Risk Management Program Review Report
University of Houston - Victoria

December 1, 2014

Conducted By:
Scott Olson, Risk Manager
December 1, 2014

Dr. Raymond Victor Morgan Jr.
President
University of Houston - Victoria
3007 North Ben Wilson
Victoria, TX 77901-5731

Re: Risk Management Program Review (RMPR)

Dear Dr. Morgan:

The State Office of Risk Management (SORM) conducted a Risk Management Program Review (RMPR) of the University of Houston – Victoria (UHV) on November 13th & 14th, 2014. The consultation was conducted under the authority of Texas Labor Code, Title V, Subtitle A, Chapter 412, and is designed to assist your state agency in the development and implementation of comprehensive risk management programs that meet Risk Management for Texas State Agencies (RMTSA) guidelines.

The following observations were reviewed and discussed during the consultation:

- Number of workers' compensation claims:
  - FY15 (YTD) – 1 Claim
  - FY14 – 5 Claims
  - FY13 – 2 Claims
  - FY12 – 3 Claims

- A breakdown of the Injury Frequency Rate (IFR) for UHV is below:
  - FY15 (YTD) – 0.21
  - FY14 – 1.05
  - FY13 – 0.42
  - FY12 – 0.63

- The total medical and income benefits paid to date to claimants that were injured in the following fiscal years are listed below:
  - FY15 (YTD) - $200
  - FY14 - $5K
o FY13 - $3K
o FY12 - $7K

- Workers’ compensation claim cost per full-time equivalent employee (FTE):
  - FY15 (YTD) - $0.49/FTE
  - FY14 - $11.04/FTE
  - FY13 - $7.19/FTE
  - FY12 - $15.89/FTE

- The leading cause of workers’ compensation claims at UHV during FY12-15 (YTD) are:
  - (1) Slip/Trip/Fall, 55% of claims submitted;
  - (2) Caught In/Between, 18% of claims submitted;
  - (3) Strain, 9% of claims submitted.

- The occupations with the most claims at UHV during FY12-15 (YTD) are:
  - (1) Maintenance Technician, 18% of claims submitted;
  - (2) Custodian II, 18% of claims submitted;
  - (3) Secretary, 18% of claims submitted.

Noteworthy observations made during this consultation include the following:

- While walking through the UHV campus many of the faculty and students would stop and have a conversation with Mr. Cortez. This is important because it shows Mr. Cortez is well-known and recognized campus wide. With the relationships that he has developed, UHV should be in the position to proactively identify and mitigate against risk.

- The firewalls on campus are labeled to state the firewall’s fire-resistive rating. This is beneficial because it helps remind contractors and employees to seal up any penetrations made to the wall.

- All employees that SORM interacted with during this consultation were knowledgeable in their field of operations, conscientious about health and safety issues, and motivated to handle any issues raised in an expedient and competent manner.

- AED/CPR training is conducted on an annual basis.

- Annual risk management training for all student groups on campus is conducted every fall. This training is required per Senate Bill 1138.

During this consultation, SORM discussed and verified completion of recommendations generated as a result of the RMPR conducted on August 3rd & 4th, 2011. The following recommendations have been fully implemented by UHV, and are now closed:
The following recommendation remains open:
11-08-01 Housekeeping in West Building Mechanical Rooms

As a result of this consultation, the following new recommendations are made to help maintain or improve the effectiveness of your risk management program:

15-11-01 Risk Management: Staffing
Currently there are not enough risk management staff to keep up with UHVs demands. UHV is a growing university with approximately 5,000 students across a 19 acre campus. At this time there is one risk manager who is responsible for: SORM 200 reporting, Continuity of Operations Plan, Health Care Network, Insurance, Training, Security, Inspections, etc. The size of the risk management department should be related to risk exposures and budgetary constraints yet is sufficient to accomplish enterprise risk management goals and objectives. SORM recommends that UHV consider the feasibility of hiring additional risk management staff.

The success of any risk management program depends on the level of support the program receives from top management. A program fully supported by the state agency’s board/commission and executive staff will be successful. The agency’s risk exposures, budgetary constraints, historical claims loss information, and other factors should be carefully examined to determine if it is necessary and feasible to hire a full-time risk management staff. The size of the risk management staff should be related to the function of the agency, its risk exposures, and budgetary constraints, yet be sufficient to accomplish the risk management goals and objectives. Agencies with large risk exposures may have the need for a number of professionals with different specialties.

Reference: RMTSA Guidelines, Volume I, Section Three, Chapter 3
RMTSA Guidelines, Volume III, Section Two, Chapter 2, Subchapter 2.4

15-11-02 Safety: Hazard Communication – Campus
Eyewash stations need to be installed in the Maintenance Services Building and in the custodial closets in Jaguar Suites. SORM recommends installing an eyewash station near where chemicals are being used. All eyewash stations should be installed in accordance with OSHA standards.

Where the eyes or body of any person may be exposed to injurious corrosive materials, suitable facilities for quick drenching or flushing of the eyes and body shall be provided within the work area for immediate emergency use.

Reference: OSHA 1910.151(c)
All flushing equipment must be located in areas that are accessible within 10 seconds (roughly 55 feet).
Expired eyewash bottles were found in M100A & M100B mechanical rooms in the University West Building. Expired bottles were also found in the University Centers Central Receiving area. SORM recommends locating all expired eyewash bottles and replacing them with new bottles.

Reference: ANSI Z358.1-2009

15-11-03  Safety: Fire Safety - Kitchen

SORM noted during the consultation that the mobile kitchen equipment lacked required markings related to the fire-suppression system. SORM recommends that the university consult with the Primary Risk Manager (Mr. Cortez) to determine the proper placement of current cooking appliances relative to the fire-suppression system nozzles. Once this is determined, SORM recommends that those locations be marked in some manner (tape, paint, etc.) so that proper fire-suppression coverage as designed by the fire-suppression system manufacturer is always maintained, as per the NFPA standard.

The effectiveness of an automatic extinguishing system is affected by the placement of the nozzles. For this reason, it is essential that cooking appliances be situated in the area in which they were when the extinguishing equipment was designed and installed. If an appliance is moved from under the equipment for cleaning or any other reason, it should be replaced to its original position prior to initiating a cooking operation. When appliances are on wheels or casters for ease of cleaning, it is important that the appliance be placed in its design position to ensure the fire-extinguishing system will be effective. An approved method should ensure that the appliance is returned to its appropriate position before cooking takes place. Channels, markings, or other approved methods will assist in ensuring proper placement.

Reference: NFPA 96 – A.12.1.2.2

15-11-04  Safety: Egress – Kitchen

The walk-in freezer located in the main kitchen does not have an emergency exit button/bar. SORM recommends installing an emergency exit button on the inside of the freezer in accordance with OSHA standards.

Provide a panic bar or other means of exit on the inside of walk-in freezers to prevent trapping workers inside. Provide a means of egress for all walk-in storage areas (especially refrigerators or freezers)

Reference: OSHA 1910.37

15-11-05  Safety: Load Capacity Rating – Maintenance Services Building

The overhead storage area above Room #111 in the Maintenance Services Building does not have a load capacity rating. SORM recommends having a qualified technician determine the load rating, post the maximum load capacity,
and ensure that stored materials do not exceed the limit. As an alternative, the university can also choose not to store items in overhead storage. 

*Maximum safe load limits of floors within buildings and structures, in pounds per square foot, shall be conspicuously posted in all storage areas, except for floor or slab on grade. Maximum safe loads shall not be exceeded.*

*Reference: OSHA, 29 CFR 1926.250(a)(2)*

We request that the appropriate staff review this document, specify the actions that the University of Houston - Victoria plans to take, and project the estimated date of completion for each recommendation. Please provide your response to me by **December 30, 2014** via fax, U.S. mail, or email *scott.olson@sorm.state.tx.us*. My direct fax number is (512) 370-9050.

Please convey my sincere appreciation to Mr. Genaro Cortez and the rest of the staff at UHV for their cooperation and assistance during the consultation. If you have any questions or concerns regarding the information detailed in this report, please call me at (512) 936-1568.

Sincerely,

Scott G. Olson  
Risk Manager  
State Office of Risk Management

*cc:* Mr. Tim Michalski, Director of Business Services, University of Houston - Victoria  
Mr. Genaro Cortez, Safety & Risk Manager, University of Houston – Victoria  
Ms. Eno Udoh, Assistant Director of Risk Management, University of Houston
Important Dates & Resources

Statewide Property Insurance Program – Renews April 30, 2015
  • www.sorm.state.tx.us/statewide-property-insurance-program

SORM Training Calendar
  • http://www.sorm.state.tx.us/sorm-cms/Calndr07.php

SORM Safety Videos
  • www.youtube.com/user/SormTX

Workers’ Compensation Healthcare Network
  • www.sorm.state.tx.us/workers-compensation/health-care-network

State Risk Management Employment Opportunities
  • http://www.sorm.state.tx.us/about-us/employment

SORM Contact Information
  www.sorm.state.tx.us
  (512) 475-1440

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