



O R E G O N

Public Risk
Management Association

2018 OR PRIMA Annual Conference

WEDNESDAY | OCTOBER 3

12:00 – 4:00 PM **Registration and Refreshments**

Foyer East

1:00 – 4:00 PM **How to Implement ERM and Build Organizational Resilience**

Andre LeDuc, University of Oregon
Winter's Hope

This session highlights an integrated systems approach to enterprise risk management and emergency management that allows organizations to understand their vulnerabilities, adaptive capacity, and situational awareness. Providing an overview of the core elements of organizational resilience and 13 key indicators you can use to assess your community's resilience. Learning to not only survive in the face of adversity but thrive. The organizational resilience approach supports better governance and enables the community to empower leaders to succeed in times of uncertainty and rapid change. The session will provide an overview of practical tools, processes, examples, and strategies that attendees can use or adapt to reduce disaster risk and make their community more resilient in our fast-paced and evolving environment.

Credits: Risk Management or Risk Management Administration

5:00 – 7:00 PM **Welcome Reception and No Host Bar**

Summer Twilight

This is a great opportunity to get acquainted and reconnect with fellow risk professionals, conference sponsors and OR-PRIMA Board Members. You don't want to miss it!!

7:00 PM **Dinner on Your Own**

THURSDAY | OCTOBER 4

7:00 AM **Fun Run/Walk**
Foyer East (Outside)

7:30 – 4:15 PM **Registration Open**
Foyer East

7:30 – 8:30 AM **Continental Breakfast**
Winter's Hope

8:30 – 9:00 AM **President's Welcome and Presentations**
Jamie Iboa, city of Eugene & OR-PRIMA President
Winter's Hope

9:00 – 10:30 AM **Communication Success – Up, Down, Across, Inside and Out**
Martha Bryan, Bryan & Bryan Associates
Winter's Hope

You communicate interpersonally every time you interact with others. How well you communicate will influence how others view your work, your success in getting the work done, and the speed with which you move ahead in your career. This session will give you practical strategies for improving every day interactions with others. Upon completion, you will be able to maximize your positive impact on others, maintain your composure during difficult interactions, and increase your effectiveness on the job.

Credits: Risk Management or Elective Course

10:30 – 10:45 AM **Refreshment Break**
Hall

10:45 – 12:00 PM **Pre-escalation: Improving Interactions with Distressed Individuals**
Brad Taylor, Brad Taylor Group
Winter's Hope

Learn specific communication strategies and best practices for interacting with individuals who are experiencing a mental health issue and/or are experiencing a situational crisis. This session will give participants tools that will improve their ability to communicate effectively with individuals who are in distress. We will discuss situational stressors that may be general (experiencing homelessness and/or poverty) and stressors that are specific to interactions with governmental employees.

Credits: Public Safety or Public Exposures

Risk Management 101: Let's Start at the Very Beginning

Bryan Aalberg, Washington County

Eva LaBonte, Washington County

Summer Twilight

Very few people come out of high school or college planning to make risk management their career focus. At the same time, every organization now recognizes how important it is to manage their risks well as they look to their Risk Management staff for experienced leadership. Risk management has become an essential part of a strong public-sector organization. Learn more about the building blocks for a powerful Risk Management program and how to make a positive impact for your employees, management and the public you serve. Hear from two Risk Management professionals who will share their experiences and give you concrete examples of what you need to know in order to strengthen your risk management knowledge.

Credits: Risk Management or Risk Management Administration

12:00 – 1:30 PM

Lunch

Oregon Food Bank

West Deck or Summer Twilight (weather dependent)

1:30 – 2:45 PM

Elements of an Investigation

Jason Olson, Digistream Investigations

Winter's Hope

An investigation can be riddled with many different challenges. Whether it be confirming the correct person is being filmed or determining when a photo on social media was taken versus uploaded. Most challenges can be mitigated if not eliminated if each case is considered from multiple approaches. Using real-life examples, this session will reveal how attacking an investigation with a multi-pronged approach yields the best results.

Credits: Public Exposures or Claims Management

This Week's Top Ten List: Defining the Ten Most Critical Risk Management Issues for Your Entity

Michael Fann, The Pool and National PRIMA Speakers' Bureau

Summer Twilight

A critical examination of industry best practices and an entity's loss experience provides a fairly clear road-map to addressing the bulk of your risk exposures. This session provides a short "punch-list" of issues that if addressing adequately, can dramatically improve your property and casualty losses. Learning Objectives: (1) Encourage the attendee to honestly assess an entity's exposures (2) Provide an objective best practices and data-driven evaluation of a public entity's risk issues (3)

Provide a short “punch-list” of solutions to dramatically improve an entity’s loss experience.

Credits: Public Exposures or Claims Management

2:45 – 3:00 PM

Refreshment Break
Hall

3:00 – 4:15 PM

Blurred Lines: Sorting Out Personal vs. Work-Related Exposures

Kevin Domanico, MacColl, Busch, Sato

Lindsay Landstrom, MacColl, Busch, Sato

Winter’s Hope

Generally, whether a person is working is a straightforward assessment. However, the determination is not always a clear one, particularly when employees are at work, but not necessarily performing duties associated with their work. In this session, we will go over the framework for determining whether an employee is within the course and scope of employment for purposes of workers compensation liability. We will discuss the ways in which Oregon courts have complicated this analysis and include practical tips on how to avoid liability where possible and mitigate risk where it is not.

Credits: Claim Management, Workers Compensation or Human Resources

Managing Liability Risks of Employee Drivers

Brad Barraclough, Willis of Oregon

Jeff Friesen, Willis of Oregon

Summer Twilight

This session discusses best practices that employers can utilize to prevent and/or mitigate liability risks associated with employees and others operating vehicles on behalf of the employer. Driver controls and training will be discussed as well as administrative controls that should be in place.

Credits: Human Resources, Safety or Liability

6:00 – 10:00 PM

Annual Banquet & Casino Night

Winter’s Hope

FRIDAY | OCTOBER 5

8:00 – 9:00 AM

Breakfast Buffet

Winter’s Hope

9:00 – 10:15 AM

When Fido Comes to Work: Employers, Employees and Service Animals

Jeff Jones, Lewis & Clark Law School
Tamara Jones, CIS
Winter's Hope

Most employers understand their obligation to provide a reasonable accommodation to an employee with a known disability. But many employers get caught off guard when the requested accommodation resembles the family pet turned “service animal.” This robust presentation addresses employers’ legal obligations under the Americans with Disabilities Act and Oregon disability law to allow employees to bring service animals in the workplace as a form of reasonable accommodation. Employers will also learn about their rights under these laws, such as: the right to request medical verification of the need for the accommodation; the right to require employees and service animals to abide by employer policies; and how best to analyze the “undue hardship” exception. The presentation concludes with a discussion of how to handle non-disabled employees concerns and perceptions when service animals come to work.

Credits: Public Exposures or Federal Law

Preventing Sex Abuse in Schools

Haley Percell, Oregon School Boards Association (OSBA)
Summer Twilight

This presentation will identify the common fact patterns involved in cases of sexual abuse in schools so that risk managers can more specifically target training and other prevention methods to the areas of highest concern. The typical grooming process will be covered along with a list of red flag behaviors that may indicate that grooming or sexual abuse is occurring. The discussion will also cover how social media and technology can be a method used to groom and sexually abuse students in schools and what schools can do to minimize those risks.

Credits: Public Exposures or Volunteers

10:15 – 10:30 AM

Refreshment Break

Hall

10:30 – 12:00 PM

Legal Update

Kirk Mylander, CIS
Winter's Hope

Risk professionals know they must stay abreast of the changing legal landscape to avoid and manage the exposures their organizations face. Our Legal Update session will bring you up to speed on the latest caselaw and anticipated legislative activity affecting public entities in

Oregon, with special emphasis on recreational immunity, tort caps, PTSD presumption legislation, and employment law.

Credits: Oregon Tort Claims Act, Liability Insurance or Public Exposures