



2023 OR PRIMA Annual Conference

Restoration: Finding Balance in Life and Work

WEDNESDAY | OCTOBER 11

12:00PM – 2:45PM **Registration and Refreshments**

12:00PM – 1:30PM **Keynote: You're A New Risk Manager, Now What? - Part 1 (Pacific Rm)**
Maria Robinson – National PRIMA Speakers Bureau and Risk Management Director, City of Flagstaff, AZ

After almost two decades in the industry, Maria Robinson was presented with the opportunity of becoming a risk manager for the City of Flagstaff, Ariz. She still considers herself a new risk manager and is continually learning, but there are a few things she learned right up front that she thought would be helpful for anyone new to this world, or new to an organization. These are also good reminders for anyone who's been doing the job for a while, because remember, attrition happens all the time!

Credits 1: Human Resources or Other

1:45PM – 2:45PM **Building Your LinkedIn Profile & Career Development (Pacific Rm)**
Kylie Bayer – Tualatin Valley Water District

During this session, our presenter will cover how to leverage LinkedIn as both a new and seasoned risk management professional. As well as provide options available for resume and cover letter development. And finally, Ms. Bayer will discuss how to grow and advance in your career from a place of starting out, to later becoming a seasoned professional and/or taking on leadership roles.

Credits 1: Human Resources or Other

3:00PM – 5:45PM Optional Dune Ride (Sandland Adventures) or Art Event (Cascadia Rm)

6:00PM – 7:00PM **Welcome Reception (Pacific Rm)/Dinner on Your Own**
This is a great opportunity to get acquainted and reconnect with fellow risk professionals, conference sponsors and OR-PRIMA Board Members. You won't want to miss it!

THURSDAY | OCTOBER 12

7:30AM – 4:15PM **Registration Open**

7:30AM – 8:30AM **Continental Breakfast (Pacific Rm)**

8:30 AM – 9:00AM **President's Welcome and Presentations (Pacific Rm)**

Katie Durfee, CIS & OR-PRIMA President

9:00AM – 10:30AM **Keynote: Getting it Right on Mental Health: Making Your Organization Stronger and More Supportive (Pacific Rm)**

Tara Rolstad – Founder/Director of Shattering Stigma with Stories: Understanding Mental Health

Over the last three years, many of us have grappled with our mental health in entirely new ways, or found ourselves unsure how to support our coworkers, friends, and family as they struggle with mental health.

The good news is there are easy, practical things we can do to support ourselves and others' mental health. This is important because, when people don't feel safe talking about mental health and being real about what they're experiencing, time and energy that could be spent on great work is lost.

Audience members will leave:

- Better understanding the experiences of those struggling with mental health and mental illness
- Empowered to seek help when needed
- Knowing how to effectively support coworkers, families and individuals around them with mental health challenges
- Equipped with practical things they can do right away to help themselves and others who are struggling with mental illness

Credits1: Human Resources or Public Exposure

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

10:45 AM – 12:00PM **You're A New Risk Manager - Part 2 (Pacific Rm)**

Maria Robinson – National PRIMA Speakers Bureau

This session is a continuation from the opening keynote presentation held on Wednesday – “You're a New Risk Manager, Now What” and includes interactive surveys, videos, and a reminder on where to find additional tools using a collaborative approach.

Credits 1: Human Resources or Other

Post Traumatic Stress Disorder Presumption Claims (Cascadia Rm)

Pam Daniel – SAIF

Wendy Boughton – SAIF

Dan Brown – CIS

In this session, our panelists will discuss current trends in PTSD presumption claims, along with cost implications and associated breakdowns in workers comp. coverage. They will also dive into PTSD treatments and how these types of claims can be mitigated early on or directly after an incident. And finally, our presenters will provide current resources available to curb post-traumatic stress from occurring after a work incident along with other programs available for mental health in the workplace.

Credits 1: Public Safety or Claims Management

12:00PM – 1:30PM

Lunch – Presentation by SBH: Legislative Updates (Pacific Rm)

1:30PM – 2:45PM

Communicating Across Diversity to Improve the Customer Experience (Pacific Rm)

Toni King-Byous – SAIF

Andy Rohner - SAIF

Empower individuals to communicate across diversity through an increased understanding of how culture intersects with customer service.

Credits 1: Human Resources or Other

Panel Discussion - Insurance Coverage Challenges (Cascadia Rm)

Misty Whorley, Hart Insurance

Patrick Boyle, Marsh McLennan Agency

Twane Duckworth, Willis Towers Watson

In this session, a panel of insurance agent professionals will discuss the current insurance marketplace. Further, discussion will also focus on placement of insurance policies through insurance carriers for all public entities including school, city, and county exposures. Finally, panelists will review insurance types within property and liability (i.e. cyber, professional, abuse & molestation) coverages, as well exclusions to each to keep an eye on.

Credits 1: Liability Insurance or Property Insurance

2:45PM – 3:00PM

Refreshment Break

3:00PM – 4:15PM

Who's Got Time for That? Self-Care for Professionals (Pacific Rm)

Tara Rolstad, Founder/Director of Shattering Stigma with Stories:
Understanding Mental Health

Self-care can make all the difference for those who are busy professionals, caregivers or people caring for someone with a mental illness or other serious condition. Learn why self-care is so important; the

risks faced by caregivers and professionals; and practical strategies to be sure you, or the people you care about, are taking care of themselves AND their loved ones, and those they serve.

Credits 1: Human Resources or Public Exposure

6:00PM – 10:00PM **Annual Banquet & Beach Themed Casino Night (Cascadia Rm)**
Don't forget to pick up your drink and raffle drawing tickets if you did not receive them at registration. Come ready to have fun!

FRIDAY | OCTOBER 13

7:30AM – 8:30AM **Beach Themed Fun-Run/Walk Event (Cascadia Rm)**

8:00AM – 9:00AM **Breakfast Buffet (Pacific Rm)**

9:00AM – 10:30AM **Past President's Welcome & Keynote: Principles and Practices: Why to Err is Human and What Can We Do About? (Pacific Rm)**

Joe Estey - Senior Performance Improvement Specialist, Lucas Engineering and Management Services

Error is normal. Not to error at any time, on any task under any condition is humanly impossible for the longer term. Organizations who ride the brake and manage risk by being averse to it don't stay in business very long. Those who manage their projects and tasks by creating risk competent supporters and leaders sustain their success well beyond the challenges each day brings. During this very interactive session, Estes will explain the principles and practices that promote Cognitive Control during the planning and execution of work, and share eye witnessed example of techniques companies and agencies use to reduce the frequency and severity of errors that lead to undesirable events.

Credits 1: Safety or Risk Management

10:30AM – 11:00 AM **Refreshment Break**

11:00AM – 12:30PM **Final Session & Wrap-Up/Discussing our Culture: The Intersection of Physical and Psychological Safety (Pacific Rm)**

Toni King-Byous, SAIF
Andy Rohner, SAIF

Our discussion will include foundational elements of safety culture and psychological safety. We provide examples of how our responses to feedback impact our organizational safety and our employee's willingness to participate in those efforts. We will provide an introduction to Human and Operational Performance (HOP) and the Ansbro Safety Culture Spectrum.

Credits 1: Public Safety or Public Exposure