MINUTES

Risk Management Meeting – All Divisions

Friday, August 7, 2020 – 2:00PM

Zoom Conference Meeting
(Exception Made Due to Covid-19 Issues & Campus Safety Precautions)

Staff Present:	Rosa Hernandez	Robert de Wit	Clint Campbell	Alfredo Macias
	Cyndi Farrington	Marianne Russo	Tom Collier	Ali Hamidian
	Patrick Joyce	Margie Ramirez	Susie Uriarte	Eliana Diaz
	Sandra Ramirez	Jason Eisenmann	Jordana Welti	Rochelle McCoy
	Owen Ellis	Lily Lopez	Rico Ovalles	Josie Ramirez
	Liz Sanchez	Majid Zahedi	Manuel Gil	Jenny Lew
Absent:	Kristin Bonetati	Patricia Arredondo		

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1. Recurring Business

    a. Accident Investigation Review → HOLD
    b. Check-in: Quarterly Location Inspections → HOLD
    c. Check-in: Vehicle Inspections → HOLD
    d. Update: Evacuation Maps: January →HOLD
    e. Update: Fire Extinguisher Signage; January → HOLD
        - With the events that occurred on campus in the middle of March concerning the COVID-19 crisis, the 49er Shops Risk Management have not been able to meet. With this being the first meeting as a group by Zoom and with all the new and needed safety and campus requirements that were going to be discussed, it was decided to put these items on hold to be discussed at future meeting.

2. New Business

    a. Risk Management Committee Overview – Robert de Wit
        - Robert explained the importance now more than ever of the Risk Management Committee and with the concurrent events since March, we wanted to review the committee members and expectations considering that some of the previous members were no longer with the Shops.
            - As such, it was decided to include more of our management team who would be able to help guide and oversee our Risk Management program within their departments especially since there is not a lot of people still here on campus.
            - Our members will help to be safety ambassadors and be able to provide feedback to and from their staff in an effort to help mitigate as much risk as possible.

    b. Our COVID Response Plan
        - Rosa reviewed a Powerpoint presentation that gave an overview of the Shops current efforts and proposed standards and guidelines to respond to the pandemic situation with new and evolving requirements not only from the campus but from local, state and federal organizations.
        - Employee Communication

- The 49er Shops have sent over 10 emails beginning on March 3rd, 2020 ranging from HR memos and email bulletins, providing resources and detailing cleaning protocols, safety and mitigation efforts along with resources to keep our staff as informed as possible about the COVID response efforts.
- HR and the Communication staff will be putting together emailed HR Bulletins that will be sent out every two weeks starting Friday, August 14th, to streamline new information, safety updates and provide resources for all employees.
- Robert mentioned that there has been some confusion from staff regarding campus emails that detail their guidelines and mitigation policies and procedures. While we have aligned our efforts with theirs, these messages are specifically for campus faculty and staff so they may not apply to us.
- If there is any confusion regarding any emailed notification, Rosa stressed that you can always contact her or Human Resources for clarification.
- Additionally, the HR along with Communications staff and Ali have put together a Health and Safety webpage that can be used as a resource and for reference in regards to the Shops health and safety mitigation efforts – https://www.csulb.edu/49er-shops-at-the-beach/health-and-safety

- Employee Training
  - All employees are being scheduled online training through Alliant's Succeed Management web portal. These are the following:
    - COVID-19: General Awareness Training
    - COVID-19: Awareness for Employees
    - For those employees with titles of Supervisor or above they can view a webinar training from Alliant called "Supervisor Guide – Returning Back to Work".
    - COVID-19 Response Plan & Acknowledgement: The PDF documents do not need to be signed as the opening acknowledges that the employee has received the documents.
  - If departments feel like they need more and/or specialized training for either themselves or their staff, Rosa asked for them to contact her.
    - With the updated COVID-19 precautions, Residential Dining management reached out to HR for additional training and Communications was able to put together a video to help students and staff understand the new guidelines for the Dining Halls this fall semester.
- COVID-19 Response Plan
  - Employee Health Screen & Monitoring:
    - All employees who report to work must fill out the campus Employee Pre-Screen Health Survey online. Management needs to monitor with their staff that these surveys are being completed on a constant and consistent basis.
    - If an employee is sick, they must stay home as well as notify their immediate supervisor in case they are infected by the virus. This would also apply if the employee is scheduled out of the office or telecommuting.
      - The State of California has authorized a sick leave balance of 80 hours (14 days) for full-time employees to use to offset any concern about taking time off of work due to illness.
      - For part-time and student employees, this sick leave time is variable based on an average of their typical schedule during a two-week time period.

- There was a discussion about how best to confirm that employees are taking the survey in order to report to work daily.
    - Some asked their staff but this was an honor system basis.
    - Other management staff asked for a screen shot of the confirmation page that is received once someone completes the online form. If an employee could not provide that then they were asked to fill out a hard copy of the form for record purposes.
    - It does look like the campus is now sending out an email verifying that the online survey was completed.
- Clint updated the committee that the campus is putting together a QR Code that can be used by 3rd party vendors who visit the campus on behalf of the 49er Shops that will allow them to access the Pre-Screen Health Survey.

ACTION – What is the best way to verify that all 49er Shops employees have completed their daily COVID-19 Pre-Screen Health Survey?

RECOMMENDATION – Since the campus was now providing an email confirmation, the Committee recommended that it would be best to have staff begin forwarding those to their immediate supervisors in order to keep better records of these moving forward.

- Enhanced Safety Measures & Social Distancing
    - We have developed a Mask Policy and ask that all employees and customers wear the appropriate PPE masks.
    - Departmental managers roles and expectations:
        - Management staff need to identify and document all high touch points, shared equipment and higher exposure areas.
        - From there, a plan needs to be developed on how best to mitigate risk in their areas whether that be additional plexi-glass barriers, more signage, hand-sanitizing stations, etc.
    - We have partnered with our janitorial service, INX, to better provide enhanced cleaning services such as:
        - A daily disinfectant fogging service that will be occurring from 5-7 days a week throughout the day to help supplement the cleaning efforts.
        - Clint and Rosa are working on a Master Cleaning plan and once it is finalized it will be sent to the committee members.
    - Rosa reviewed the CDC Mitigation Guidelines that are included within the COVID-19 Response Plan especially in regards to cleaning protocols such as:
        - Every department needs to develop their own specialized cleaning and disinfecting plan based upon their specific staff and locations (what, how, who and when).
        - Once managers have created and fully documented this plan then it needs to be implemented and maintained knowing that there will be revisions needed based any changes to current COVID-19 situations.
    - The CDC has also provided guidelines for employers on how to clean when someone has been sick which include:
        - Closing off areas used by the sick person.

- Open outside doors and windows to increase air circulation to the area. Wait 24 hours before cleaning and disinfecting.
- We have INX on standby to help then clean and disinfect all areas used by the sick person such as offices, bathrooms, common areas as well as equipment touched.
- We would also need to contact the campus and work with George Alfaro who is the manager of the campus Environmental Health & Safety department.
- If more than 7 days has passed since the person who is sick visited or used the facility, additional cleaning and disinfecting is not necessary.

ACTION – Departmental cleaning documentation and schedules need to be drilled down and organized through management staff per division to identify and mitigate cleaning efforts and safety guidelines for their areas moving forward.

- Align Efforts with Staff Feedback – we have received feedback from our employees regarding what they are looking for when it comes to our Covid-19 Response Plan
  - Communication – staff have asked for communication to be more transparent and inclusive of the measures taken so employees can feel more engaged in the process.
    - Rosa re-iterated that if employees have any questions and/or concerns that they need to say something.
    - The Human Resources office will be centralizing all communication regarding the COVID-19 Response Plan.
  - Health Screening
    - The biggest communication tool we have now is the online Pre-Screen Survey and we need to make sure that we are following our own processes when it comes to filling it out in a timely manner every day.
  - Face Covering & Protective Equipment
    - Everyone needs to wear a mask correctly, employees and customers, with no exceptions.
  - Enhanced Safety Measures
    - We are increasing our cleaning protocols through INX on a daily basis.
    - HR and the management team need to be responsible for creating and maintaining cleaning and disinfecting protocols in their locations.
  - Social Distancing Protocols
    - We need to be enforcing social distancing protocols whether it being through stickers on the floor or signage in the front and the back of the house.
  - Monitoring Customers to Max Capacity – ACTION
    - Clint will be reviewing square footage numbers per department in order to confirm how many customers would be considered max capacity. Once he has those he will send them out to the managers.
    - From there, each department will need to put together a game plan of what the protocols and procedures would be like to ensure health and safety guidelines when their areas hit customer max capacity.

c. MBO Full Year 2019 – 2020 Wrap-Up

- There were some members of the committee who had annual objectives tied into the Risk Management Committee.

        - While documentation had been received by Eliana, there were pieces missing due to some of the members of the groups' objectives no longer with the 49er Shops.
        - Clint requested that the documentation be sent to the groups in order to identify which portions need to still be updated especially since some locations are not even open at this point.
    - A second meeting will be set-up so that the MBO group projects can be reviewed as to what still needed to be done for completion.
    - If need be, the MBO deadline can be extended in order to complete any needed parts of these group objectives given the circumstances.

3. Action Items & Next Steps:
    a. Action Items:
        - Since the campus was now providing an email confirmation, the Committee recommended that it would be best to have staff begin forwarding those to their immediate supervisors in order to keep better records of these moving forward.
        - Departmental cleaning documentation and schedules need to be drilled down and organized through management staff per division to identify and mitigate cleaning efforts and safety guidelines for their areas moving forward.
        - Clint will be reviewing square footage numbers per department in order to confirm how many customers would be considered max capacity. Once he has those he will send them out to the managers. From there, each department will need to put together a game plan of what the protocols and procedures would be like to ensure health and safety guidelines when their areas hit customer max capacity.

    b. The next Risk Management Committee meeting
        - It was decided that the committee will continue to meet quarterly.
        - In regards to the Action item for the Departmental Cleaning schedules, these should be given to Rosa by Friday, August 14th and then she will review them and give any needed feedback.
        - Our next meeting will be decided once we get past the beginning of the fall semester.