AND THE USE OF ISO 31000 IN DECISION MAKING

SPEAKER:
Scott Wightman, ARM-E, *Area Executive Vice President, Gallagher*

DESCRIPTION:
The ISO 31000 Enterprise Risk Management (ERM) model offers a very useful platform for senior leaders and governing boards to help set direction and make strategic decisions. With the goal of helping organizations reduce the uncertainties of meeting their objectives, the ISO 31000 standard offers a repeatable framework to make those critical decisions. In this webinar, we will give practical suggestions and examples for incorporating these principles into your organization's regular business practices.

ATTENDEE TAKEAWAYS:
❶ High-level understanding of ERM and ISO 31000.
❷ How the ISO model can help any organization make decisions that are more risk-aware.
❸ Practical examples of organizations making decisions using the model.

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PRIVATE EVENT AND POST-EVENT SAFETY

SPEAKER:

Marilyn L. Rivers, CPCU, ARM, AIC, *Director – Risk and Safety/ City Safety and Compliance Officer, City of Saratoga Springs, NY*

DESCRIPTION:

Private – community events define a public entity's socioeconomic culture, beckoning the potential for tourists, trade, visitors and possible business. More often than not, the events bring additional costs to governance and often cause strife as municipalities attempt to recoup costs of overtime to manage the health and safety of events for not only the taxpayers, but everyone else attending the event. Public safety has become the number one issue of reviewing and approving events for our communities. Achieving consensus is difficult at times, when events are marketed as benefitting a cause of financial assistance for a well-known loss. This webinar will beg questions and thoughtful conversation as to how municipalities can work toward achieving community safety while giving a platform to private community events.

ATTENDEE TAKEAWAYS:

❶ Learn to identify the risks of private – community events as they relate to your municipality's operations and safety.

❷ Recognize the relationships of stakeholders in your government structure as you review and approve events.

❸ Understand the limitations of your municipality's application process for private – community events.

❹ Question the parameters for managing the safety and risks associated with private – community events.

RISK TRANSFER THROUGH CONTRACTING

SPEAKER:

Amy Larson, Esq., *Risk & Litigation Manager, City of Bloomington, MN*

DESCRIPTION:

This webinar provides attendees with a basic understanding of contracts, waivers and certificates of insurance. The presenter will use real-life examples covering areas such as service contracts, maintenance contracts and special events contracts.

ATTENDEE TAKEAWAYS:

❶ Examples of different types of contracts and waivers.

❷ "Cheat sheet" to reading/understanding certificates of insurance.

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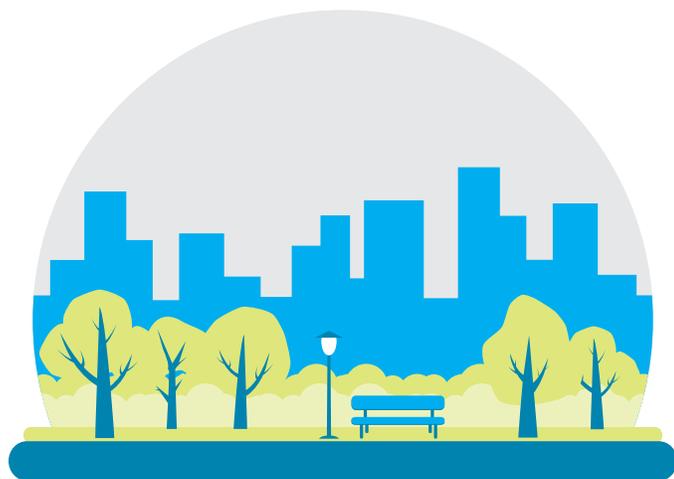## PARKS—THE RISKS BEYOND SLIDES AND SWINGS

SPEAKER:
Kenny Smith, CSP, *Risk Control Manager, OneBeacon Government Risks*

DESCRIPTION:
Parks come in many different configurations and may include exposures other than those common to the usual playground. In this webinar, we will discuss the risks inherent to walking paths, trails, water exposures, trees and grass fields. With each area, the risks will be discussed as will some options for controls.

ATTENDEE TAKEAWAYS:
❶ How to identify park exposures besides those found on playgrounds.
❷ Entity's obligation to maintain premises.
❸ Explore ways to identify your exposures, document your inspections and demonstrate reasonable oversight of the park.

THE EVER-CHANGING CYBER LANDSCAPE

SPEAKERS:
Hunter Maskill, *Professional Lines E&O Senior Underwriter, AIG*
Bryan Thornton, *CISSP, EnCE, Founder & Director, Net Reaction*

DESCRIPTION:
This webinar will provide an update on current and developing exposures in the world of cyber liability. The discussion will be led by the world's leading insurance company in cyber liability and a noted forensic specialist who is on the front line of responding to data breaches and counseling companies on best-in-class protections.

ATTENDEE TAKEAWAYS:
❶ Understand the current threat landscape and claims trends.
❷ Gain valuable information about best practices to protect yourself.
❸ Learn lessons from breaches, both small and large.
❹ Gain an understanding on what is to come in the future of cyber.

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POST-TRAUMATIC STRESS DISORDER IN FIRST RESPONDERS
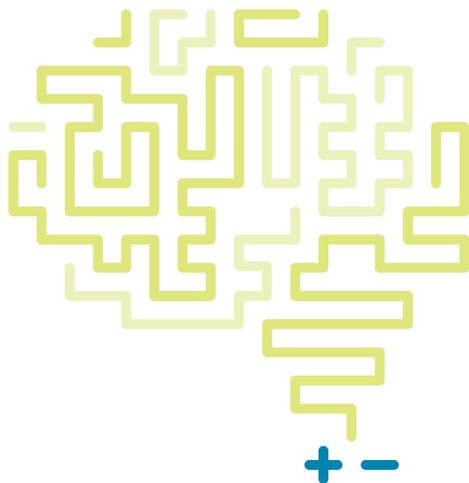
SPEAKER:
John Hanson, *Senior Consultant, Willis Towers Watson*

DESCRIPTION:
In 2017, 11 states considered legislation to ease a first responder's evidential burden to file a workers' compensation claim for PTSD. Two states, Vermont and Maine, joined Oregon as states with first responder PTSD presumption laws. Both laws are unfunded mandates and the cost to the municipal and county pools is controversial and difficult to predict. In this webinar, we will review the history of PTSD legislation, identifying the basic regulatory mechanics and examining legislative variety among different states over the last few years. This webinar will prepare you to consider not only the future landscape of PTSD legislation but also the construction of possible risk transfer alternatives to legislation.

ATTENDEE TAKEAWAYS:
❶ Better understanding of what has historically fueled interest in PTSD legislation—identifying the evolution of diagnosis and treatment within workers' compensation pools.
❷ Firm grasp of the mechanics of PTSD legislation—how have legislative efforts differed from state to state?
❸ Sound debate on possible solutions outside of legislation and workers' compensation.

SOCIAL ENGINEERING AND COMPUTER HACKING

SPEAKERS:
Ben Spear, *Senior Intelligence Analyst, Multi-State Information Sharing and Analysis Center (MS-ISAC)*
Eugene Kipniss, *Program Specialist, Multi-State Information Sharing and Analysis Center (MS-ISAC)*

DESCRIPTION:
Organizations commonly use security devices like firewalls to keep systems safe, but it also takes well-trained staff, or "human firewalls," to make an organization's security posture stronger. The speakers will discuss common tactics used by hackers and criminals to compromise your organization through both technical means and social engineering, which leverages your staff to provide sensitive information.

ATTENDEE TAKEAWAYS:
❶ An understanding of how common cyber tactics and social engineering techniques work.
❷ How to identify and be proactive against social engineering attempts.
❸ Threat mitigation recommendations.

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