

**UNIVERSITY OF WISCONSIN – WHITEWATER
DIVISION OF ADMINISTRATIVE AFFAIRS
OFFICE OF ENVIRONMENTAL HEALTH, RISK MANAGEMENT, SAFETY AND
LOSS CONTROL
OFFICE AND PROGRAM REVIEW (OPR)
EXECUTIVE SUMMARY AND ACTION PLAN**

Prepared by

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Executive Summary

Part One -The OPR Process

This report provides the results of an extensive study and assessment of the Office of Environmental Health, Risk Management, Safety and Loss Control at the University of Wisconsin - Whitewater. Each office in the Division of Administrative Affairs must undertake this study and review, called the office and program review, once every five years.

This review process was conducted by four separate methods:

1. A self-study review team consisting of all Environmental Health, Risk Management, Safety and Loss Control staff.
2. A campus-wide survey of our customers was conducted.
3. An external review team consisting of three outside consultants visited campus and interviewed our customers.
4. A study of two years of benchmarking data from Camps Safety and Health Environmental Management Association provided benchmarking services.

After data and information was collected from our self study, our customer survey, the outside consultants and information from the benchmarking survey, the information was collated into five different criterion of recommendations. While all review groups found many strengths within the programs, staff, operations and service provided to our customers, there were recommendations that were prevalent in each review.

Those recommendations were then summarized into five different criterion as listed below. Action plans were developed and assigned to our staff for implementation over the next five years of the planning process.

Criterion 1: Best Business Practices and Services Related to the Customer. This criterion addresses the question does the Office of Environmental Health, Risk Management, Safety and Loss Control offer the services its customers need (Customer Survey Question 6)

Recommendation Summary:

The customer survey and outside consultant summary indicate that currently services are provided that the customer needs but the staffing load is very high in the office. Concern exists that our office will not be able to maintain this level of service without adding additional staff in our office or decreasing some of our responsibilities or a combination of both.

ACTION	ASSIGNMENT	PLANNING STATUS
A. Review possible activities that could increase our staffing hours		
1. Request that Amy Stritzel's .5 LTE position be changed to a .5 FTE position	Vay	Request this process be completed by July 1999
2. Increase Vay to 100% administration	Vay	Request this process be completed by July 1999
3. Contact UW-Milwaukee, UW-Parkside and UW-Platteville about developing a consortium and share a safety, risk or environmental health position	Vay	Discuss with Jim Freer this option Fall 1998 If feasible begin discussion with the other campuses on this issue Fall 1998 with recommendation by July 1999
4. Request an additional full time staff position	Vay	Begin to detail the need for additional staff after July 1999
B. Review possibility of transferring the recycling activity to Facilities Planning and Management or other acceptable area	Vay	Begin discussion of this transfer in the Fall of 1998 to be completed if feasible in July 1999

Criterion II Treatment of its Customers: Does the Office of Environmental Health, Risk Management, Safety and Loss Control treat its customers as valued customers with courtesy, handle inquiries in a timely manner and put the customer at ease when receiving service. (Customer Survey Questions 1,2,3,5,8)

Recommendation Summary:

There was overwhelming support for the positive way we treat our customers. There was some concern that we were spread thin and sometimes our customer had to wait for response longer than they liked.

ACTION	ASSIGNMENT	PLANNING STATUS
Review our current office staffing pattern and ensure office coverage from 7:45 a.m. to 4:30 p.m. Note: the move to Hyer Hall should improve the availability of someone to take messages due to the fact we will be a part of a larger office complex with greater staff coverage.	Vay Sherry Amy Students	When necessary, Vay will carry a cell phone. We will review this staffing pattern immediately.

Criterion III: Management and Service Competence (Customer Survey Question 4)

Recommendation Summary:

Our customer surveys and the outside reviewers indicated that our office was providing comprehensive competent service. There was some concern that we did not have the authority to give final answers and had to request information or approvals from Madison before we asked.

ACTION	ASSIGNMENT	PLANNING STATUS
1. Our staff will review our job duties and determine how they relate to our UW System support staff. We will try to determine ways of increasing the timeliness of responses from UW -System legal, Department of Administration, Department of Natural Resources, Department of Commerce etc.	Vay Sherry Amy	Fall 1998 and Spring 1999 review job duties and match outside resources. Fall 1999 complete
2. Develop a list of off campus resources and their expert area. Train all staff in who to call so calls can be made more quickly to the best off campus resource	Vay Sherry Amy	Begin Fall 1998. Complete referral material by Fall 1999.

Criterion IV: Availability of Service to Campus Customers (Customer Survey Questions 7,9)

Recommendation Summary:

There was agreement between our surveyed customers and the outside reviewers observation that our services are generally available and timely. There was concern about the number of safety training sessions and suggestions that they be grouped on a quarterly basis. There was also concern that we were often busy and not available to help or available to spend the time to answer the request with follow-up.

ACTION	ASSIGNMENT	PLANNING STATUS
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1. Revise the current monthly employee safety training program to a quarterly program	Vay Amy Outside Vendors	December 1998 revise 1999/2000 training schedule on a quarterly basis
2. Group associated training topics into 3-4 hour quarterly training sessions	Vay Amy	December 1998 revise 1999/2000 training schedule on a quarterly
3. As noted in Criterion II treatment of its customers, improved staffing patterns will be developed to ensure more complete office hours are covered.	Vay Sherry Amy Students	Immediately

Criterion V: Program Specific Action Planning. Review each program component and identify, develop and plan action plans for the next five years based upon information from the OPR results.

Recommendation Summary:

Based upon results from all of the components of the office and program review a detailed set of action plans will be developed for each program administered by our office

General Safety

ACTION	ASSIGNMENT	PLANNING STATUS
1. Develop a program management and implementation plan including safety and health action plans (as required by Executive Order 194)	Vay Sherry	Begin plan development Fall 1998. Complete action plan development July 1999.
2. Complete the confined space entry program	Vay Dave Dorgan	December 1998
A. Finish negotiations with the Whitewater Fire Department	Vay Fire Chief	December 1998
B. Complete space entry signs	Vay, Dave Dorgan	December 1998
C. Expand employee training	Vay	1998/99 academic year
D. Implement the <u>new</u> confined space entry standard.	Vay	After July 1999
3. Complete the chemical hygiene and laboratory safety program	Vay, Chairs from Biology, Chemistry, Physics, Art	Review regulations with department chairs 1998/99 Academic year
A. Develop and implement a laboratory safety survey program	Vay, Campus Safety Committee, Dept. Chairs	After September 1999
B. Develop and implement a laboratory safety training program	Vay, Campus Safety Committee, Dept.	After September 1999

for faculty, staff & students who work in labs	Chairs, Provost's Office	
4. Develop a workplace safe practices guideline pocket booklet with union representation	Vay, FPM, Residence Life, UC maintenance directors, union reps, Campus Safety Committee	After Fall 1999. Target completion date Fall 2000
5. Review and update all current safety and health policies and procedures	Vay Campus Safety Committee	Begin Spring 1999
6. Utilize graduate safety interns to assist with the overall program customer service	Vay Safety Studies Department	Request intern Fall 1998 and request intern each year through 2003

Loss Control

ACTION	ASSIGNMENT	PLANNING STATUS
1. Redesign the campus safety discrepancy form and include expanded corrective dates and responses from the units	Vay Campus Safety Committee	Complete task 1998/99 Academic year
2. Direct the installation of building evacuation signs in all campus buildings	Vay FP and M, UC, Residence Life Staff	Begin task Fall 1998. Complete Fall 1999
3. Direct the installation of tornado shelter location signs in all campus buildings	Vay FP and M, UC, Residence Life Staff	Begin task Fall 1998. Complete Fall 1999
4. Develop disabled student fire shelter areas for mobility impaired campus customers	Vay, Sentry Loss Control Engineer, John Truesdale David Dorgan	Schedule campus survey May 1999
A. Direct installation shelter Signage in campus buildings	Vay, John, David Dorgan	Complete signage installation by December 2000
5. Conduct a campus-wide building survey of all exit doors to insure compliance with fire and ADA codes	Vay, Sentry Loss Control Engineer, John Truesdale, David Dorgan	Scheduled campus survey May 1999

A. Request DFD funds to correct any noted deficiencies.	Vay, David Dorgan, Joe Koczan	After survey results have been received in 1999
6. Participate in third year campus safety association benchmarking project	Vay Amy	December 1998
7. Review and audit campus compliance in program not directly managed by our office related to safety and health	Vay	As noted below
A. Asbestos Management	Vay, Dave Dorgan	Spring 1999
B. Underground storage tanks	Vay, Dave Floyd	Fall 1999
C. Lead in buildings	Vay, Dave Dorgan	Spring 2000
D. PCB's	Vay, Dave Dorgan	Fall 2000
E. Driver authorization/van Certification	Vay, Don Chrusciel	Spring 1999
8. Complete the development and installation of the "No Wheels" signage on campus	Vay, Campus Police, Campus Safety Committee, John Truesdale, Art Dept. Chair	Complete the design Fall 1998. Installation of signage Spring 1999
9. Strategic Plan integrated for loss control management	Vay Sherry	Begin Fall 1998
A. Priority 1. Goal 1.1(i) Priority 2. Goal 2.3	Amy	

Risk Management

ACTION	ASSIGNMENT	PLANNING STATUS
1. Work with campus program revenue units to more fairly distribute insurance premiums on campus	Vay, Mike Cohen, Program Revenue Supervisors	Fall 1998
2. Work with UW-System Office of Safety and Loss Prevention team to develop system wide insurance premium distribution	Vay, Office of Safety and Loss Prevention Staff	Fall 1998 through completion of project
3. Increase liability awareness concerns to campus organizational officers and advisors	Vay, Campus Activities and Programs	
A. Continue liability and risk orientation for organization officers and advisors	Vay, Campus Activities and Programs	Fall 1998
B. Develop liability/risk responsi-	Vay, Campus Activities	Fall 1998

bility video for organization officers	and Programs, UW System Risk Management, UW System Legal	
C. Develop liability, risk responsibility video for organization advisors	Vay, Campus Activities and Programs, UW System Risk	Fall 1999
D. Develop liability and risk education for Residence Hall Director and RA's	Management, UW System Legal, Vay	Summer/Fall 1999
4. Strategic Plan Integration for risk management Priority 1 Goal 1.1(i) Priority 6 Goal 6.2 (b,c,d)	Vay Sherry Amy	Fall 1998

Worker's Compensation

ACTION	ASSIGNMENT	PLANNING STATUS
1. Develop and implement an employee worker's compensation benefit coverage training program	Sherry, Vay, UW System Worker's Comp. Staff	Planning Summer 1999 Implementation Spring 2000
2. Implement the PeopleSoft Health and Safety Program	Sherry, Vay, UW System Human Resources Staff	Summer 1999
3. Analyze and calculate worker's compensation data identifying trends, problem areas, causes and high risk jobs for the purpose of developing safety training and task analysis to reduce injury to our employees	Sherry, Vay, UW System Worker's Comp. Staff	Ongoing. Implement data analysis after PeopleSoft has been put online
4. Strategic Plan Integration for worker's compensation Priority 1 Goal 1.1(i) Priority 4 Goal 4.1 Priority 5 Goal 5.2 (d)	Vay Sherry Amy	Fall 1998

Recycling

ACTION	ASSIGNMENT	PLANNING STATUS
1. As discussed in criterion I, this	Vay	Fall 1998 begin

program should be transferred to another unit.	Jim Freer	discussion with Jim Freer on the potential of transferring the program activity to another unit
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2. Strategic plan integration for recycling Priority 2 Goal 2.2 Priority 4 Goal 4.1 (c) Priority 5 Goal 5.2 (d)	Vay Amy	Fall 1998
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Radiological Safety Management

ACTION	ASSIGNMENT	PLANNING STATUS
1. Send Dr. Waechter-Brulla and Vay Rodman to radiation safety training so that the campus can retain its Nuclear Regulatory Commission operating license	Dr. Waechter-Brulla Vay Chancellor's office	Fall 1998
2. Develop and implement a campus radiation source user training program	Dr. Waechter-Brulla, Vay Provost's office	Development 1998/99 Academic year. Implement training 1999/2000 Academic year
3. Write a campus Radiation Safety policy for campus	Dr. Waechter-Brulla, Vay Provost's office	Begin summer 1999
4. Strategic plan integration for radiological safety management Priority 1 Goal 1.1 (i) Priority 2.2 Goal 1 2.2 (d) Priority 2.3 Priority 6 Goal 6.2 (b,c,d) Priority 3 Goal 3.2 (a)	All	Begin Fall 1998

Hazardous Waste Management

ACTION	ASSIGNMENT	PLANNING STATUS
1. We must plan for the removal of radioactive material on campus. This source will be collected and recycled by the NRC free of charge to the campus	Dr. Waechter Brulla, Vay, NRC	We are on a shipping waiting list estimated removal date 2003

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| 2. A major removal project for campus is removal of unneeded or used metallic mercury | Vay, Biology.
Physics, Chemistry,
Art, Physical Plant
Director | Collection cycle will begin in Fall 1998 and continue until material is removed from campus |
| 3. Removal of old compressed air lecture bottles | Vay, Biology,
Physics, Chemistry,
Art | Collection cycle will be in Fall 1998 and continue until all old lecture bottles are replaced with reusable substitutes |
| 4. Strategic plan integration for hazardous waste management
Priority 1 Goal 1.1 (i)
Priority 2 Goal 2.2
Priority Goal 5.2 (d) | All | Begin Fall 1998 |

Environmental Health Management

ACTION	ASSIGNMENT	PLANNING STATUS
1. Review the herbicide, and insecticide usage on campus. Some campus community members are concerned about general pesticide application on campus	Vay, FPM, UC, Res Life, Physical Plant Director	Begin reviewing Spring 1999. Complete review with recommendations by Spring 2000
2. Develop and implement the indoor air quality management program for campus	Vay, Dave Dorgan, Campus Safety Committee	Complete development of program 1998/99 Academic year. Implement program Fall 1999
3. Review the campus need for increased service in the areas of food service protection and sanitation, swimming pool sanitation, residence hall environmental health and sanitation	Vay, District Public Health Sanitation, Food Service, Swimming Pool, Residence Hall Managers	Begin review Fall 2000. Complete implementation if need Fall 2001
4. Strategic plan integration for environmental health Priority 1 Goal 1.1 (i) Priority 2 Goal 2.2 (b) Priority 4 Goal 4.1 (d) Priority 5 Goal 5.2 (d) Priority 6 Goal 6.2 (b)	Vay	Begin Fall 1998

Employee Safety and Health Training

ACTION	ASSIGNMENT	PLANNING STATUS
1. As noted in Criterion 4, availability of service to campus customers. There will be a review of our current employee safety training delivery and changes will be made to better serve our customer needs	Vay Amy Customers	Fall 1998 and Spring 1999
2. Develop and implement a new employee safety orientation training program for All new campus employees	Vay, Amy, Human Resources	Research needs 1998/99 Academic year. Develop orientation program 1999/2000 Academic year. Implement training program Fall 2000
3. Expand our home page to include employee training, learning aids and resources	Sherry Vay Amy	Fall 1999
4. Switch from conventional employee safety training to performance based training	Vay, Amy, Campus Safety Committee	Review available training formats 1998/99 Academic year. Implement performance based training with 1999/2000 year training cycle.

Campus Safety Committee

ACTION	ASSIGNMENT	PLANNING STATUS
1. Develop a safety award program to acknowledge safe work performance by employees, divisions and departments	Vay, Campus Safety Committee	Begin discussion of topic 1999/2000 Academic year. Implementation of program 2000/2001 Academic year with goal of full implementation by end 2001/2002
2. Expand the training for Campus Safety Committee members. Develop list of training opportunities available for members. Seek funding sources to pay for training	Vay, Campus Safety Committee	Review training opportunities Fall 1998. Implement members training opportunities Spring 1999.
3. Review with the members of the Campus Safety Committee the organizational structure options and meeting frequency options. Select options best suited for our campus	Vay, Campus Safety Committee	Fall 1999
4. Strategic plan integration for the	All	Begin Fall 1998

Campus Safety Committee

Priority 1 Goal 1.1 (i)

Priority 2 Goal 2.2 (d)

Priority 3 Goal 3.2 (a)

Priority 3 Goal 3.2 (j)

Priority 5 Goal 5.2 (d)

Priority 6 Goal 6.2 (b)