

Risk Management Plan General Manager's Office

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Riverside County Regional Park and Open-Space District
Jurupa Valley, California

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Executive Overview

The District Risk Management Plan is intended to work cohesively with Board of Supervisors policies and County Human Resources Risk Management and Safety Divisions programs, policies, and procedures.

Mission and Values

Mission- "To acquire, protect, develop, manage and interpret for the inspiration, use and enjoyment of all people, a well-balanced system of areas of outstanding scenic, recreational, and historic importance."

District Values- We have witnessed results through action. We believe in this so strongly, it is the anchor for our key values statement:

Accomplishments: delivering on what we say we are going to do and sharing our successes

Connecting: developing relationships and bringing people together

Teamwork: sharing people and resources; alignment with agency mission

Innovation: creating a culture that removes barriers and uses technology

Outstanding service: exceeding expectations

Networking: working in a collaborative approach

Stewardship: protecting and preserving our resources

Overview

The County seeks to minimize the level of risk exposure to both staff and County patrons. The County Human Resources Department's Risk Management Division has countywide responsibility for the risk management function.

County Human Resources Risk Management Division mission statement:

"Risk Management's mission is to protect Riverside County resources (human and financial) from the risk of losses, by managing the risks through identifying and analyzing loss exposures (property, liability, earnings, personnel); Examining the feasibility of alternative risk management techniques (risk control, risk financing); Selecting the most appropriate risk management alternative to control exposures; Implementing the best alternatives to resolve problems; and Monitor risk management programs designed to meet intended goals. This allows the County to continue to provide the programs and services the citizens of Riverside County have come to rely upon."

While the County Human Resources Risk Management Division has lead responsibility for the risk management function, the risk management team for the District consists of a variety of agencies such as Human Resources Safety, Risk Management and Worker's Compensation Divisions, County Counsel, and individual departments and agencies.

Purpose

The Park District Risk Management Plan is designed to assist the District in reducing risk and loss, determining approaches to control losses, keeping abreast with changing needs and capabilities of the District and capitalizing on best practices in the Parks & Recreation industry.

This plan is to be reviewed and updated annually, with the applicable revision dates denoted on the plan. The purpose of this plan is to supplement the Board of Supervisors policies as well as the policies and procedures of the County of Riverside Human Resources Risk Management and Safety Divisions to provide general parameters for risk management activities specific to the Park District.

Objectives

1. Maintain a safe and properly functioning workplace by preventing injury, damage and financial loss through the identification of potential risks and investigations into the causes of injuries or losses with respect to staff, patrons, buildings, property, vehicles, and natural and manmade disasters.
2. Conduct annual assessment of weaknesses and threats at the organizational level and identify District resources that are subject to loss.
3. Develop and implement techniques to carry out and monitor the District's risk management function.
4. Educate all employees about their responsibility to comply with the County's risk management and safety policies and procedures, mandatory training requirements, and other policies designed to reduce loss.
5. Regularly communicate findings on risk management activities to the Parks Director/General Manager and the District Advisory Commission.

Risk Management Team

The Risk Management function within the District is multifaceted and involves all employees in the District as well as other County Departments such as; County Human Resources (Risk, Safety, and Workers Compensation Divisions), Auditor Controller, Purchasing, and County Counsel. The principal individuals within the District and their most significant responsibilities are outlined below:

1. Parks Director/General Manager: Ultimately responsible for the District's risk management plan, including planning, monitoring, and implementation; has final approval on District policies and procedures related to risk management.

2. Assistant Parks Director: Serves as the District Risk Manager. Oversees the analysis of injury/incident trends and the creation of appropriate District policies and procedures; leads the annual risk management assessment, creation and implementation of risk reduction training for the District, and monitors District claims and losses.
3. Chiefs, Managers and Supervisors: Chiefs have primary responsibility for working with the Assistant Director to develop and oversee risk management and safety program activities in each of their respective divisions and areas of responsibility. In addition, these individuals shall be responsible for exposure identification in their operations, as well as creation, revision, and implementation of the Emergency Action Plans/Manuals for each staffed facility.
4. Fiscal Manager: Responsible for establishing financial policies and procedures, conducting various audits, providing monthly and quarterly financial status reports, developing and providing regular training on cash handling and accounting practices.

Risk Identification

1. The risk management team uses the following techniques to identify risks:
 - conducts regular inspections of areas, locations, facilities, equipment, and processes
 - identifies specific hazards that may be unique to certain facilities or job classifications and may require specialized training to address
 - interacts regularly with County Risk Management, Safety, and Worker's Compensation divisions, other County departments, and County Counsel to extract relevant information
 - monitors District claims and losses
 - reviews relevant documents (i.e. contracts, insurance policies, property inventories, health and safety inspections, financial audits, etc.) in collaboration with applicable County departments
 - reviews, monitors, and evaluates other documents, policies, and procedures as appropriate

Risk Assessment/Analysis

The Assistant Parks Director will serve as the District's Risk Manager and will conduct activities designed to result in the reduction of risk and loss, and aimed toward continuous improvement. The Risk Manager will work with the District's management team to ensure that an annual risk management assessment is conducted by the management team. This assessment will include the organization's exposure to loss in the following areas:

1. People – This area is defined as actions or behaviors that may expose the organization to loss and liability. Areas for assessment include, but are not limited to, accident/

incident reports, safety standards and violations, satisfaction surveys, and fiscal practices.

2. **Organization** – This area is defined as the policies, procedures, and legal guidelines to which the District is required to adhere. Areas for assessment include, but are not limited to, a review of adherence to applicable District, County Human Resources, and Board of Supervisors policies and procedures; and a review of federal and state safety and fiscal guidelines and mandates.
3. **Facilities** – This area is defined as the sites/facilities within the District. Areas for assessment include, but are not limited to, the physical structures throughout the District, equipment, health and safety reports, incident reports and maintenance reports.

The District will analyze risks and potential losses, examining potential frequency and severity of each identified risk or potential loss; periodically review District property, equipment and operations to ensure that these items are protected from loss by an appropriate loss control mechanism; review exposure of potential lawsuits, including judgments, negotiated settlements, and defense costs. This last step is important in determining which risks are more significant, thereby requiring closer monitoring and resource allocation to prevent or reduce additional occurrences.

The Risk Manager will be responsible for monitoring the results. Methods to be used include, but are not limited to: comparing data annually by type of loss, frequency, and severity; assessing patterns or changes in incident/accident reporting forms and facility inspection reports; benchmarking data to similar programs/facilities; and making revisions as necessary.

Loss Control

The District will examine and select the best methods for dealing with exposure and potential losses. These methods include, but are not limited to, policies and procedures, safety awareness training, additional training programs, insurance and self-insurance, and transferring risk to another party (i.e. requiring others to have insurance bonds, certificates of insurance, bonds, etc.)

Employee Safety

The District is committed to promoting and maintaining a safe and healthy workplace. The Safety Division is responsible for administering the County's Safety Program. It accomplishes this by providing countywide safety manuals, policies and procedures, department safety policy development and guidance, on-site safety and ergonomic evaluations and internal occupational safety and health training to employees of all County departments and programs. In addition, the County Safety Division provides a monthly newsletter for all employees, which is designed to help individuals be more safety-conscious.

The District recognizes that the participation of all staff is critical to the success of any risk management program. All staff members are required to participate in mandatory Hazardous Communications/Right to Know training. The District also provides monthly safety training for all field staff. These trainings focus on workplace safety topics relevant to the tasks performed by the field staff. Additionally, each staffed facility has an Emergency Plan/Manual. These plans provide direction to staff on what to do in the event of a local or regional emergency and are available for review by all staff working at each facility. These plans provide guidance for all staff on how to respond in the event of an emergency impacting their facility.

In addition to mandatory safety training, staff participates in additional training including, but not limited to: First Aid, CPR/AED, accident/injury reporting procedures, monthly safety trainings, and evacuation drills. All training is designed to mitigate risk and involve District staff in the prevention of accidents and injuries, and to teach skills necessary for responding to accidents, injuries, and emergencies should they occur.

Site Supervisors are responsible for safety in their respective areas. These individuals shall be responsible for training their respective employees in safe work habits and risk management, ensuring the employees follow safety guidelines, practices and procedures, and attending required safety trainings.

All District employees and volunteers authorized to drive a District vehicle or their personal vehicles while on District time are required to take a driver's safety course. Staff with poor driving records or vehicle accidents may be required to take the course more often and can have their driving privileges revoked.

County of Riverside Safety Operations Manual

The Standard Safety Operations Manual was developed by the County of Riverside Human Resources Safety Division. It provides basic guidelines and standard policies for safety program development, implementation and management. The Standard Safety Operations Manual covers all basic safety techniques, guidelines and policies required by each County department, agency or special district. As operations within each entity vary, safety concepts, policies and guidelines should be broadened, as applicable, to meet each area's specific needs. This operations manual is divided into two main sections: Safety Program Administration and Loss Control & Risk Management.

Risk Funding

The County programs listed below provide risk mitigation processes, early claims intervention, cost reduction actions as well as recovery for damaged County property. The costs of these programs are allocated to departments/special districts based primarily upon department loss history. Rates for each of these programs are established each fiscal year by the Human Resources Department and approved by the Board of Supervisors.

1. The County of Riverside has self-insured and self-administered the Workers' Compensation program since 1971. Claims losses and costs are paid directly by the County of Riverside, not an insurance company. County personnel who are highly trained in Workers' Compensation laws and procedures administer the Workers' Compensation program. Self-administering the claims gives the County greater control and quality in claims management.
2. The General Liability/Auto Liability insurance program provides coverage for all operations of the County of Riverside. This program is self-insured for the first \$1 million of each occurrence with excess insurance arranged through CSAC-EIA.
3. The County's Property Insurance program is fully insured with various levels of deductibles based on coverage. Deductibles are paid by each department/special district after a loss occurs. In addition to covering the County's real and personal property, the program covers buildings with a value of \$1 million or more for earthquake coverage. Also covered are the following other lines of insurance: Faithful Performance/Crime Coverage, Travel Accident, and Watercraft Insurance.