

VIDEO-CONFERENCING MEETING: PURSUANT TO: EXECUTIVE ORDER: N-35-20 (appended) and EXECUTIVE ORDER N-29-30

April 26, 2023, 2023

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<https://sbcss-net.zoom.us/j/94793733359?pwd=Kzh2VkNPSVZGQngzR3I2T21yV3hFQT09>

Public Record Inspection Location

1950 S. Sunwest Lane,
Suite 100
San Bernardino, CA 92408

GOVERNANCE & OPERATIONS COMMITTEE AGENDA

MEMBERS

Shauna Warnock	Hesperia Unified School District, 15576 Main St. Hesperia, CA 92345
Eric Hart	Alta Loma School District, 9390 Base Line Road, Alta Loma, CA 91701
BeiWei-Tu	Riverside Community College District, 3855 Market Street, Riverside, CA 92501
Jeff Haynes	San Bernardino City Unified School District, 777 North F. Street, San Bernardino, CA 92410
Joseph Sanchez	San Bernardino County Superintendent of Schools
DeShawn Dickinson	Victor Valley Union High School District, 16350 Mojave Dr., Victorville CA 92395

CSRM Staff

Julie Leggin

Sandy Avina

1.0 CALL TO ORDER

APPROVE AGENDA FOR THE GOVERNANCE & OPERATIONS COMMITTEE OF January 18, 2023. Please note that the Governance & Operations Committee cannot act on any items not on the agenda with certain exceptions as outlined in the Brown Act or pursuant to an addition or correction to the Agenda. Matters brought before the Governance & Operations Committee, which are not on the agenda, may also, at the Governance & Operations Committee discretion, be referred to staff or placed on the next agenda for the Governance & Operations Committee discretion.

2.0 PUBLIC COMMENTS

At this time, members of the public may address the Governance & Operations Committee regarding any item within the subject matter jurisdiction of the Governance & Operations Committee, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three minutes per person and twenty minutes for all comments unless different time limits are proposed by the Chairperson and approved by the Governance & Operations Committee.

3.0 CONSENT CALENDAR

3.1 APPROVAL OF 01-18-2023 MINUTES FROM THE PRIOR GOVERNANCE AND OPERATIONS COMMITTEE MEETING

4.0 INFORMATION/DISCUSSION

4.1 CRITICAL INCIDENT RESPONSE/ DISRUPTIVE EVENT MANAGEMENT

4.1a HEALTH ADVOCATE CRITICAL INCIDENT RESPONSE

4.1b ALLIANT DEADLY WEAPONS RESPONSE COVERAGE

4.1c MAINSTREAM UNLIMITED CRISIS INCIDENT MANAGEMENT

5.0 PROPOSED/FUTURE AGENDA ITEMS

5.1 SEXUAL ABUSE AND MOLESTATION RESOURCES-VENDOR EVALUATION, EPLACE

5.2 CSRM DOCUMENT REVIEW- AUTO PHYSICAL DAMAGE

5.3 RISK MANAGEMENT ACTION PLAN

6.0 ADJOURNMENT

THE NEXT REGULAR MEETING OF THE CSRM GOVERNANCE & OPERATIONS COMMITTEE IS TENTATIVELY SCHEDULED FOR SEPTEMBER 21, 2023 AT 2:00 PM.

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ZOOM LOG-IN LINK:
Copy and paste link to your browser:

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Public Record Inspection Location

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San Bernardino, CA 92408

CSRM GOVERNANCE & OPERATIONS COMMITTEE MEETING MINUTES

WEDNESDAY, JANUARY 18, 2023 – 2:00 P.M.

MEMBERS

Eric Hart
Shauna Warnock
BeiWei Tu
Jeff Haynes
Joseph Sanchez

Alta Loma School District
Hesperia Unified School District
Riverside Community College District
San Bernardino City Unified School District
San Bernardino County Superintendent of Schools

CSRM Staff

Julie Leggin
Kennedy Vu
MaryAnn Boice Ceja
Melissa Hernandez
Felipe Garcia
Angela Haynes

CSRM Staff
CSRM Staff
CSRM Staff
CSRM Staff
CSRM Staff
Alliant Insurance Services

1.0 CALL TO ORDER

Committee Chair Warnock called the meeting to order at 2:04 pm after a quorum was confirmed.

1.1 APPROVE AGENDA FOR THE CSRM GOVERNANCE & OPERATIONS COMMITTEE MEETING OF JANUARY 18, 2023

Committee Chair Warnock called for a motion to approve the agenda as presented.

Motion: Eric Hart Second: Jeff Haynes

Ayes: Shauna Warnock, BeiWei Tu, Joseph Sanchez

Nays: None Abstentions: None

Motion carried by a unanimous vote of the CSRM Governance & Operations Committee.

2.0 PUBLIC COMMENTS

2.1 Committee Chair Warnock called for public comments regarding today's meeting; there were none.

2.2

3.0 CONSENT CALENDAR

3.1 APPROVAL OF JANUARY 18, 2023, CSRM GOVERNANCE & OPERATIONS COMMITTEE MEETING MINUTES

CSRM Governance & Committee Meeting Minutes

January 18, 2023



Committee Chair Warnock called for a motion to approve the Consent Calendar as presented.

Motion: Eric Hart

Second: Jeff Haynes

Ayes: Shauna Warnock, BeiWei Tu, Joseph Sanchez

Nays: None

Abstentions: None

Motion carried by a unanimous vote of the CSRM Governance & Operations Committee.

4.0 DISCUSSION/ACTION

4.1 LIABILITY MOC UPDATE-DRONE COVERAGE

Julie reviewed the current drone coverage language in the Liability MOC. Currently, drones are covered as an exclusion. After in-depth discussion, the CSRM Governance & Operations Committee agreed it important to broaden the CSRM coverage for drones/unmanned aerial vehicles to align with PRISM. The committee decided to add language to the Liability MOC to limit risk to the pool by specifying that drones be operated by a certified operator and the covered participant meet local, state, and federal regulatory requirements.

Committee Chair Warnock called for a motion to approve the drone coverage language to include "The Covered Participant who operates drones must meet all applicable local, state, and federal regulatory requirements. The drone must be operated by a certified operator or operated under the supervision of a certified operator under Section 7 Exclusions, E3.

Motion: Jeff Haynes

Second: Eric Hart

Ayes: Shauna Warnock, BeiWei Tu, Joseph Sanchez

Nays: None

Abstentions: None

Motion carried by a unanimous vote of the CSRM Governance & Operations Committee.



4.2 NEW MEMBERS FOR THE GOVERNANCE COMMITTEE

Julie reported that the CSRM Governance & Operations Committee lost two members due to job changes: Josie Stijepovic of Adelanto Elementary School District and Bonnie Bilger of Copper Mountain Community College District. Julie asked the committee if they would like to add new member(s) and the committee agreed it is necessary. The JPA will send out by us send out a communication to CSRM board of directors to invite participation. It is the desire of the committee to recruit a board member from a community college district or someone with a human resources background to fill the vacant committee member seats.

4.3 DISCUSSION OF FUTURE MEETINGS

Julie shared that future meetings will be used to review current CSRM governing documents such as the Liability MOC, Auto Physical Damage, CSRM Board Policy, CSRM JPA agreement, and CSRM Bylaws to ensure the language meets current trends and coverage needs. It is the desire of the CSRM Governing & Operations committee to have a broker representative from Alliant and/or PRISM, excess carrier, to join those meetings to support with their expertise and knowledge.

5.0 ADJOURNMENT

THE NEXT REGULAR MEETING OF THE CSRM GOVERNANCE & OPERATIONS COMMITTEE IS APRIL 26, 2023, AT 2:00 P.M. via Zoom.

Committee Chair Warnock called for a motion to adjourn the meeting.

Motion: Jeff Haynes Second: Joe Sanchez

Ayes: Eric Hart, Shauna Warnock, BeiWei Tu,

Nayes: None

Abstentions: None

Motion carried by a unanimous vote of the CSRM Governance & Operations Committee.

The CSRM Governance & Committee meeting adjourned at 2:45 P.M.

Critical Incident Coping Strategies

A critical incident is any unexpected, traumatic event that affects a person's emotional life, feeling of safety or ability to cope. This may include a crime, sudden accident or death in the workplace, a natural disaster, act of terrorism or any event that significantly impacts a large number of employees. The impact can last for weeks or even months afterward.

First Steps

When a critical incident occurs in your workplace, it's crucial to coordinate an immediate, appropriate and compassionate response to the situation.

- **Ensure the safety of all employees.** Notify company personnel and emergency and security institutions as necessary. Inform the appropriate department including Human Resources and media relations personnel.
- **Acknowledge the critical incident.** Provide a factual message to employees to allay concerns and thwart rumors. Before making any announcements, check company guidelines or policies about critical incidents.
- **Consider legal implications** before responding to media or employees. Let the designated spokesperson speak to the press. Instruct employees, receptionists and other personnel about what to do if approached by the media. Guard affected persons and family from the media.
- **Remember that traumatized employees need structure,** support and facts. They may need instructions on what to expect next, especially if they lack adequate support at home. Encourage employees to spend time with friends or family.
- **Encourage the most affected employees to go to a quiet place.** Do not force them to be isolated.

Emotional Reactions

Employees may feel overwhelmed, afraid, unsafe or may be physically or mentally stressed. Reactions vary in intensity and length with each individual and can include shock, anger, confusion, emotional outbursts, withdrawal and, most commonly, severe anxiety and sleeplessness. Reactions may be immediate, delayed or ongoing.

How to Respond

Immediately after a critical incident, the primary concern is to provide safety, support and stabilization.

- **Consider organizing a group meeting** to talk about the emotions and reactions.
- **Encourage employees to express their feelings** with friends and family and others who understand the details of the experience.
- **Allow employees to feel emotions.** Don't ignore your own feelings, or expect to "fix it all" yourself.
- **Look for signs of obvious distress.** Signs include wandering aimlessly, angry outbursts, uncontrollable crying and disorientation.

Communicating Facts

Consider distributing a "fact sheet" that follows these general guidelines:

- **Stick to the facts.** Let employees know you will keep them accurately informed.
- **Express your organization's concerns.** Demonstrate awareness of feelings and concerns.
- **Announce the time and location** of an on-site debriefing, if offered.

Talk with other managers

Be sure to seek support for yourself and make use of available resources.

Critical incident occurs...

HR/Manager calls
the EAP Disruptive Event
Management Team



Speak with crisis counselor
for initial consultation (review
best practices, staff notification,
management consult)

Identify key information

- Description of event
- # employees directly impacted
- Company information: address, point of contact, phone number

**Email action plan and
confirmation of services**

EAP follows up with manager

EAP provides telephonic or
face-to-face sessions as needed

Onsite services are needed

- Consult to determine best day(s)/time(s) for onsite counselor
- Receive grief/critical incident handouts and letter to invite staff to group meeting and one-on-one sessions
- Prepare meeting room

Onsite services are not needed

- Receive grief/critical incident handouts with EAP contact information
- Distribute to all impacted
- Suggest archived webinars



Disruptive Event Management and Facilitated Discussions: Knowing When to Employ Each

When a Disruptive Event Strikes

When there is a crisis, you need immediate support to speed workforce recovery and ensure a safe return to work. Disruptive Event Management services provide immediate, expert assistance in response to a disruptive event that directly impacts your workforce. We take a customized, caring, and multi-pronged approach to meet a variety of individual and organizational needs.

Disruptive Event Management Goals:

- Address emotional injury
- Focus on a specific incident
- Manage acute personal reaction
- Help individuals cope
- Tap into natural resilience and build on it
- Restore functionality

When Differing Opinions Leave Your Team Stuck

While differences in opinion are healthy, sometimes these differences can escalate, causing conflict within a workplace and affecting teams ability to move forward. Facilitated Discussions provide an interactive, moderated forum to allow discussion about an array of pertinent and significant issues impacting a workforce, including social/cultural points of contention, among others. Our trained facilitators are effective at moderating discussions intended to increase mutual respect, understanding, cohesion and communication through listening and validation.

Facilitated Discussion Goals:

- Address moral injury
- Discuss generalized social reaction in a group setting
- Aid in achieving a sense of clarity
- Focus on a symbolic or representational incident
- Allow for better understanding
- Restore cohesion



Alliant Deadly Weapons Response Program
Guide to Risk Management and Crisis Response Services

CSRM JPA

2022

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DEADLY WEAPON PROTECTION INSURANCE: RISK MANAGEMENT & CRISIS RESPONSE SERVICES

CrisisRisk provides support to ADWRP insureds *before, during and after* a deadly weapon event. Further information about our firm and its principals can be found in **Appendix A**.

The information in this guide is *extremely important* and will help you understand your coverage as well as the risk management and crisis response services that accompany your policy.

BEFORE

1. WATCH THE INTRODUCTORY VIDEO

A short video will introduce insureds to the Deadly Weapons Protection Insurance policy services that accompany the policy. The services include both risk management and crisis response.

The link to video should be shared as you deem appropriate with others in your organization.

VIDEO LINK: <https://player.vimeo.com/video/613637106>

We include in **APPENDIX B**, a Sample Communication that can be shared with others in your organization who you would like to educate about the deadly weapon protection risk management and crisis response services that accompany the policy.

2. THREAT OF VIOLENCE (TOV) SURVEY AND FINDINGS REPORT

CrisisRisk offers a Threat of Violence (TOV) Survey to help benchmark the current level of preparedness of your members related to the threat of violence. The information obtained will serve as a roadmap for future training and service needs of your members.

If you would like to arrange a Survey for your members, please email dwp@crisisrisk.com and we will walk you through the process (which is also outlined in **APPENDIX C- TOV Survey Process**).

The TOV Survey gather responses across several violence prevention/mitigation dimensions including:

- Program Framework (Policies, Plans, Procedures, Training)
- Security Controls (Access Controls, Alarms, Surveillance)
- Incident Response (Evacuation, Lockdown, Lockout)
- People, Policies, Procedures (Hiring Practices, Weapons, Harassment and Bullying)
- Behavioral Risk (Awareness Training, Anonymous Reporting Capabilities)

After participants complete the Threat of Violence Survey, CrisisRisk generates a report for the Risk Manager or Executive Sponsor of the named insured on the policy. Prior to sending the written report, CrisisRisk will schedule a call with the insured to review the results.

During the call, CrisisRisk will give high-level feedback regarding the answers received to the TOV Survey, discuss the DRAFT Report CrisisRisk will be sending you, and answer any questions you may have.

CrisisRisk would also be happy to schedule a webinar for your members who completed the Survey and walk them through findings and recommendations.

3. DWP PORTAL

Beazley hosts a Portal which affords access to resources, tools, and training to enhance a Violence Protection Program. It also offers an ‘Ask the *Expert*’ feature to address questions you or your members have about their Violence Protection Program. The Portal holds recordings of all previous webinars delivered as part of the monthly Beazley Deadly Weapon Protection Webinar Series. To request Portal access contact: <https://deadlyweaponsprotection.com/>

4. WEBINARS

Monthly webinars on emerging threats, mitigation strategies and response protocols are hosted by Beazley and CrisisRisk. Invitations are sent by Beazley. If you would like invitations to webinars, please contact activeshooter@beazley.com

5. TRAINING

CrisisRisk has developed training modules for deadly weapon insureds that are intended to serve as an enhancement to your overall Violence Protection Program. Click the link below to access the training. The first time you click, you will be asked to log in and set up a password. <https://www.crisisrisk.com/violence-protection-program/>

Critical Incident Response Training

Every employee needs to know what to do if an armed assailant threatens their environment. They also need to know about their physical environment *before* something happens. This training provides important guidance that you can share with your employees. ***Please note, this training is geared toward individuals who are not responsible for leading others to safety.*** It instructs each individual on how they can be their own first responder when faced with a deadly weapon event.

Behavioral Risk: Awareness Training (Part 1 and Part 2)

In Part 1, we touch on the types of workplace violence involving deadly weapons, stressors that contribute to violence, and the role workplace environment plays in an individual’s trajectory towards violence. Part 2 focuses on behaviors that range from high-risk behaviors to those that are concerning-- much less dramatic. All of these behaviors, if detected, afford an opportunity for prevention. It is our hope that your employees will become empowered by this training, as workplace safety is a responsibility we all share.

DURING

CIRCUMSTANCE ENDORSEMENT

Where a Circumstance Endorsement is part of the deadly weapons policy, insureds may contact CrisisRisk at any time there is a concern about an individual who may be on a path to violence or is exhibiting behaviours of concern.

CrisisRisk is available 24 x 7 at **860-677-3790** to help assess the threat level and provide recommendations. If it is believed the threat is imminent, call 9-1-1 before calling CrisisRisk.

Please make sure everyone on your team who needs this number is provided with the information.

See **APPENDIX D** for Circumstance Case Studies.

AFTER

If an insured is dealing with an ongoing threat that could cause further injuries or death, call 911. After doing so, **immediately call CrisisRisk at 1-860-377-3790. Tell the person who answers that this is an emergency, and you will be connected in real time with an experienced CrisisRisk response professional.** Notification to CrisisRisk will constitute notification to the insurer.

Depending on the type of event that occurred, response services may include:

- Ongoing 24 x 7 Assistance from CrisisRisk
- Crisis Communications Support
- Decision Making Support
- Intelligence Monitoring
- Investigation and Legal Support
- Media Management
- Reputation and Brand Protection
- Security Enhancement
- Threat of Violence Assessment
- Victim Support/Coordination

During our initial call(s) with the insured, we will focus on the immediate Deadly Weapon Event response goals that must be addressed. They are:

- To have you:
 - Activate your internal crisis response team and introduce them to CrisisRisk.
 - Immediately provide CrisisRisk with the names of your crisis management team members along with their cell phone numbers and email addresses. Forward this information to dpw@crisisrisk.com so that we can maintain contact.
 - Share all known information about the deadly weapon event that occurred.
- CrisisRisk will:
 - Understand and prioritize your immediate needs or concerns.
 - Discuss what is likely to occur next and the related timing (e.g., media involvement, employee concerns, victim support, investigation, legal counsel retention).
 - Organize and coordinate any psychological first aid, investigation, law enforcement, security, open-source intelligence, and legal services needed.
 - Identify stakeholders along with their needs or concerns (e.g., victims, family members, employees, customers, regulators, the public, media).
 - Provide guidance and timing on the **DECISIONS** needed, **ACTIONS** to be taken, and **WORDS** to be communicated.
 - Answer your questions.
 - Initiate response services.
 - Conduct a clear summary of next steps, needs, and timing.
 - Establish and document next contact time.

During our call, we will also review the common crisis errors and traps that leadership are vulnerable to. Some you may immediately be confronted with, and they are included below:

Common Crisis Errors and Traps:

- **Do not speak to the media- you will have time to respond once we have established and trained spokespersons and created messaging.** If a reporter is persistent, refer them to law enforcement. Do **not** speculate. Do **not** issue a press release. Do **not** hold a press conference. CrisisRisk will provide you specific guidance on any potential communications with the media and/or stakeholders.

- Law enforcement will have specific objectives and will be initially in control of your facility and access. Understanding when you will regain access control is needed. **Don't turn over any surveillance video or documents prior to speaking with your legal counsel. Preserve all video immediately. Never turn over the originals. Never turnover any physical computers, cell phones, etc. before speaking with your legal counsel.** Inform law enforcement that you will cooperate but need to speak with legal counsel first. CrisisRisk will provide you with further guidance related to preservation of records, personnel files, video recordings, etc.
- Be sure to **document who was present at the time of the event (both internal and external)**. It is critical to determine what people know, what they saw, what they need and who was actually there. Often, individuals will come forward claiming they were present at the time of the event when they were not. Some will go so far as to make a financial claim for damages.

Again, **Do not speak to the media.** Do **not** speculate. CrisisRisk will provide you specific guidance on any potential communications.

Do not delay in contacting the 24/7/365 # on your policy following a deadly weapon event. *Time is not on your side.*

- **Victims and employees need to be supported.**
- **Evidence needs to be preserved.**
- **Witnesses need to be identified.**
- **Your brand and reputation need to be protected.**

CrisisRisk at 1-860-377-3790

CRISIS INCIDENT MANAGEMENT & COMMUNICATION SERVICES

*PRISM partners with the industry's best to
provide services that are second to none.*



To get started, please contact:
Robert "Bob" May, Founder & Principal
biem47@outlook.com | 800.831.5529



Consultation Services

A myriad of risk
management and
consulting services



Team of Experts

Their team of highly
experienced consultants
tailor solutions to meet your
agency's unique needs.



Competitive Rates

Special pricing for
consultation services
are available through
your membership.

Pre - Crisis Training Services

*For training, please feel free to contact
Mainstream Unlimited directly at 800.831.5529.*

- Regional training programs
- Emergency plans (review and development)
- Vulnerability assessments
- Webinars on critical incident management, communications, media management, and more!

Any member-specific, pre-crisis training may be contracted and paid for by the member at the discounted rates offered to PRISM members.

Members may also access their available subsidy balances to assist in covering those costs.

Crisis Management Services

Have a crisis? Contact us at 916.850.7700.

- Situation assessment
- Media consulting
- Public announcements
- Deployment of outside resources to member site

These services will be provided to members upon approval by PRISM, and paid for by PRISM up to \$50,000 per incident. Any costs above that would be paid for by the member.

