

Risk Advisor

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Issue 2



Utah Risk Management Mutual Association

In This Issue:

- ◆ Message from the CEO
- ◆ David Dobbins takes over the helm at Draper City
- ◆ Corey Branch, new Mapleton City Administrator
- ◆ URMMA's website up and running
- ◆ Emotional Survival for Law Enforcement
- ◆ Who are you sharing the road with?
- ◆ Designated Volunteers
- ◆ FIREWORKS!
- ◆ Dr. Kevin M. Gilmartin, Ph.D. Timely instructions for Police Officers
- ◆ Summer Conference—Cedar City
- ◆ Quarterly Calendar

"No steam or gas drives anything until it is confined. No Niagara is ever turned into light and power until it is tunneled. No life ever grows great until it is focused, dedicated and disciplined."

Harry E. Fosdick



Kathy Kenison

URMMA Launches Website



Phase one of the new URMMA website is now online and can be accessed at www.urmma.org. In this phase, we've developed a basic website that tells about URMMA and its services. You'll want to check out the pictures of our cities that we are using as a banner across the home page. Our services and philosophies are articulated on the various tabs. We're also featuring a section called MemberSpeak which contains short video clips of members telling what they like best about URMMA and its services. We hope you'll take a few minutes to listen to the clips. We'll be adding additional clips as we go along. Be sure to check out the CEO'S message too. Our newsletters and calendar will help keep you abreast of happenings in URMMA and our cities. As soon as we put the finishing touches on our summer conference, registration will be available online under events. The buttons at the bottom of the page provide additional information such as members, staff, mission statement, etc.

We're already working on **phase two** which will be the members only section. In this section you'll be able to access claims reports, look at claims files, and file a claim electronically. We will be launching phase two this summer.

Phase three, which will include training videos and information, will be added a few months after we complete phase two. Look for more information on this section in the future.

We hope that you'll take some time to review our site. If you have comments or suggestions, please send them to kathyk@urmma.org. We want our website to be informative and helpful to the members.



Dean Steel, URMMA CEO Message

I am pleased that the new URMMA Web page is now up and running. Congratulations to Kathy Kenison and Infobytes for a job well done. This is the first step in a multi-phased process with other services and information to come in the near future, including a portion that will be for members only. Details will be provided as the work progresses.

One of the outcomes of this process is that URMMA's internet service is now being provided by UTOPIA. The company brought service into the business park in January and URMMA became one of their first customers. We are delighted to be part of the system and the speed enhancement we have experienced is fantastic.

Mark your calendars for the Annual URMMA Summer Conference which will be held in Cedar City on June 26-28, 2013. The keynote speaker is Mr. Michael Cheney who promises to be entertaining and educational. Thursday will be filled with timely training and insights. Of course, Friday will be our Annual Board Meeting. We are currently working on golf times and other activities for the our members and their families. We are anticipating another great Conference.



David Dobbins, Draper City



David Dobbins started working for Draper City in 2005, serving as the City's Community and Economic Development Director. He moved on to become Draper's Economic Development Director and Assistant City Manager. David worked for Salt Lake City for eight years in different positions, including Community Development Director. David holds

a Master's Degree in Public Administration from Brigham Young University. URMMA staff enjoys working with Mr. Dobbins in his new position.

Corey Branch, Mapleton City

Cory Branch has been serving as the new City Administrator in Mapleton City for a few months. He was previously the Community Development Director since 2006. Prior to working for Mapleton City, Mr. Branch worked for Provo City for approximately 7 years.

Mayor Wall states, "Mr. Branch has been a viable asset to the City facing many difficult issues throughout the last six years. Mr. Branch helped Mapleton City accomplish many great things. He was very thorough and conscientious in his duties as the Community Development Director. I am confident that he will do a great job serving the citizens of Mapleton in his new capacity as City Administrator." Cory and his wife, Jami, have 4 beautiful daughters. In his spare time, he keeps busy coaching his daughters' sports teams, camping and spending time with his family.

URMMA staff appreciates working with Mr. Branch as the new Mapleton City Administrator.



Who Are You Sharing The Road

For those of us who like the outdoors and what Mother Nature has to offer, there is no better place to live than Utah. Whether you like to hunt, fish, hike, ski, golf, water ski or just see the sights, you can find the right place for your activities.



As I travel to and from our URMMA Cities, Brigham City on the north to Kanab on the south, I have encountered an extraordinary amount of different wildlife. I have seen bald eagles, elk, moose and even a fox. The majority of wildlife sightings involve deer. On the road between Enterprise and Kanab, I have seen deer herds that are too large to count. There is a group of deer that spend the winter just north of Cedar City in an area called Summit that can be seen in the early evenings. As majestic as these animals are, they can cause havoc when they get onto the highway. It is not uncommon to see a dead deer on the side of the freeway along the Wasatch Front. A collision with an animal can cause thousands of dollars in property damage, as well as serious bodily injuries to the occupants of the vehicle.

In a recent article in Claims Magazine, it was reported that between July 1, 2011 and June 30, 2012, there were an estimated 1.23 million collisions with deer in the United States. The average property damage cost of these incidents was \$3,305.00. Of all 50 states, the most likely state to have an accident with a deer is West Virginia. The least likely is Hawaii.

Utah is trying to make it easier and safer for deer to cross our highways by building structures that have reduced the number of crashes. Utah State University researchers have been monitoring a culvert in Box Elder County. Initially deer were not using it as much as scientists hoped, but changes in a fence design have improved the flow of animal traffic. Officials counted 284 deer using the culvert to cross the highway in Sardine Canyon during the first six months of last year. Officials in Summit County report that a new pathway under a bridge at Echo Junction has been used by about 60 deer during the same six months.

As you travel through this great state, enjoy the scenery, but be aware of the wildlife around you. Lyle Kunz



FIREWORKS

The rockets red glare, bombs bursting in air... As we prepare for our summer fireworks displays, a couple of reminders. Your fireworks site needs to be inspected and approved by URMMA. If you have changed sites or don't know if your existing site has been approved, please give me a call. When considering your fireworks vendor, please make sure they are properly insured and that the policy limits apply specifically to your event. We have had success in the past transferring risk to these carriers, but doing your homework before hand will enhance our success rate. Finally, make sure your staff works closely with the vendor to establish and maintain the proper fall out zones. A coordination training meeting will help establish responsibilities of all parties so they can act quickly and professionally when dealing with a critical incident. **Enjoy and Be Safe!** Carl Parker

SPRING



Spring is a great time to take inventory of the volunteers you have within your city. Each municipality utilizes its voluntary workforce in different fashions. We often say people are volunteers for our entity. Are they really volunteers? What is a volunteer? The “Volunteer Government Workers Act” (UCA 67-20) defines a volunteer as “a person who donates service without pay or other compensation...” Many individuals would technically fall under that definition.

May I give you some suggestions:

1. Identify all individuals or positions within your city who fall under the state’s definition of a volunteer.
2. Establish some internal criteria to determine whether or not you want them to be classified as a volunteer. For example, you may consider someone serving on the Arts Council a volunteer, but not the 30 scouts who show up to paint the park bleachers. Maybe your driver shuttling people for the Senior Center is a volunteer, but not the 400 youth coaches in your recreation program. A serviceable review will help reduce the number of volunteers to those you wish to classify as such.

By properly designating a volunteer, you afford them two critical protections which your employees enjoy:

1. Workers Compensation *and*
2. Liability Protection (UCA 67-20-3)

The Volunteer Act is clear as to how a volunteer is “approved”. “A volunteer may not donate any service to an agency unless the volunteer’s services are approved by the Chief Executive of the Agency or his authorized representative and by the office of the personnel having jurisdiction over the agency” (UCA 67-20-4).

May I suggest you also maintain some minimal personal contact information on each designated volunteer.

Good luck this summer!

Carl R. Parker



From last quarter’s newsletter — **“Do Process” or “Due Process”** Our in-house attorney, Paul Johnson, does understand the difference between the two. He put “Do Process” on purpose as a veiled (an apparently unsuccessful) attempt at humor in an effort to encourage readers to “process” what was in the article.

Emotional Survival for Law Enforcement: A Guide for Officers and Their Families

On Wednesday, March 27, 2013, Dr. Kevin M. Gilmartin trained over 80 participants and their significant others in emotional survival at the West Valley City Celebration Center.

A special **“Thank You”** to West Valley City for providing their facility for this seminar.

Dr. Gilmartin is a behavioral scientist who specializes in issues related to law enforcement. Dr. Gilmartin focuses on what he refers to as the “Hypervigilance Biological Rollercoaster.” In the beginning of officers’ careers, it seems that most are eager and excited to learn all they can and to have a positive career. But somewhere along the way, Gilmartin found that these officers allowed the career to take over their personal lives as well. Common symptoms of the Hypervigilance Rollercoaster include social isolation at home, a withdrawal from non-police related conversations or activities, reduced interaction with non-police friends, a desire to not make decisions at home, strained or failed relationships, a deterioration in involvement with children’s needs and activities and development of the “I usta” syndrome.

The first step in being an emotional survivor and not falling prey to the Hypervigilance Rollercoaster is to rec-



ognize the symptoms and overcome them. Part of this is determining what you can and cannot control in your life and finding a positive manner to deal with those things we cannot change. Keeping a positive attitude, even when things are not going the way you want, is vital.

Dr. Gilmartin feels you can be a survivor if you empower yourself by being aggressive in time management and goal-setting, by practicing physical fitness, and by controlling your financial well-being. Finding time to do the things important to you is not always enough. We have to make the time to accomplish these things. We need to focus on turning “I usta” into “I did.” We should make plans and set goals in our personal lives and follow through with them, which teaches us how to take back the control of our personal time.

Dr. Gilmartin’s best advice is this: “Learning the skills to balance investment in the police role with the investment in personal life roles is what defines a survivor.” We should place as much importance and passion on our personal lives as we do our professional one and maintain control of both. Survivors can still strive to be the best officer they can be, but they should also strive to be the best mother or father, husband or wife, community member, runner, fisherman, or little league coach.

Deputy Kevin Ortiz stated: “The message I got is that it’s imperative to determine what is most important to you, cherish it, and make sure you do everything in your power to not allow it to be less than you want it to be. At the end of your career, make sure your personal life mattered as much as, or more than, the life you led as a police officer.

Controlling Incivility in the Workplace

One of the fundamentals of Verbal Defense and Influence is arming employees with **pre-planned, practiced responses** to verbal assaults. It’s like giving your employees a script to better help them “act under pressure”. You will see that the latest theory in HR training nationwide is to develop scripts for employees to handle increasing incivility at work and in our communities. These scripts need to be practiced on a regular basis and will help address incivility, harassment and bullying.

Harassment and Bullying Training DVD

Thank you to Draper City for video taping one of Joanne Glantz’ recent harassment and bullying training sessions. We will have copies of this 50-minute training video available shortly. If you are interested in receiving one of these free copies with handout materials, please contact Jan Brimhall at our office at (801)225-6692 or by email at jan@urmma.org.



2012-2013 Second Quarter Training Schedule

April 3, 2013—Wednesday Verbal Defense & Influence West Valley City 8:30-12:30	April 4, 2013—Thursday Verbal Defense & Influence West Valley City 1:00-5:00	April 10, 2013 —Wednesday Verbal Defense & Influence Ogden City	April 12, 2013—Friday Utah League of Cities & Towns—St. George Verbal Defense & Influence 9:00-10:30
April 16, 2013—Tuesday Verbal Defense & Influence Ogden Police Department 8:00-12:00	April 18, 2013—Thursday Verbal Defense & Influence Salt Lake City 9:00-1:00	April 25, 2013—Thursday Road School-St. George Verbal Defense & Influence Concepts 12:40-1:30	April 26, 2013-Friday Road School-St. George Verbal Defense & Influence In Practice 10:40-11:40
April 26, 2013-Friday Road School-St. George Verbal Defense & Influence Get To The Point 9:30-10:20	April 30, 2013-Tuesday Verbal Defense & Influence Ogden Police Department 1:00-5:00	May 10, 2013-Friday Verbal Defense & Influence Orem City 9:00-1:00	May 15, 2013-Wednesday Verbal Defense & Influence Ogden Police Department 1:00-5:00
May 17, 2013—Friday Verbal Defense & Influence Orem City 9:00-1:00	May 21, 2013-Tuesday Verbal Defense & Influence West Valley City 12:30-4:30	May 23, 2013-Thursday Executive Committee Meet- ing South Jordan, Gale Cen- ter-Noon	May 23, 2013-Thursday Verbal Defense & Influence Ogden Police Department 9:00-12:30

URMMA SUMMER CONFERENCE

CEDAR CITY, UTAH

JUNE 26-28, 2013