

Legislative, Rules & Government Operations
Self- Insurance Department

AGENDA

March 23, 2023

COMMITTEE MEMBERS: Supervisors Strough, Conover, Frasier, Geraci, Thomas, Driscoll & Wild.
Chair of the Board shall serve as an Ex-Officio member when needed in accordance with the Section C(4) of the Rules of the Board

I. Committee meeting called to order by Chair

II. Approval of minutes of prior Committee Meeting

III. Privilege of the floor and public comment

IV. **Action Agenda/New Business Items:**

1. **Request:** Resolution requested to contract with Bill Lindloff, Pro CUTS.

Rationale: Contract requested for 6 days of chainsaw training in 2023. Fee is \$1,200 per day plus mileage to and from training site paid by the Self-Insurance Fund S1710 437.

2. **Request:** Resolution requested to approve updates to the Emergency Action and Response Plans for the Human Services Building and the Municipal Center

Rationale: These plans have not been updated since 2017. Changes which are mostly housekeeping are indicated by highlight on the attachments. A new appendix is added to each plan for the newly revised and enhanced distress alarms located throughout each building.

V. Discussion Items:

VI. Referrals/Pending Items:

VII. Privilege of the floor and public comment

VIII. Motion to adjourn

Attachments:

1. Resolution Request and fee quote from Bill Lindloff ProCUTS
2. Resolution Request and updated Emergency Action Plans for the Human Services Building and the Municipal Center

RESOLUTION REQUEST FORM NO. 3

Request for New Contract

DEPARTMENT NAME: Self-Insurance

DATE: 3/2/23

- (a) Is this a Result of a Bid or Request for Proposal? **WrittenQuote**
- (b) Purpose of Contract: **Chainsaw Safety Training**
- (c) Name of Contractor: **Bill Lindloff of Pro CUTS**
- (d) Address of Contractor: **1387 Tibury Hill, Endicott, NY 13760**
- (e) Contractor's Contact Person and Telephone Number: **Bill Lindloff**
- (f) Has or will the Contract be provided, if so, please attach: **to be drafted by County Attorney**
- (g) Commencement Date of Contract: **4/21/2023**
- (h) Termination Date of Contract: **12/31/2023**
- (i) Payment Provisions:
 - i) lump sum amount **\$1200 per day for up to six (6) days of training plus mileage.**
 - ii) hourly rate amount
 - iii) total amount not to exceed
 - iv) how will payments be made (i.e. monthly, quarterly, upon completion of the project, etc. **payments will be made after training is completed.**
- (j) Where are the Funds for this Contract? List Budget Code, Object Code, Full Title* and Amount: **OR Capital Project OR Capital Reserve Project Number, Title, and Amount: S1710 437 Consultanting Fees**

**Sample: A.1010 470 Legislative Board – Contract Sxx.xx
Capital Project No. H289.9550 480 – Old Jail Renovations Sxx.xx**

*as listed in budget and LOGOS



Productive Chainsaw Users Training & Safety

Bill Lindloff's Pro CUTS
1387 Tilbury Hill
Endicott, N.Y. 13760

Phone: 607-786-5462
Email: Blprocuts@aol.com

Quote

DATE: 2/9/2023

Bill to: Warren County
1340 State Route 9
Lake George, NY 12845
Amy Clute

Game of Logging Chainsaw Training

Date	Level	Participants	<u>Amount</u>
5/30/23	1	10	\$1,200.00
5/31/23	2	10	\$1,200.00
6/1/23	Storm	10	\$1,200.00
6/19/23	1	10	\$1,200.00
6/20/23	2	10	\$1,200.00
6/21/23	Storm	10	\$1,200.00

Travel Expense (no travel and Lodging)

Hotel \$0.00

Miles **total**

.625/mile	
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\$0.00

Make checks payable to Bill Lindloff's ProCUTS Total Due **\$7,200.00**

RESOLUTION REQUEST FORM NO. 20

MISCELLANEOUS

**Please List All Other Requests Not Covered by Previous Resolution Request Forms Here.
Please attach any backup information available and be as detailed as possible.*

DEPARTMENT NAME: Self-Insurance

DATE: 3/2/23

- (a) Purpose of Request:
Approving revisions to the Warren County Human Services Building Emergency Action and Response Plan and the Warren County Municipal Center Emergency Action and Response Plan.

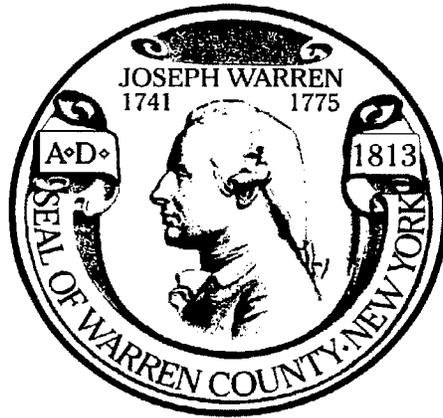
- (b) Details:
Approving the attached plan revisions indicated by highlights.

- (c) Previous Resolution Number:
R200 of 2017

- (d) Where are the Funds (if required)? List Budget Code, Object Code, Full Title* and Amount:
not applicable

Sample: A.8021 470 Planning & Community Development – Contract

* as listed in budget and LOGOS



**Warren County
Emergency Action and Response Plan**

Human Services Building

19 Glen Lake Road
Queensbury, New York 12804

Approved _____
Resolution No. ____ of ____

Emergency Action and Response Plan

All activities within the framework of this plan will be carried out with the Incident Command System within the National Incident Management System. Warren County formally adopted the National Incident Management System in Resolution 616 of 2006.

Appendix A through Appendix I can be found on file with the Self-Insurance Office.

§XIII.045 ORGANIZATION

(A) List of Contacts for Further Information

(1) Names or regular job titles of persons or departments at the Warren County Human Services Building facility located at 19 Glen Lake Road, Queensbury, New York who would be contacted for further information or explanation of duties under this plan:

Insurance Administrator/Safety Officer **518-761-6529**

(2) See also Chain of Command in §XIII.046(C)

(B) Training and Exercises

(1) Training is important for the effectiveness of an emergency plan. Before implementing an emergency action plan a sufficient number of persons must be trained to assist in the safe and orderly evacuation of employees. Training for each type of disaster response is necessary so that employees know what actions are required. Training for the County's Continuity of Operations Plan (COOP) is also necessary.

(2) All employees will be trained in the following in accordance with the Employee Quick Response Card found in Appendix A of this document:

- a) Evacuation
- b) Run Hide Fight
- c) Shelter-in-Place
- d) Duck and Cover

(3) These Training Programs should be provided as follows:

- a) Initially when the plan is developed.
- b) For all new employees, interns, long-term vendors or others that might be alone in the building.
- c) When new equipment, materials, or processes are introduced.
- d) When procedures have been updated or revised.
- e) When exercises show that employee performance must be improved.
- f) At least annually.

(4) Potential Incident Commanders shall take incident command training. Minimally NIMS 700 and ICS 100.

(5) The Human Services Building will hold a minimum of two fire drills per year, and at least one emergency drill from the Employee Quick Response Card e.g. Duck and Cover. There will be an evaluation of the performance made immediately by management and employees. After

Action Reports/ Improvement Plans of all exercises will be prepared and maintained. The emergency plan will be reviewed periodically and updated to maintain adequate response and program efficiency.

§XIII.046 COMMUNICATION

(A) Methods of Communication

(1) During an emergency, it may be necessary to alert all work areas. A method of communication is needed to alert employees to take action as required in the plan.

(2) The communication procedure for notifying employees of the need to evacuate is through the use of the fire alarm. The fire alarm signal is an audible signal and a strobe light signal. The telephone would be used for contacting local authorities (i.e. Security or 911 Communications Center.)

(3) The Human Services Building has an "All Call" paging function through the phone system. This "All Call" notification will be used to advise employees of other response actions necessary in the event of an incident which does not require evacuation from the facility and notification via the fire alarm.

(4) Dial 6640 wait for the "beep beep" and then dial:

- 00 = All Zones
- 01 = 1st Floor Hallways
- 02 = Family/Waiting Room 1st Floor
- 03 = Group Recert Room
- 04 = 2nd Floor Halls
- 05 = 3rd Floor Halls and Break Room
- 06 = Basement and Conference Rooms

(5) The Highest Ranking Person in the Chain of Command has the primary responsibility for setting up, directing, maintaining, and operating all communications in an emergency action situation. A list of sample messages that can be used during emergency situations can be found in Appendix I.

(6) During Non-Working Hours

The Primary Method of notification of key people while off duty is by cell phone or home phone using the Sheriff's Office "HyperReach" "NY Alert" system. A secondary means will be using a department phone tree.

(7) During Working Hours

The Primary Method of communicating during an all building emergency will be via-County email, public address system, "HyperReach" "NY Alert" and phone systems. Communication may also come directly from the employees supervisor.

(B) Indirect Communications or Alarm Signals During Work Hours. The building is equipped with fire, heat and smoke detection systems that are monitored by a contracted vendor. The fire alarm signal will be used as a warning for conditions that warrant facility wide emergency action and evacuation. Once the alarm is raised, employees shall evacuate the facility and report to the emergency evacuation areas, see Appendix B

(C) Chain of Command

(1) A chain of command is established to minimize confusion so that employees will have no doubt about who has authority for making decisions.

(2) The chain of command for the Human Services Building is:

Position

Commissioner DSS	518-761-6362
Deputy Commissioner DSS	824-8707 518-761-6273
Insurance Administrator	518-761-6529
Director OFA	518-761-8820

(3) In the event that no member of the Chain of Command for the Human Services Building is available at the time of an emergency, the Incident Command will be drawn from the Warren County Municipal Center's Chain of Command, or a member of the County Chain of Command may choose to become Incident Commander at a facility incident based on the scale or scope of the emergency.

(4) If there is an emergency which affects both buildings, the Incident Command will be drawn from Warren County Municipal Center's chain of command.

(D) Reporting.

(1) Means of Reporting Fires and Other Emergencies

- (a) Call 911
- (b) Fire Alarm, Pull Down System
- (c) Verbal through the "All Call" feature on the telephone system
- (d) Notify the Security Desk via telephone at 6248

(2) These are not in any specific order, see Communication Plan, §XIII.046

(3) A list of Important Contacts and phone trees are documented in Appendix C.

§XIII.047 ACTION AND RESPONSE

(A) Procedures during evacuation. Employees shall not be expected to remain in operating areas during an emergency that requires facility wide evacuation, during normal operating conditions. During an emergency, employees should not turn off computers and printers but should shut off any heat producing equipment such as toasters and portable heating equipment, if time allows. All employees and visitors will evacuate the building upon being notified to do so. Employees should bring their coats and car keys with the idea they may not be allowed to return, only if they can be easily reached without delaying evacuation, and should proceed to the evacuation areas (see Appendix B). When the emergency allows, the Incident Commander will establish a Command Post in front of the main entrance where the Incident Commander will greet incoming emergency vehicles. If the nature of the emergency does not allow the command post to be in front of the main entrance, the Incident Commander will designate another command post.

(B) Emergency Escape Procedures

(1) A map of the facility can be found in Appendix B of this document. Evacuation routes are posted by each stairway and elevator door, and in the event of an evacuation, employees and visitors should evacuate the facility by use of the nearest available marked exit. If the closest stairway or exit is unusable, another exit should be located and used.

(2) Employees and visitors should not use elevators to evacuate the building.

(C) Procedures to Account for Personnel

(1) After emergency evacuation has been initiated, all employees and visitors will gather at the designated emergency evacuation area. The area fire marshal (see list in Appendix B) will verify the adequacy of the evacuation in their area and then report to the assigned outside areas. Members of the chain of command and others have been issued portable radios as follows:

- DSS Accounting/ Bus Stop Unit 11
- DSS CPS / County Cars Unit 10
- Self-Insurance / County Cars Unit 13
- OFA / Bus Stop Unit 18

- Security Supervisor Unit 5
- HSB Security Units 1 and 2
- MC Probation Security Units 3, 4
- MC DMV Security Unit 7
- County Administrator Unit 14
- Health Services / Gazebo Unit 15
- Clerk of the Board / Flag Pole Unit 16
- County Clerk / DMV Assembly Unit 12
- Probation / Probation Assembly Unit 19
- ~~Superintendent of Buildings~~
- **Director of Facilities** Unit 17

(2) Members of the chain of command will report to the Incident Command Post. Employees that have been issued emergency radios will report to each of the evacuation sites with their radios and will communicate evacuation status to the Incident Commander at the command post. The Incident Commander will be responsible for reporting the evacuation status to incoming police and other emergency services personnel including the status of non-ambulatory or disabled persons.

(a) Non-Ambulatory personnel and any other persons not physically able to use the stairs should report to one of the designated areas of refuge located in the rear stairwells at the east and west ends of the building on each floor and press the button to speak with Emergency Services. An additional area of refuge can be found near the elevator and stairway 3 in the basement.

(b) All personnel who have evacuated to the evacuation areas will remain there until told that they may return to the building by the Incident Commander or the first responders.

(c) If the building cannot be re-entered or the first responders indicate that employees must be relocated, the evacuation area radio personnel will lead persons from their assembly/evacuation areas to the Municipal Center, if available, and organize by department as assigned in Appendix H. Consideration to weather conditions must be given during evacuation period (Appendix F).

(d) Prior to building re-entry, Incident Command should consult with emergency personnel and/or Building Codes to determine status of fire suppression system and if a fire watch needs to be initiated prior to building habitation.

(D) Medical Assistance

(1) Warren County does not expect or require any employee to provide medical assistance or CPR to injured colleagues or visitors. If any employees have received training and choose to provide medical assistance or perform CPR on an injured colleague or visitor, they do so on a voluntary "good Samaritan" basis and are encouraged to follow universal precautions as taught to them in their certification classes. An Automatic External Defibrillator (AED) machine is located in the Security area of the building.

(2) The following is information should someone choose to assist an injured worker while awaiting the arrival of emergency medical services.

(a) Rendering First AID/ CPR:

1. Call 911
2. Perform a primary victim assessment to determine what the next step will be.
 - (a) Does the victim have an open airway?
 - (b) Is the victim breathing?
 - (c) Is the unconscious victim's heart beating?
 - (d) Is the victim bleeding heavily?
3. Check for medical alert tag.
4. Render basic first aid as appropriate and in accordance with training.
5. Render CPR as appropriate and in accordance with training.
6. For a person that may be choking:
 - (a) If the person is coughing forcefully he/she is able to get oxygen. Encourage the person to keep coughing.
 - (b) If the person cannot cough, cry, speak or breathe, get permission to help and have someone call 911. Administer 5 back blows and 5 abdominal thrusts until the object is forced out, the person starts to cough, cry, speak or breathe on his/her own or the person becomes unconscious. If the person becomes unconscious, gently lower him/her to the floor being careful to protect the head on the way down.

(b) Additional Medical Assistance: If person requires additional medical attention from a physician but the condition is not an emergency, transport victim to:

Glens Falls Hospital
518-926-1000

(c) Emergency Conditions

(1) If the condition of the victim is considered an emergency, call the emergency medical services by dialing 911. It is important to stay calm and speak clearly and concisely to the 911 operator.

(2) Be prepared to give:

- (a) The victim's location
- (b) A call back number for yourself
- (c) The nature of the emergency
- (d) Number of persons needing help and any special conditions
- (e) Condition of victim(s)
- (f) Always be the last person to hang-up the phone

§XIII.048 TYPES OF ACTIONS TO BE USED IN EMERGENCY CIRCUMSTANCES.

(A) (1) The following list has been compiled and thought to be the most likely emergencies at the facility, not in specific order:

(a) Fire and/or associated explosions, internal chemical spills, substantiated bomb threat, structural integrity issues resulting from natural disasters (Evacuation)

(b) Escalation by clients and Workplace violence incidents Run, Hide, Fight)

(c) Commercial traffic related incidents including external chemical spills, natural disasters, and bomb threat (Shelter in Place)

(d) Natural disaster (Duck and Cover)

(2) Procedures to be followed in the event of an emergency are located in Appendix A.

(B) Fire and/or Associated Explosions (Evacuation)

(1) The fire protection system consists of heat, smoke and fire detectors within the facility that are monitored by a contracted vendor. The means of egress from the building are indicated on the diagrams located in Appendix B, and exit routes are posted in the building.

(2) Portable fire extinguishers are located in common areas in the facility.

(3) In the event of a fire (other than incipient (small and contained with small amounts of smoke)), pull a fire alarm pull station and notify 911 of the nature of the emergency, location, severity, and number of injuries. Request the presence of the fire department, even if building employees can control the fire.

(4) Building employees may operate fire extinguishers when attempting to control fires to aid in maintaining evacuation routes; however, employees are encouraged to evacuate the building and allow the fire department to control fires. The fire department has prime authority to direct fire fighting activities.

(5) Chemical spills, bomb threats, natural disasters could also precipitate a situation calling for a building evacuation. In the case of this event the evacuation would be called via the public address system.

(C) Escalation by clients and workplace violence incidents (Run Hide Fight)

(1) In the event of an intruder or a client who poses a threat, employees should telephone 911 or use an accessible distress button (**see Appendix J**). If an intruder enters the building, and is armed or indicates a threat to personnel, the following steps should be taken:

- (a) Call 911, if you can do so safely.
- (b) Do not confront the intruder.
- (c) Follow instructions given by the intruder, particularly if they are armed.
- (d) Do not violate the intruder's space, use loud tones or issue false promises or threats.
- (e) Stay calm and do not attempt to negotiate or sympathize with the intruder.
- (f) Personnel who are not immediately in the location of the intruder, and who become aware of the intruder's presence should immediately choose the best way to protect their life by making a determination using the "run, hide, fight" protocol. **See Appendix G for list of hiding areas located in the Human Services Building.**

(2) The exteriors of the building, including the parking areas, are provided with lighting. If an employee has any concern with regard to entering or leaving the parking lot, they should request assistance from the Sheriff's Office.

(3) See Appendix A for Run Hide Fight instructions.

(D) Commercial traffic related incidents including chemical spills, natural disasters, and bomb threats (Shelter in Place)

(1) In the event of commercial traffic related incidents or natural disasters a "Shelter in Place" may be announced. See Appendix A for Shelter in Place instructions.

(2) Should an employee receive a bomb threat, he or she should complete the New York State Police Bomb Threat Card which is kept near each telephone (Appendix D) and immediately notify 911. See Appendix A for additional Shelter in Place instructions.

(3) Bomb Threat (Generic, Non-specific Bomb Threat, i.e. no specific date, time, location or method):

- (a) Instruct everyone to remain where they are, and scan their respective area for anything out of the ordinary.
- (b) Call 911.
- (c) Scan common areas for anything unusual. Do not touch anything.
- (d) If no device is found, decide whether to continue normal operations or evacuate. The Incident Commander may consult with police to make their decision.
- (f) If a device is found, follow steps for a "Specific" bomb threat.

(4) Bomb Threat (Specific):

- (a) Call security
- (b) Security will assist and announce "Shelter-in-Place".
- (c) Move people out of the immediate area where the device is found, or specific threat

has been issued to, to another area of the building.
(d) Call 911 and assist first responders as necessary.

(E) Natural disasters (Duck and Cover)

(1) In the event of severe weather that can cause flying glass or loss of structural integrity, the Incident Commander will call for a "Duck and Cover", and have employees move into corridors and assume the duck and cover position. See Appendix A for Duck and Cover instructions.

(2) Snow and ice - General Considerations

- (a) Maintenance of exits
- (b) Maintenance of walkways
- (c) Watch for snow and ice loading on roof – post warning signs or barricades for clients and employees if ice and snow might fall from the roof
- (d) Prepare areas for plowing snow
- (e) The Incident Command will notify personnel of hazards when coming to work and determine who is able to get to work.

(3) Severe Thunderstorms/ Hurricanes - General Considerations

- (a) Stay away from telephone lines and metal pipes, which can conduct electricity
- (b) Secure loose objects that may blow around the facility
- (c) Stay away from windows and doors
- (d) The Incident Commander will notify personnel of hazards when coming to work and determine who is able to get to work.

(4) Building Closing Procedures due to weather conditions, etc.

(a) Procedure for final determination as to whether to close the building:

County Administrator shall confer, as necessary, with:

- 1. Director/Deputy Director of OES
- 2. Chairman of the Board of Supervisors
- 3. DPW Superintendent
- 4. Sheriff

(b) If it is determined to close one or more County Buildings, the following procedures will be followed:

- 1. The County Board Chairman, County Administrator or designee will notify the press, or if after business hours, notification will be to the Office of Emergency Services who will arrange to send it to the 911 communications center which will in turn notify all press, paper, TV and radio on file. The communications center will also issue a notice to all employees over the departments "HyperReach" "NY Alert" system. The Office of Emergency Services will also post the closing notice to its Face Book account and, depending on availability lighted variable message signs providing closing notification will be placed, as soon as practical, at the affected building entrance to provide notification to the general public;
- 2. The Closing will also be posted to the County Web site on the Home page near the top of the page and below the caption "County News and Events";
- 3. The closing will be posted to the School Closings network which provides the

- scrolling information on TV and to the radio stations;
4. An email will be sent to "Warren County Supervisors", "Department Heads", and "All Employees" – at the on file government email addresses – this will allow those that access their County email to find out information that way as well (including Chief Clerk of the Supreme Court and Chief Clerk of the Family Court);
 5. Depending upon weather conditions, a secondary notice will be sent, at such time as appropriate, to cancel all non-essential meetings, clinics, etc. to Department Heads.
 6. A phone call will be made to each Department Head. For after hour events, Department Heads shall notify their own department staff; and
 7. Closed notices will be posted at or near building entrances as soon as practical.

(c) Depending upon conditions, the County Administrator may determine to implement a liberal leave policy by notifying Department Heads of the same and asking them to extend liberal leave to their employees with the understanding that, most likely, DPW, Sheriff, Countryside, Airport and Buildings & Grounds will not be extending the liberal leave policy due to the particular tasks or jobs their staff may need to engage in during the storm.

(5) Suspicious Mail

(a) Characteristics of a mail or package bomb:

1. Feel and Balance. Letter or packages that have unusual weight, is lopsided, is oddly shaped, or is oddly sealed. Can you hear a sloshing sound? Does it feel unusual (i.e., rigid, springiness, undue pressure, etc.).
2. Foreign Packages. If the item is from another country, is it expected?
3. Place of Origin. Check the delivery postmark. Is it a familiar one?
4. Unrequested Deliveries. Is correspondence from the sender expected? Do the characteristics of the envelope or package resemble the expected contents? The addressee normally doesn't receive personal mail at the office.
5. Unusual Addressing or Delivery Instructions. There are unusually restrictive endorsements (i.e., "Personal" or "Private.") Parcel is endorsed "Fragile-Handle with Care" or "Rush-Do not Delay" and not professionally wrapped. The addressee's name and title are not accurate. The sender is unknown. There's no return address.
6. Smell. Has a strange odor (i.e., smell of almonds or marzipan or any other strange smell) coming from the package or letter.
7. Sender's Writing. Any mail should be treated with caution if it features a foreign style of writing, not normally received, on the address. This goes along with the Place of Origin.
8. Protruding Wires. Are there any protruding wires, strings, tape, etc. present?
9. Suspicious Packaging. Wrapping exhibits previous use, such as traces of glue, mailing labels, return addresses or tape. The parcel is secured with several types of tape. Excess postage on small packages.
10. Sound. If there's any unusual sound or noise coming from the package (i.e., buzzing, ticking), the package should be treated with caution.

(b) If the suspicious package has not been touched:

1. If a suspicious delivery is spotted, do not touch it, and don't allow anyone else to touch it.

2. Evacuate the area.
 3. Close off the room.
 4. Keep people away from the area.
 5. Call Security.
 6. Do not handle the suspicious object, and do not try to carry it outside.
 7. Do not place the item in water.
 8. Do not use a hand held radio nearby.
- (c) If an item is suspected during handling:
1. Handle it very gently and while making sure not to turn it over or unbalance it, place the item in a corner of the room.
 2. Make sure the device is placed away from windows.
 3. Evacuate the room and surrounding rooms.
 4. Keep people away from the area.
 5. Call Security.
 6. Do not try to carry the device outside. Use the above procedures only

§XIII.049 CRISIS RESPONSE PROCEDURES

In the interest of consistent community and media relations, employees shall not make statements on behalf of the County to representatives of the press, television, or radio, nor may they photograph, videotape, or record at the facility. Inquiries from the media must be referred to the County Administrator as the designated Public Information Officer (Appendix E).

Appendixes attached as follows:

- Appendix A: Confidential Emergency Quick Card**
- Appendix B: Building Diagram & Fire Marshal List**
- Appendix C: List of important contact numbers**
- Appendix D: NYS bomb threat instruction card**
- Appendix E: Public Information Report**
- Appendix F: Weather Charts**
- Appendix G: ~~Building hiding rooms~~ blank**
- Appendix H: HSB Department assignments at the Municipal Center**
- Appendix I: Sample public address messages**
- Appendix J: Distress Alarms**

Appendix A

Annex here:

Confidential Emergency Quick Response Card

APPENDIX B

Annex here:

Building diagram with assembly and refuge areas

Fire marshal list

APPENDIX C

Annex here:

County list of important names and Phone numbers – CONFIDENTIAL

Appendix D

Annex here:

NYS Bomb Threat Instruction Card

Appendix E

Annex here:

Public Information Report

Appendix F

Annex here:

Weather Charts

Appendix H

Annex here:

Human Services Building Departments rooms assignments for evacuation to the Municipal Center

Appendix I

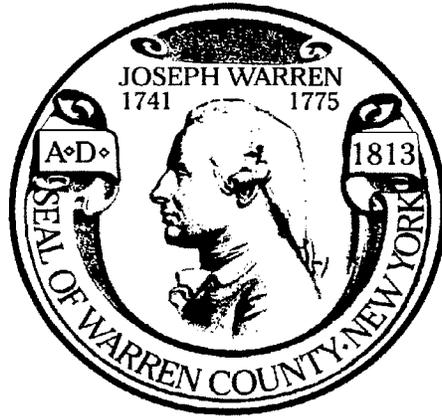
Annex here:

Sample public address messages to use for various types of emergencies

Appendix J

Annex here:

Distress alarm locations and testing protocol.



Warren County Emergency Action and Response Plan

Municipal Center

**1340 State Route 9
Lake George, New York 12845**

Adopted _____
Resolution No. ____ of ____

Emergency Action and Response Plan

All activities within the framework of this plan will be carried out with the Incident Command System within the National Incident Management System. Warren County formally adopted the National Incident Management System in Resolution 616 of 2006.

Appendix A through Appendix J can be found on file with the Self-Insurance Office.

§ XIII.030 ORGANIZATION

(A) List of Contacts for Further Information

(1) Names or regular job titles of persons or departments at the Warren County Municipal Center facility located on 1340 State Route 9, Lake George, New York who would be contacted for further information or explanation of duties under this plan:

Insurance Administrator/Safety Officer 518-761-6529

(See also Chain of Command in §XIII.031(C)).

(B) New York State Supreme and County Court Procedures. See Appendix F

(C) Training and Exercises

(1) Training is important for the effectiveness of an emergency plan. Before implementing an emergency action plan a sufficient number of persons must be trained to assist in the safe and orderly evacuation of employees. Training for each type of disaster response is necessary so that employees know what actions are required. Training for the County's Continuity of Operations Plan (COOP) is also necessary.

(2) All employees will be trained in the following in accordance with the Employee Quick Response Card found in Appendix A of this document:

- a) Evacuation
- b) Run Hide Fight
- c) Shelter-in-Place
- d) Duck and Cover

(3) These Training Programs should be provided as follows:

- a) Initially when the plan is developed.
- b) For all new employees, interns, long-term vendors or others that might be alone in the building.
- c) When new equipment, materials, or processes are introduced.
- d) When procedures have been updated or revised.
- e) When exercises show that employee performance must be improved.
- f) At least annually.

(4) Potential Incident Commanders shall take incident command training. Minimally NIMS 700 and ICS 100.

(5) The Municipal Center will hold a minimum of two fire drills per year, and at least one emergency drill from the Employee Quick Response Card e.g. Duck and Cover. There will be an evaluation of the performance made immediately by management and employees. After Action Reports/ Improvement Plans of all exercises will be prepared and maintained. The emergency plan will be reviewed periodically and updated to maintain adequate response and program efficiency.

§XIII.031 COMMUNICATION

(A) *Methods of Communication*

(1) During an emergency, it may be necessary to alert all work areas. A method of communication is needed to alert employees to take action as required in the plan.

(2) The communication procedure for notifying employees of the need to evacuate is through the use of the fire alarm. The fire alarm signal is an audible signal and a strobe light signal. The telephone would be used for contacting local authorities (i.e. Security or 911 Communications Center.)

(3) The Municipal Center has an "All Call" paging function through the phone system. This "All Call" notification will be used to advise employees of other response actions necessary in the event of an incident which does not require evacuation from the facility and notification via the fire alarm.

(4) The process for the paging system is to dial from any phone in the building, 05#01 the phone receiver will then become a microphone connected to the speaker system throughout the building.

(5) The Highest Ranking Person in the Chain of Command has the primary responsibility for setting up, directing, maintaining, and operating all communications in an emergency action situation. A list of sample messages that can be used during emergency situations can be found in Appendix I.

(6) During Non-Working Hours: The Primary Method of notification of key people while off duty is by cell phone or home phone using the Sheriff's Office "~~HyperReach~~" "**NY Alert**" system. A secondary means will be using a department phone tree.

(7) During Working Hours: The Primary Method of communicating during an all building emergency will be via County email, public address system, "~~HyperReach~~" "**NY Alert**" and phone systems. Communication may also come directly from the employees supervisor.

(B) *Indirect communications or alarm signals during work hours.* The building is equipped with fire, heat and smoke detection systems that are monitored by a contracted vendor. The fire alarm signal will be used as a warning for conditions that warrant facility wide emergency action and evacuation. Once the alarm is raised, employees shall evacuate the facility and report to the emergency evacuation areas, see Appendix B

(C) *Chain of Command*

- (1) A chain of command is established to minimize confusion so that employees will have no doubt about who has authority for making decisions.
- (2) The chain of command for the Municipal Center is:

Position

County Administrator	518-761-6539
Assistant to the County Administrator	518-761-7655
Clerk of the Board	518-761-6563
County Attorney	518-761-8708

- (3) In the event that no member of the Chain of Command for the Municipal Center is available at the time of an emergency, the Incident Command will be drawn from Warren County's HSB Chain of Command, or a member of the County Chain of Command may choose to become Incident Commander at a facility incident based on the scale or scope of the emergency.
- (4) If there is an emergency which affects both buildings, the Incident Command will be drawn from Warren County Municipal Center's chain of command.

(D) *Reporting*

- (1) The Preferred Means of Reporting Fires and Other Emergencies
 - a) Call 911
 - b) Fire Alarm, Pull Down System
 - c) Verbal through the "All Call" feature on the telephone system
 - d) Notify the Security Desk via telephone at 6231 or 6217
- (2) These are not in any specific order, see Communication Plan, divisions (A) and (C) above.)
- (3) A list of Important Contacts and phone trees are documented in Appendix C.

§ XIII.032 ACTION AND RESPONSE

- (A) *Procedures during evacuation.* Employees shall not be expected to remain in operating areas during an emergency that requires facility wide evacuation, during normal operating conditions. During an emergency, employees should not turn off computers and printers but should shut off any heat producing equipment such as toasters and portable heating equipment. All employees and visitors will evacuate the building upon being notified to do so. Employees should bring their coats and car keys with the idea they may not be allowed to return only if they can be easily reached without delaying evacuation, and should proceed to the evacuation areas (see Appendix B). A member of the County's Chain of Command will form a temporary command center near the radio tower at the rear of the Municipal Center until such time that fire department responders arrive and then the fire departments officer in charge will assume the position of incident commander and determine where the incident command site will be located.

(B) *Emergency Escape Procedures*

- (1) A map of the facility can be found in Appendix B of this document. Evacuation routes are posted by each exit door, and in the event of an evacuation, employees and visitors should evacuate the facility by use of the nearest available marked exit. If the closest stairway or exit is unusable, another exit should be located and used.
- (2) Employees and visitors should not use elevators to evacuate the building.

(C) *Procedures to Account for Personnel*

- (1) After emergency evacuation has been initiated, all employees and visitors will gather at the designated emergency evacuation area. The area fire marshal (see list in Appendix B) will verify the adequacy of the evacuation in their area and then report to the assigned outside areas.
- (2) Members of the chain of command and others have been issued portable radios as follows:

- Security Supervisor Unit 5
- HSB Security Units 1 and 2
- MC Probation Security Units 3, 4
- DMV Security Unit 7
- County Administrator Unit 14
- Health Services / Gazebo Unit 15
- Clerk of the Board / Flag Pole Unit 16
- County Clerk / DMV Assembly Unit 12
- Probation / Probation Assembly Unit 19
- ~~Superintendent of Buildings~~
- **Director of Facilities** Unit 17
- DSS Accounting/ Bus Stop Unit 11
- DSS CPS / County Cars Unit 10
- Self-Insurance / County Cars Unit 13
- OFA / Bus Stop Unit 18

- (3) Members of the chain of command will report to the Incident Command Post. Employees that have been issued emergency radios will report to each of the evacuation sites with their radios and will communicate evacuation status to the Incident Commander at the command post. The Incident Commander will be responsible for reporting the evacuation status to incoming police and other emergency services personnel including the status of non-ambulatory or disabled persons.

(a) Non-Ambulatory personnel, and any other persons not physically able to use the stairs should report to one of the five designated areas of refuge located in the north and south stairwells on the 2nd floor and in the basement.

(b) All personnel who have evacuated to the evacuation areas will remain there until told that they may return to the building by the Incident Commander or Emergency

Services.

(c) If the building cannot be re-entered or the first responders indicate that employees must be relocated, the evacuation area radio personnel will lead persons from their assembly/evacuation areas to the Human Services Building and organize by department as assigned in Appendix H. Consideration to weather conditions must be given during evacuation periods (Appendix J).

(D) *Medical Assistance*

(1) Warren County does not expect or require any employee to provide medical assistance or CPR to injured colleagues or visitors. If any employees have received training and choose to provide medical assistance or perform CPR on an injured colleague or visitor, they do so on a voluntary "good Samaritan" basis and are encouraged to follow universal precautions as taught to them in their certification classes. Automatic External Defibrillator (AED) machines are located in the DMV Security area and near the Board of Supervisors.

(2) The following is information should someone choose to assist an injured worker while awaiting the arrival of emergency medical services.

(a) Rendering First AID/ CPR:

1. Call 911
2. Perform a primary victim assessment to determine what the next step will be.
 - a. Does the victim have an open airway?
 - b. Is the victim breathing?
 - c. Is the unconscious victim's heart beating?
 - d. Is the victim bleeding heavily?
3. Check for medical alert tag.
4. Render basic first aid as appropriate and in accordance with training.
5. Render CPR as appropriate and in accordance with training.
6. For a person that may be choking:
 - a. If the person is coughing forcefully he/she is able to get oxygen. Encourage the person to keep coughing.
 - b. If the person cannot cough, cry, speak or breathe, get permission to help and have someone call 911. Administer 5 back blows and 5 abdominal thrusts until the object is forced out, the person starts to cough, cry, speak or breathe on his/her own or the person becomes unconscious. If the person becomes unconscious, gently lower him/her to the floor being careful to protect the head on the way down.

(b) Additional Medical Assistance. If a person requires additional medical attention from a physician but the condition is not an emergency, transport victim to:

Glens Falls Hospital
518-926-1000

(c) Emergency Conditions:

1. If the condition of the victim is considered an emergency, call the emergency medical services by dialing 911.
2. Be prepared to give:
 - a. The victim's location
 - b. Your phone number
 - c. The nature of the emergency
 - d. Number of persons needing help and any special conditions
 - e. Condition of victim(s) from the assessment made in #1 above
 - f. Always be the last person to hang-up the phone

§ XIII.033 TYPES OF ACTIONS TO BE USED IN EMERGENCY CIRCUMSTANCES.

(A) (1) The following list has been compiled and thought to be the most likely emergencies at the facility, not in specific order:

- (a) Fire and/or associated explosions, internal chemical spills, substantiated bomb threat, structural integrity issues resulting from natural disasters (Evacuation)
- (b) Escalation by clients and Workplace violence incidents (Run, Hide, Fight)
- (c) Commercial traffic related incidents including external chemical spills, natural disasters, and bomb threat (Shelter in Place)
- (d) Natural disaster (Duck and Cover)

(2) Procedures to be followed in the event of an emergency are located in Appendix A.

(B) Fire and/or Associated Explosions (Evacuation):

(1) The fire protection system consists of heat, smoke and fire detectors within the facility that are monitored by a contracted vendor. The means of egress from the building are indicated on the diagrams located in Appendix B, and exit routes are posted in corridors and office areas.

(2) Portable fire extinguishers are located in common areas in the facility.

(3) In the event of a fire (other than incipient (small and contained with small amounts of smoke)), pull a fire alarm pull station and notify 911 of the nature of the emergency, location, severity, and number of injuries. Request the presence of the fire department, even if building employees can control the fire.

(4) Building employees may operate fire extinguishers when attempting to control fires to aid in maintaining evacuation routes; however, employees are encouraged to evacuate the building and allow the fire department to control fires. The fire department has prime authority to direct fire fighting activities.

(5) Chemical spills, bomb threats, natural disasters could also precipitate a situation

calling for a building evacuation. In the case of this event the evacuation would be called via the public address system.

(C) Escalation by clients and workplace violence incidents (Run Hide Fight)

(1) In the event of an intruder or a client who poses a threat, employees should telephone 911 or use an accessible distress alarm **(See Appendix K)**. If an intruder enters the building, and is armed or indicates a threat to personnel, the following steps should be taken:

- (a) Call 911 if you can do so safely.
- (b) Do not confront the intruder.
- (c) Follow instructions given by the intruder, particularly if they are armed.
- (d) Do not violate the intruder's space, use loud tones or issue false promises or threats.
- (e) Stay calm and do not attempt to negotiate or sympathize with the intruder.
- ~~(f) Personnel who are not immediately in the location of the intruder, and who become aware of the intruder's presence should immediately choose the best way to protect their life by making a determination using the "run, hide, fight" protocol. See Appendix C for list of hiding areas located in the Municipal Center.~~

(2) The exteriors of the building, including the parking areas, are provided with lighting. If an employee has any concern with regard to entering or leaving the parking lot, they should request assistance from the Sheriff's Office.

(3) See Appendix A for Run Hide Fight instructions.

(D) Commercial traffic related incidents including chemical spills, natural disasters, and bomb threats (Shelter in Place)

(1) In the event of commercial traffic related incidents or natural disasters a "Shelter in Place" may be announced. See Appendix A for Shelter in Place instructions.

(2) Should an employee receive a bomb threat, he or she should complete the New York State Police Bomb Threat Card which is kept near each telephone (Appendix D) and immediately notify 911. See Appendix A for additional Shelter in Place instructions.

(3) Bomb Threat (Generic, Non-specific Bomb Threat, i.e. no specific date, time, location or method):

- (a) Instruct everyone to remain where they are, and scan their respective area for anything out of the ordinary.
- (b) Call 911.
- (c) Scan common areas for anything unusual. Do not touch anything.
- (d) If no device is found, decide whether to continue normal operations or evacuate. The Incident Commander may consult with police to make their decision.
- (e) If a device is found, follow steps for a "Specific" bomb threat.

(4) Bomb Threat (Specific):

- (a) Call security
- (b) Security will assist and announce "Shelter-in-Place".
- (c) Move people out of the immediate area where the device is found, or area identified in the specific threat, to another area of the building.
- (d) Call 911 and assist first responders as necessary.

(E) Natural disasters (Duck and Cover)

(1) In the event of severe weather that can cause flying glass or loss of structural integrity, the Incident Commander will call for a "Duck and Cover", and have employees move into corridors and assume the duck and cover position. See Appendix A for Duck and Cover instructions.

(2) SNOW AND ICE - General Considerations

- (a) Maintenance of exits
- (b) Maintenance of walkways
- (c) Watch for snow and ice loading on roof – post warning signs or barricades for clients and employees if ice and snow might fall from the roof
- (d) Prepare areas for plowing snow
- (e) The Incident Command will notify personnel of hazards when coming to work and determine who is able to get to work.

(3) SEVERE THUNDERSTORMS/HURRICANES - General Considerations

- (a) Stay away from telephone lines and metal pipes, which can conduct electricity
- (b) Secure loose objects that may blow around the facility
- (c) Stay away from windows and doors
- (d) The Incident Commander will notify personnel of hazards when coming to work and determine who is able to get to work.

(4) Building Closing Procedures due to weather conditions, etc.

(a) Procedure for final determination as to whether to close the building:

1. County Administrator shall confer, as necessary, with:
2. Director/Deputy Director of OES
3. Chairman of the Board of Supervisors
4. DPW Superintendent
5. Sheriff

(b) If it is determined to close one or more County Buildings, the following procedures will be followed:

1. The County Board Chairman, County Administrator or designee will notify the press, or if after business hours, notification will be to the Office of Emergency Services who will arrange to send it to the 911 communications center which will in turn notify all press, paper, TV and radio on file. The communications center will also issue a notice to all employees over the departments ~~"HyperReach"~~ "NY Alert" system. The Office of Emergency Services will also post the closing notice to its Face Book account and, depending on availability lighted variable message signs providing closing notification will be placed, as

- soon as practical, at the affected building entrance to provide notification to the general public;
2. The Closing will also be posted to the County Web site on the Home page near the top of the page and below the caption "County News and Events";
 3. The closing will be posted to the School Closings network which provides the scrolling information on TV and to the radio stations;
 4. An email will be sent to "Warren County Supervisors", "Department Heads", and "All Employees" – at the on file government email addresses – this will allow those that access their County email to find out information that way as well (including Chief Clerk of the Supreme Court and Chief Clerk of the Family Court);
 5. Depending upon weather conditions, a secondary notice will be sent, at such time as appropriate, to cancel all non-essential meetings, clinics, etc. to Department Heads.
 6. A phone call will be made to each Department Head. For after hour events, Department Heads shall notify their own departments staff ~~so~~ staff; and
 7. Closed notices will be posted at or near building entrances as soon as practical.

(c) Depending upon conditions, the County Administrator may determine to implement a liberal leave policy by notifying Department Heads of the same and asking them to extend liberal leave to their employees with the understanding that, most likely, DPW, Sheriff, Countryside, Airport and Buildings & Grounds will not be extending the liberal leave policy due to the particular tasks or jobs their staff may need to engage in during the storm.

(5) Suspicious Mail

(a) Characteristics of a mail or package bomb:

1. Feel and Balance. Letter or packages that have unusual weight, is lopsided, is oddly shaped, or is oddly sealed. Can you hear a sloshing sound? Does it feel unusual (i.e., rigid, springiness, undue pressure, etc.).
2. Foreign Packages. If the item is from another country, is it expected?
3. Place of Origin. Check the delivery postmark. Is it a familiar one?
4. Unrequested Deliveries. Is correspondence from the sender expected? Do the characteristics of the envelope or package resemble the expected contents? The addressee normally doesn't receive personal mail at the office.
5. Unusual Addressing or Delivery Instructions. There are unusually restrictive endorsements (i.e., "Personal" or "Private.") Parcel is endorsed "Fragile-Handle with Care" or "Rush-Do not Delay" and not professionally wrapped. The addressee's name and title are not accurate. The sender is unknown. There's no return address.
6. Smell. Has a strange odor (i.e., smell of almonds or marzipan or any other strange smell) coming from the package or letter.
7. Sender's Writing. Any mail should be treated with caution if it features a foreign style of writing, not normally received, on the address. This

- goes along with the Place of Origin.
8. Protruding Wires. Are there any protruding wires, strings, tape, etc. present?
 9. Suspicious Packaging. Wrapping exhibits previous use, such as traces of glue, mailing labels, return addresses or tape. The parcel is secured with several types of tape. Excess postage on small packages.
 10. Sound. If there's any unusual sound or noise coming from the package (i.e., buzzing, ticking), the package should be treated with caution.
- (b) If the suspicious package has not been touched:
1. If a suspicious delivery is spotted, do not touch it, and don't allow anyone else to touch it.
 2. Evacuate the area.
 3. Close off the room.
 4. Keep people away from the area.
 5. Call Security.
 6. Do not handle the suspicious object, and do not try to carry it outside.
 7. Do not place the item in water.
 8. Do not use a hand held radio nearby.
- (c) If an item is suspected during handling:
1. Handle it very gently and while making sure not to turn it over or unbalance it, place the item in a corner of the room.
 2. Make sure the device is placed away from windows.
 3. Evacuate the room and surrounding rooms.
 4. Keep people away from the area.
 5. Call Security.
 6. Do not try to carry the device outside. Use the above procedures only

§XIII.034 CRISIS RESPONSE PROCEDURES

In the interest of consistent community and media relations, employees shall not make statements on behalf of the County to representatives of the press, television, or radio, nor may they photograph, videotape, or record at the facility. Inquiries from the media must be referred to the County Administrator as the designated Public Information Officer (Appendix E).

Appendixes attached as follows:

- Appendix A: Confidential Emergency Quick Card**
- Appendix B: Building Diagram & Fire Marshal List**
- Appendix C: List of important contact numbers**
- Appendix D: NYS bomb threat instruction card**
- Appendix E: Public Information Report**
- Appendix F: NYS Court procedures**
- Appendix G: ~~Building hiding rooms~~ blank**
- Appendix H: Municipal Center Department assignments at the HSB**
- Appendix I: Sample public address messages**
- Appendix J: Weather Charts**
- Appendix K: Distress Alarms**

Appendix A

Annex here:

Confidential Emergency Quick Response Card

APPENDIX B

Annex here:

Building diagram with assembly and refuge areas
Fire marshal list

APPENDIX C

Annex here:

County list of important names and phone numbers - CONFIDENTIAL

Appendix D

Annex here:

NYS Bomb Threat Instruction Card

Appendix E

Annex here:

Public Information Report

Appendix F

Annex here:

NYS Supreme and County Court Procedures

Warren County Court Officers Radio Call #'s

Appendix H

Annex here:

Municipal Center Departments rooms assignments for evacuation to the Human Services Building

Appendix I

Annex here:

Sample public address messages to use for various types of emergencies

Appendix J

Annex here:

Weather Charts

Appendix K

Annex here:

Distress alarm locations and testing protocol.

Warren County Self – Insurance Department

What We Do

- Workers' Compensation
- Disability
- Property & Casualty
- Safety

Where We Are

Human Services Building

2nd floor

Who We Are

- Amy Clute – 34 yrs total County service
Insurance Administrator – 24 yrs
Insurance Dept. Assistant – 9 yrs
at Treasurer's – 1 yr
Licensed NYS P&C Broker
Licensed NYS Workers' Comp/No Fault Adjuster (pending)
Notary Public
- Jessica Burnham – 10 ½ yrs total County service
as Deputy Insurance Administrator with prior experience
at Workers' Compensation Law Firm
- Jennifer Smith – 9 ½ yrs total County service
Self-Insurance Specialist – 3 ½ years
at Sheriff's - 4 yrs
at Westmount - 2 yrs
Notary Public

Workers' Compensation

Workers' Compensation

Self-insured and self-administered since 1981. The sole reason for the creation of the Self-Insurance Department and the most time consuming and highest priority task for the Department.

The Plan was established for the benefit of local towns and municipalities to self-insure Workers' Compensation benefits. The Plan now includes over 40 different entities, including most towns, Volunteer Fire and EMS, SUNY Adirondack, Village of Lake George, City of Glens Falls, Crandall Library, as well as the County. A total of over 3,000 covered employees and volunteers.

The Plan is strictly regulated by the NYS Workers' Compensation Board and by Warren County Local Law.

Technically, we are a municipal self-insured and self-administered pool for Workers' Compensation coverage. Workers' Compensation covers work related injuries.

Basically, we function like an insurance company. We receive claims and manage them to closure.

Digital Claim Files

Many years ago, Self-Insurance became an electronic based office. Much of our mail and claim-related documents arrive via email or data portal. This allowed us to transition easily to remote work during the pandemic and continues to help us maintain efficiency today.

Accident Reports

New claim cases are usually opened and entered into the system on the day of receipt. Due to the many regulations and timing requirements imposed by the NYS WCB, opening new claims has become a very complex and time-consuming process.

New Claims Opened:

2022 = 89

2021 = 80

2020 = 79

2019 = 94

Medical Claims

The largest amount of mail is medical claims.

Claim Payments Processed:

2022 = 1,259

2021 = 1,425

2020 = 1,438

2019 = 1,733

Note: The decrease in number of payments processed correlates with the improved safety performance that will be mentioned later in the presentation.

Every medical bill received is carefully reviewed to ensure that treatment is related to the claim, that it is appropriate for the injury, and that the billed amount is appropriate under the NYS WCB medical fee schedule. Carefully adjusting all bills and denying those that are not proper has resulted in savings of:

2022 = \$354,371

2021 = \$278,513

2020 = \$225,273

2019 = \$231,855

An interesting note is that the amount of money we save from bill adjustments is actually more than the total amount paid out in medical benefits each year.

Authorizations for medical treatment must be addressed when the request is received from the WCB's online portal. Required response time vary, but can be as little as 4 calendar days.

If denied treatment is appealed by the injured worker's medical providers, the Self-Insurance Plan contracts with a physician to respond to the appeal.

All claims received result in correspondence and additional contact with the medical providers, employers, the WCB and injured workers.

Medical tests, such as MRIs, are scheduled with a network vendor. Through this relationship we have accomplished savings of:

2022 = \$4,405
2021 = \$7,712
2020 = \$4,237
2019 = \$8,566

Pharmaceutical charges are carefully reviewed for causal relationship, formulary coverage and excessive use by a contracted pharmaceutical network vendor. Through this program we have saved:

2022 = \$2,583
2021 = \$4,608
2020 = \$6,775
2019 = \$11,232

Indemnity Payments

From the information received on the medical reports, indemnity payments are made. The Plan carefully audits the information to ensure indemnity payments are made timely and accurately. The WCB has strict statutory requirements for the payment of such claims.

The Plan works diligently to resolve cases. The number of classified cases has been significantly reduced from past years. There is currently only 1 classified case for which the plan is responsible for the indemnity.

There are also 3 classified cases for which the Plan receives 100% reimbursement from the WCB.

Additionally, in 2022 there was on average 6 current employees out of work at any one time receiving indemnity payments.

Often continuous contact with the employer is necessary to properly handle the claims. If the employee is out of work the Self-Insurance department keeps in contact with the employer to ensure payment is made timely and accurately.

The Plan continues to aggressively negotiate final closure agreements with permanently disabled claimants.

Estimated savings from settlements:

2021 = \$409,815

2020 = \$172,392

Since the year 2000, the estimated savings are nearly \$6.6 million.

Hearings and Legal Issues

The NYS WCB carefully regulates all aspects of the Workers' Compensation program. This generates continuous correspondence and required follow-up, as well as the need for continued education on Workers' Compensation Law.

Hearings are held in front of a Workers' Compensation Law Judge. We currently contract with specialized outside legal counsel to handle all issues in front of the WCB. In 2022 we prepared files for 44 hearings.

Nurse Case Management

The Plan has taken an aggressive stance on claims management. We contract with nurse case managers to assist all parties involved with attaining the goal of returning the employee to work as promptly as possible.

# Cases managed:	ROI: (Savings to cost for service)
2022: 31	2022: 5.79 to 1
2021: 41	2021: 8.21 to 1
2020: 39	2020: 8.97 to 1
2019: 48	2019: 4.16 to 1

Independent Medical Exams

The Plan routinely manages files and refers cases to an Independent Medical Examiner. This often results in a reduction of indemnity payments or medical treatments.

#Independent Medical Exams performed:	
2022:	14
2021:	30
2020:	24
2019:	19

WCB Special Funds Reimbursement

Prior to 2007, some cases were eligible for relief from the WCB Special Funds. This relief was discontinued by the 2007 reform which has undoubtedly increased overall claims costs to the Plan.

The Plan has 4 older cases that currently require semi-annual submission to the WCB for reimbursement of monies expended. In 2022 we received \$92,231 in reimbursement from the WCB Special Funds.

Workers' Compensation Fraud

The Plan continues to be aggressive in pursuing relief under the WCL Sec 114 and Sec 114a for Workers' Compensation Fraud. We contract with private investigators to review activities of suspected fraud.

Files referred to Investigation:

2022:	7
2021:	8
2020:	7
2019:	6

During 2022 a Workers' Compensation Law Judge found a violation of WCL Sec 114a on 2 of our cases and permanently disqualified the claimants from all future indemnity benefits. We currently have 2 other cases awaiting a WCL Judge decision on violation of WCL 114a.

Workers' Compensation Assessments

Self-Insurance funding comes from the participants in the plan (AKA Plan Assessments).

The Self-Insurance Fund is not part of the Warren County Budget.

Although medical costs, indemnity rates and administrative costs have risen substantially, assessments to the participants have not:

2023: \$1,438,456
2018: \$1,402,500
2014: \$1,525,219

It's important that we compare our plan to the private sector. We feel strongly that if self-insurance isn't beneficial to the participants then we need to fix something.

Each year the Excess Workers' Compensation Carrier provides us with "manual rates" or what our cost would be under commercial insurance without loss adjustment factors.

2022 Manual rates: \$2,750,767
2022 Assessments to plan participants: \$1,250,642

Thus self-insuring is beneficial to the municipalities as it's costing less than ½ of manual rates.

Contributed Reserve and Liabilities

By law the self-insurance plan places funds into Contributed Reserve for the purpose of funding future liabilities. The Administrator may budget up to \$50,000 per year to place into the Contributed Reserve.

Besides funds budgeted for the Contributed Reserve, any funds in excess of expenses are placed into the reserve at the end of each year.

The amount placed in Contributed Reserve and estimated future liabilities fluctuate based on claims.

Monies are also placed aside for IBNR (incurred but not reported) items as estimated by the Plan Actuary.

2021 Contributed Reserve	\$ 413,598
+ 2021 Estimated Liabilities	\$1,078,462
+ 2021 IBNR	<u>\$827,000</u>
=	\$2,319,060

The Future of Workers' Comp.

- Continue aggressive case management to curtail new claims.
- Continue good relationships with various vendors to ensure claims resolution.
- Continue aggressive pursuit of fraudulent claims.
- Continue relationships with various organizations to ensure education continues on the latest trends, technology and risk management techniques.
- Continue participant education programs on issues of risk management and loss control.

NYS Disability Benefits

NYS Disability Benefits

- Self-Insured and Self Administered since 1989.
- Statutory Benefits are provided for non-work related illness and injuries.

- Each claim is carefully audited to ensure payment is made accurately and timely. Claims made by the employees of Warren County:

2022:	32
2021:	40
2020:	29
2019:	33

- Indemnity benefits paid:

2022:	\$31,886
2021:	\$48,785
2020:	\$19,992
2019:	\$36,507

- The NYS WCB also regulates disability, therefore correspondence with the WCB is continuous.

Property & Casualty Insurance

Property and Casualty Insurance

Since December 21, 2019 the County's P&C broker has been Arthur J Gallagher Risk Management Services. The current agreement will expire on December 20, 2025.

Self-Insurance remains the primary contact between AJ Gallagher and the many County departments.

Self-Insurance Dept's part in P&C:

- Continuous updates of various property schedules and follow up.
- Assistance with the preparation of numerous P&C applications each year prior to renewal.
- Distribution of budgetary figures and premium notices.
- Receipt and review of policies and endorsements.
- Assist and refer as needed various Departments and individuals.
- Accompany various representatives on property inspections.

Safety

Safety

- The Insurance Administrator is also the County Safety Officer and current chairperson of the Risk Management Steering Committee
- Self-Insurance staff organize and take the notes for the Employee Safety Committee and Risk Management Steering Committee
- Referrals from the Risk Management Steering Committee will come before the Legislative, Rules and Government Operations Committee
- Self-Insurance staff support municipalities with safety committees by being an active part of each committee
- The Insurance Administrator is a charter member and current President of the Empire State Safety Association

The Self-Insurance Plan has contracted with Needham Risk Management for safety consultant services since 2009. These services are provided to all municipalities that participate in the plan and positive changes have occurred:

Claims made per 100 employees:

2022 = 3.2

2008 = 9.7

Lost work days per 100 employees:

2022 = .37

2008 = .73

The Future of Safety

Although we have made great accomplishments with our many safety programs, there is still work to do.

During 2023 we will once again issue a Request For Proposals for safety consultant services. The RFP covers all aspects of employee safety including accident investigation, safety program development and training.

In addition, each year we offer Chainsaw Safety Training, provided by BL Procuts.

The funding for both of these contracts are provided by the Self-Insurance Fund.

Empire State Safety Association

In December of 2018 Amy Clute was instrumental in the formation of the Empire State Safety Association (ESSA) a professional peer group for municipal safety officers.

ESSA was officially organized in 2019 and has continued to grow and provide a vital link for safety personnel in local municipalities.

Amy has served on the ESSA Board since inception, first as the ESSA Secretary and since 2022 as the ESSA President.

The participants in the Self-Insurance Plan have benefited from continual networking, idea generation, problem solving, quarterly newsletters, weekly safety briefs, and educational opportunities about employee safety provided by ESSA.

New York State Association of Self-Insured Counties

- For over 40 years, Warren County has been an active participant in NYSASIC. Benefits include continual networking, idea generation, problem solving, and educational opportunities about Workers' Compensation, Safety, Property & Casualty, and overall Risk Management and Loss Control.
- Amy Clute has been on the NYSASIC Board since 2004. Serving as a Director (6 ½ years), President (4 years) and currently the Treasurer (8 ½ years.)
- These have been a very beneficial positions for the Self-Insurance Plan, especially during the 2007 workers' compensation reform when Amy was NYSASIC President. Amy has had a proactive position for Counties across NY and has been in contact many times with the NYS Senate, Assembly and the Governors office on issues important to County Self-Insurance Plans.

Warren County actively participates in the NYSASIC Electronic Roundtable. This is a very vast resource of County personnel across the state as well as vendors that include physicians, attorneys, insurance brokers, case managers, diagnostic providers and consultants.

Through this network we can often gain an idea, solution or policy sample in a matter of minutes.

This network also keep us up to date on changes in case law and other current issues.

What's on the Horizon in 2023 for the Legislative, Rules & Government Operations Committee?

- Chainsaw Safety Training & Emergency Plan updates will be presented in March 2023
- Workers' Compensation Assessments for 2024 will be presented in July of 2023
- Review of the responses for the Safety Services Consultant RFP in the fall of 2023
- Property & Casualty renewal for 2024 in November/December 2023