

State of Nevada
Department of Administration
Risk Management Division
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Carson City, NV 89701

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Risk-y Business



Mission

The mission of Risk Management is to preserve and protect State property and personnel. This is achieved by integrating agency programs that systematically identify and analyze exposures to risk, selecting and implementing appropriate risk control strategies, financing anticipated or incurred losses and regular monitoring for continual improvement and enhancement.

Vision

Our vision is to continually improve our service to the State, to protect the State's human, intellectual, physical and financial assets and resources and to collaborate with staff to help them meet their goals thereby minimizing the probability, occurrence and impact of accidental losses to the Government of the State of Nevada.

Philosophy

We believe that a successful Risk Management program requires proactive vs. reactive plans and actions. We believe that most risks can and must be identified and managed effectively. Overall, it is our belief that *prevention is better than the cure*.

Vehicle/Property Claims

Friendly reminder to submit a report for a vehicle accident or property loss, go to Risk's website, www.risk.nv.gov, and click on "Vehicle/Property Claims" (located on the right-hand side of the webpage) and then click on "Submit a Vehicle Accident/Property Loss Claim." This takes you to the "Origami Risk" portal to complete and submit either type of claim. Each online form has a selection menu with a list of departments, agencies, buildings and vehicle types to help make it easier to provide full and complete responses. Once the form is completed with all of the required information, click the "Complete Incident" button (on the upper right-hand side) and the claim will be submitted electronically to Risk Management to start the claim process. After the form is submitted, agencies will continue to receive status updates from Risk Management in the same way they currently do now. **Please note** there are "Origami Data" Entry Tricks and Tips available for you to complete the incident report once you click on the submission form AND in Risk's website under the Vehicle/Property Claims section: <http://risk.nv.gov/LP/APC/>.

We strongly encourage you to use the on-line portal. However, the paper forms will be available in all state vehicles' glove compartment. We know there may be some claims that need to be submitted by paper, but please make these the exception rather than the rule.



Calendar Year 2017 Stats

Total Crashes: 381
Preventable Crashes: 155
Percentage of Preventable Crashes: 41%
Total Repairs Cost: \$449,966.05
Total Deductible Paid by State Agencies: \$67,100.00



DEFENSIVE DRIVING

Employees will need to attend the standard 4-hour classroom course as soon as available or within the first year of employment. Refresher training or a repeat class is required every 4 years. The refresher class may be taken by State employees online at: <http://nvelearn.nv.gov>.



Scanning ahead for potential road hazards and obstacles is an essential part of driving defensively.

The Importance of Training New Employees

Safety and health training should begin as soon as employees are hired, the National Safety Council (NSC) states, because workers generally will be open to ideas and information about how their new organization operates.

Another reason to begin safety and health training right away? New employees are more likely to experience a work-related incident because of lack of experience, a lack of familiarity with the company's procedures and an eagerness to work, according to the NSC.

The council recommends several training topics in the orientation process for new workers. They include safety, health and environmental policies; housekeeping standards; hazard communication; emergency response procedures; care and use of personal protective equipment; incident reporting and investigating procedures; first aid and CPR; ergonomics principles; and fire prevention plans.

Workplaces should develop a formal safety orientation program to "forge a strong link between all employees and the organization's safety and health policy," NSC states.

Steps for supervisors

Safety and health training for new employees can be complicated and time-consuming, particularly for busy supervisors. But it's important to make new employee training a priority. NSC encourages supervisors to stay up to date on training and safety policies to avoid contradicting advice in the organization's training manual and safety policies. In addition, they should be involved in the development of training programs to help ensure the information is timely. "If [supervisors] disregard or contradict the training manual, the entire program and the company's image lose credibility with the workers," NSC cautions.

Be hands-on

Show new employees how safety works at the organization – don't ask them to only read the manuals and policies.

NSC offers the following as an example: If a new worker has been trained on how to read warning labels on chemical containers, enhance this worker's training by taking him or her on a tour of the building, and pointing out hazardous material and how to properly identify them.

And keep in mind the importance of practicing what you preach. "'Leading by example' is a concept critical to the success of the safety and health program," the council states.

Source: BPA Worldwide



DRIVING ALONE – BE PREPARED

Driving alone, especially at night, can be a dangerous venture. Not only are solo drivers at a greater risk of falling victim to crime, violence or theft, they are also more susceptible to falling asleep behind the wheel. Additionally, if something does go wrong, solo drivers must know what to do because there isn't another passenger to consult for help. Before driving alone, especially in adverse weather or for a long trip, review the following tips.

- Have your vehicle professionally inspected by a mechanic, or perform a self-inspection if you feel comfortable, before setting out.
- Keep an emergency kit in the vehicle that includes items like jumper cables, blankets, water, a shovel, a traction mat and a flashlight with extra batteries.
- Always depart with a fully charged cellphone.
- On rest stops, always park in an open, well-lit area. Experts say motorists who travel alone are most vulnerable to becoming victims to crime when they are entering and exiting their vehicle.
- When walking toward your parked vehicle, have your keys in hand. If you see a suspicious person lurking nearby, walk in the opposite direction toward a public place.
- Avoid shortcuts through unfamiliar or unsafe areas, especially if you are lost and a stranger leads you there.
- Only accept directions from trusted sources and people, and never accept the offer of a stranger to lead you or take you to your destination.
- Be sure your vehicle is equipped with an alarm system.
- If something goes wrong with your vehicle and you are forced to stop on the side of the road, contact the police immediately, turn your emergency blinkers on, lock the doors and wait inside your vehicle for a squad car to arrive.

It is also important to know what to do in the event of an accident while traveling alone on business. There are several do's and don'ts when it comes to auto accidents that you should learn before departing. If accident preparation is not already part of your official training program and materials, request instructions from your supervisor before hitting the road.

Source: Zywave – Orgill/Singer



All About Heart Rate (Pulse)

What should you know about your heart rate?

Even if you're not an athlete, knowledge about your heart rate can help you monitor your fitness level — and it might even help you spot developing health problems.

Your heart rate, or pulse, is the number of times your heart beats per minute. Normal heart rate varies from person to person. Knowing yours can be an important heart-health gauge.

As you age, changes in the rate and regularity of your pulse can change and may signify a [heart condition](#) or other condition that needs to be addressed.

Where is it and what is a normal heart rate?

The best places to find your pulse are the:

- wrists
- inside of your elbow
- side of your neck
- top of the foot

To get the most accurate reading, put your finger over your pulse and count the number of beats in 60 seconds.

Your **resting heart rate** is the heart pumping the lowest amount of blood you need because you're not exercising. If you're sitting or lying and you're calm, relaxed and aren't ill, your heart rate is normally between 60 (beats per minute) and 100 (beats per minute).

But a heart rate lower than 60 doesn't necessarily signal a medical problem. It could be the result of taking a drug such as a [beta blocker](#). A lower heart rate is also common for people who get a lot of physical activity or are very athletic. Active people often have lower heart rates because their heart muscle is in better condition and doesn't need to work as hard to maintain a steady beat.

Moderate physical activity doesn't usually change the resting pulse much. If you're very fit, it could change to 40. A less active person might have a heart rate between 60 and 100. That's because the heart muscle has to work harder to maintain bodily functions, making it higher.



All About Heart Rate (Pulse) Continued

How Other Factors Affect Heart Rate

- **Air temperature:** When temperatures (and the humidity) soar, the heart pumps a little more blood, so your pulse rate may increase, but usually no more than five to 10 beats a minute.
- **Body position:** Resting, sitting or standing, your pulse is usually the same. Sometimes as you stand for the first 15 to 20 seconds, your pulse may go up a little bit, but after a couple of minutes it should settle down.
- **Emotions:** If you're stressed, anxious or "extraordinarily happy or sad" your emotions can raise your pulse.
- **Body size:** Body size usually doesn't change pulse. If you're very obese, you might see a higher resting pulse than normal, but usually not more than 100.
- **Medication use:** Meds that block your adrenaline (beta blockers) tend to slow your pulse, while too much thyroid medication or too high of a dosage will raise it.

When To Call Your Doctor

If you're on a beta blocker to decrease your heart rate (and [lower blood pressure](#)) or to control an abnormal rhythm ([arrhythmia](#)), your doctor may ask you to monitor and log your heart rate. Keeping tabs on your heart rate can help your doctor determine whether to change the dosage or switch to a different medication.

If your pulse is very low or if you have frequent episodes of unexplained fast heart rates, especially if they cause you to feel weak or dizzy or faint, tell your doctor, who can decide if it's an emergency. Your pulse is one tool to help get a picture of your health.

American Heart Assoc. 1-29-18



We celebrate with Ana Andrews who is retiring after more than 27 years of exceptional and dedicated service to the citizens of the State of Nevada. Ana began her career with the Attorney General's Office in 1991 where she remained until 2001. She briefly worked for the Real Estate Division as a Management Analyst I before promoting to a Management Analyst II for the Nevada System of Higher Education in the same year. While at NSHE, she worked for her friend and mentor Jon Hansen. She always talks about how he believed in her and encouraged her to achieve what she thought was beyond her reach. She began her career in Risk Management in 2009 as the Deputy Risk Manager and is now retiring after serving the state as the Division Administrator, Risk Manager, since 2012.



Ana's professionalism and integrity has made her a distinguished resource beyond the positions to which she has been assigned. She has consistently performed her duties without compromise and in accordance with the best practices in Risk Management and she has demonstrated a great commitment and respect for those who she serves. Ana became a mentor and friend to her employees, following the example and kindness received from Jon Hansen.

The risk management team commends Ana Andrews on her outstanding tenure as a dedicated State employee and joins her family, friends and colleagues in extending sincere appreciation for years of service, with best wishes for a happy and fulfilling retirement. She will be greatly missed!

We also want to hear from you and receive feedback and suggestions. Please follow this link to send an email to the division's administrator: <http://risk.nv.gov/Forms/Feedback/>