School Account Service Activities

General Services

- Provide loss analysis to identify trends and root causes of accidents
- Assist client in developing an internal injury trending tool (Excel-based)
- Educate Managers/supervisors in insurance operations and cost controls
  - Present WC 101 to managers/supervisors/dispatchers
  - Present Modified Duty Program as a cost control measure including:
    - Claims Management
    - Letter to Physician
    - Release of Medical Information
    - Physicians Assessment
    - Written Offer of Modified/Transitional Duty Assignment to the Injured Employee
    - Post Injury Checklist
  - Develop a list of predetermined modified duty tasks (including those that can be remotely performed)
  - Investigate the use of volunteer programs for remote locations (legality may vary by state)
- Educate Managers/Supervisors on behavior based safety (safety observations, tracking % safe, positive feedback and reward). Assist them with identifying safe behaviors they want to re-enforce and a method of tracking and rewarding for these behaviors.
- Evaluate and/or observe new hire orientation and safety training, i.e. Custodians, Maintenance
- Assist with enhancing their employee orientation and/or safety training (i.e. suggestions for improvement, incorporate photos of their operation, etc.)
- Educate managers/supervisors on common Workers’ Compensation Exposures (i.e. Slip/trip/fall on same level, MMH, push/pull, struck by.). Assist with employee training development to address these exposures.
- Conduct Custodial employee observations at various schools. This could include items like cleaning, rubbish removal, mopping, etc. Identify positives, as well as opportunities to improve employee safety.
- Conduct a Employee Safety Perception Survey.
- Provide resources to assist with development of a Wellness Program or Smoking Cessation Program
- Assist with development of an Incentive Program based on safe work practices, proper use of equipment, etc.
- Educate on United Heartland’s Safety Training Resources (CLMI & Lezage)
- Provide resources to assist with the development of a Stretching Program.
- Assist with establishment of a Safety Committee and/or Injury Review Committee.
- Provide resources to assist with development of a Fleet Safety Program.
- Assist with development of safety posters utilizing photos of their operation.
- Evaluate and observe kitchen staff, MMH, use of sharp items, STF, etc. – if exposure exists
- Evaluate and observe athletics were teachers are involved in the activities

Employee Selection and Management

- Assist client in conducting job analysis for employee selection based on type of school operation
  - Job description
  - Training and education requirements

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- Physical demands of the job
- Environmental conditions
- Work situations
- Work functions

**Combative Injuries**
- Evaluation of current Behavior Management Program and de-escalation training (CPI, Mandt, Handle with Care, etc.).
- Sit through training on de-escalation techniques to evaluate content and provide feedback through recommendations.
- Review content of United Heartland’s Behavior Management Program with insured and assist them in incorporating/enhancing current practices where deficiencies noted.
- Assist with tracking/trending of combative injuries to focus prevention efforts and control similar claims.

**Slips/Trips/Falls - General**
- Provide a loss analysis to identify trends and root causes.
- Conduct fall awareness training.
- Assist client to establish a footwear policy.
- Winter months – snow/ice cleats where appropriate.
- Identify high hazard areas (parking lots, entrance ways, patient/resident rooms, etc.).
- Housekeeping audits to identify problem areas (cords on floors, floor mats).
- Making sure walk-off mats are in place during winter weather conditions.
- Evaluation of the condition of rugs, runners and mats.
- Proper anti-fatigue mats in the kitchen environment (beveled edges to reduce trip exposure).
- Evaluation of flooring materials (tile/carpet/etc).
- Shower room procedures.
- Wet floor signage used appropriately?
- Ladder safety for maintenance personnel.
- Utilize/incorporate UH slip, trip and fall prevention materials, handouts, posters, etc.
- Assist account in developing facility-specific slip, trip and fall prevention checklist.

**Falls – Same Level**
- Provide a loss analysis to identify trends and root causes.
- Conduct fall awareness training
- Assist client to establish a footwear policy
- Help them develop interior and exterior self inspection forms
- Implement a STF committee
- Verify use of UH WalkSafe materials

**Falls – Different Level**
- Provide a loss analysis to identify trends and root causes
- Assist client to establish a footwear policy
- Provide materials and assistance on vehicle mount/dismount training – if they have busing exposure or similar
- Observe driver footwear and mounting/dismounting vehicle at bus terminals – if they have busing operations.
- Evaluate and observe drivers at terminal performing pre-inspections, opening hood, cleaning windshield and back window, etc.
- Conduct assessment of work on roofs or other elevated surfaces, do they have fall protection available, good access to roofs, etc. Also same goes for any theater work if they are on catwalks for lighting, scenery changes, etc.

**Safe Patient/Student Handling-Related Injuries – if exposure exists**
- Evaluate current written program on SPH.
- Evaluate training program on SPH.
- Evaluate objective criteria used to determine transfer method and device.
- Review United Heartland best practices.
- Sit through SPH training session to evaluate content and provide feedback through recommendations.
- SPH perception survey to management.
- Gap analysis to get employees’ perception of the current SPH program.
- Transfer observations to ensure staff competencies.
  - Provide tools to account staff.
  - Teach staff how to conduct these surveys to become self sufficient.

- Review United Heartland “Kindness in Motion” DVD with insured and provide supplemental quiz.
- Conduct training session with account on best use of devices.
- Conduct train-the-trainer on SPH program.
- Demonstrate how devices are used (Lift Kit options), and where they may be beneficial in their facility.
- Assist with best practices when vehicle transfers are being performed.
- Preparing for bariatric transfers.
- Ensuring that two persons are in place for all mechanical aid transfers and working through best practices to follow when only one person can be present.
- What is the procedure when a student is not capable of getting off of the floor or needs to be put on the floor?
- Post injury retraining conducted for staff involved in student transfer injuries.
- Mechanical Lift/Sling inspections.
- Work with account on “most difficult transfers/scenarios” and assist them in working through best solutions. Contact vendors as necessary to assist on resolving issues.
- Assist account when experiencing resistance from family on practicing SPH with their loved one (patient/student); work with account to develop materials/education to educate them on SPH program. Information to be presented on admission so all parties aware of SPH expectations.
- Discuss and troubleshoot ways to obtain SPH equipment.

**Motor Vehicle Accidents**
- Provide training in conducting effective internal accident investigations
- Assist with development and implementation of an Injury Review Committee
- Recommend defensive driving courses for commercial/van drivers
- Provide an analysis of motor vehicle accidents to identify trends and root causes
- Establish a “Driver Recovery” program to get injured drivers back home

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- **Review and observations for proper use of drivers daily inspection activities**

**Push-Pull Accidents**
- Provide loss analysis to identify trends and root causes
- Conduct material handling training - typical lifting and moving objects
- Evaluate pallet jack training and use
- Evaluate Maintenance – Equipment functions such as:
  - Bleacher movement and controls, i.e. are they manual or power aided
  - Condition of equipment to include floor buffers and waxing

**Lifting and Lowering**
- Provide a loss analysis to identify trends and root causes
- Provide material handling training with respect to loading vehicles
- Review uses, types, and maintenance of material handling equipment
- Develop dolly/MMH equipment use policy for school
- Review load break down procedures at a school level when deliveries occur.

**Maintenance Services**
- Perform a shop survey to evaluate hazards posed by
  - Use of tooling
  - Scope and extent of building maintenance, can then maybe have confined space exposure, lockout/tagout, etc.
  - Use of step ladders
  - Fall protection
  - PPE requirements for department based on the hazard evaluation
  - Asbestos and lead paint exposure – need training on ID
  - Cafeteria table handling
  - Bleacher safety
  - Contractor safety management
  - Ladder safety
  - Machine guarding (maintenance and vocational classrooms)

**School Safety**
- Review the traffic pattern around buildings for sufficient maneuvering room
- Evaluate exterior parking lot and walking surfaces
  - Noticeable trip hazard, pot hole or raised concrete
  - Snow pile run-off
  - Landscaping exposure, who does it and what they do, this also includes equipment operation.
  - Assist with development of exterior walkway inspection form.
  - Powered Industrial Vehicle/Forklift use
    - Maintenance program
    - Specialty lifting devices
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Compliance program development through the LC documents, i.e. Hazard Communication, PPE, Bloodborne Pathogens, etc

- Forklift safety equipment
  - Lights
  - Horn
  - Overhead protective rack

- Fueling operations
- Operator training