



Risk Control Services – Core

CORE SERVICES**

HUMAN RESOURCES

- Access to HR Workplace Services
- HR 360 Library & Hotline

SAFETY & LOSS CONTROL

- Emergency 24-Hour Hotline
- Emergency Response Support (Severe Accidents, etc.)
- Insurance Company Loss Control Oversight
- Preliminary Facility/ Jobsite Visit for New Clients
- Email/phone assistance with OSHA Regulations, Resources & Loss Control Best Practices

CLAIM MANAGEMENT SERVICES

- Annual Review of Loss Runs for Open Claims
- Cavignac & Associates Claims Manual
- Claims & Experience Modification Email/Phone Support
- WC Experience Modification Projections and Reviews, if Needed
- Open Claim Monitoring

***travel included within San Diego county*



Risk Control Services – Expanded Core

EXPANDED CORE SERVICES** INCLUDES ALL CORE SERVICES PLUS:

PRELIMINARY RISK CONTROL AUDIT

- New Client Onboarding & Assessment Process with HR, Claims Management and Safety Service Recommendations

HUMAN RESOURCES

- Initial Review of Current Employee Handbook
- Direct Access to Heather Stone, Esq. for Coaching & Consulting Needs
- Subscription to ThinkHR (\$600 value) With Training and Support

SAFETY & LOSS CONTROL

- Annual Jobsite Visit
- Coaching & Consulting for Loss Control Best Practices
- Initial Review of IIPP
- SUCCEED Subscription (\$750 value)

CLAIMS MANAGEMENT SERVICES

- SUCCEED Incident Track
- Medical Facility Assessment
- Coaching & Consulting for Claims Best Practices

***travel included within San Diego county*

EXPANDED CORE CONSULTING & COACHING TOPICS

HUMAN RESOURCES

- Performance Management
- Managing Leaves of Absence
- Managing the Disabled Employee
- Pregnancy Disability Leave Management
- Wage and Hour Issues
- Classification of Employees
- Classifying Independent Contractors
- Planning and Managing Vacation/Sick/PTO
- Unemployment Account Management
- Discipline and Termination Issues
- Personnel File Maintenance/Inspection
- Investigations – All HR Subjects

SAFETY & LOSS CONTROL

- OSHA Regulations and Compliance
- OSHA Citations
- Ergonomics
- Incident/Accident Response
- Work Site/Job Site Hazard Mitigation
- Employee Safety Program Compliance
- Carrier Risk Assessment Recommendations and Compliance

CLAIM MANAGEMENT SERVICES

- Reportable Injuries vs. First Aid Injuries
- Workers' Compensation Compensability (AOE/COE)
- Choosing a WC Clinic/Doctor
- Transitional Work Programs
- Salary Continuation Programs
- Coordinating WC Leave with Other Disability Leave Laws
- Discipline/Termination of Employees with WC Claims
- Subrogation: Recovery of Costs When an Employee is Injured Due to Negligence of Others
- Working with the Insurance Company to Investigate/Settle/Control Claims Costs
- How the Experience Modification is Calculated
- How WC Claims Affect Premium
- How to Lower the Experience Modification
- Correcting Mistakes on the Experience Modification
- MPN Implementation/Documentation



Risk Control Services – Fee

FEE SERVICES

HUMAN RESOURCES

- Human Resources Audit
- Sexual Harassment Prevention Training (AB1825)
- Respectful Workplace Training (AB 2053)
- Handbook Development and/or Update with Legal Review
- Assistance with the Development of Best Human Resources Practices including:
 - Preparation of Job Descriptions
 - Hiring Procedures
 - Onboarding
 - Performance Management
 - Leaves of Absence
 - Discipline
 - Discharge
- Individualized Coaching for Supervisors/Managers
- Human Resources Mentoring Services
- Customized Supervisor or Staff training, including:
 - Legal Compliance
 - Wage and Hour Issues
 - Employee Evaluations
 - Leaves of Absence
 - Effectively ending the Employment Relationship
 - Any Other Topic of Concern to Your Company

SAFETY & LOSS CONTROL

- Safety Management Coaching
- Safety Program Development
- Safety Program Analysis
- OSHA-Based Site/Facility Inspections
- OSHA 10/30 Hour Training for Construction
- First Aid/CPR/AED Training
- Ergonomic Evaluations
- Customized Supervisor Safety Training
- Safety Orientation Program Development
- Industrial Hygiene Surveys
- Job/Activity/Hazard Analysis (AHA/JHA) Development
- Safety Coordinator Mentoring
- IIPP Development or Update
- Customized Safety Training for your Organization-Sample Topics Include:
 - Heat Illness Prevention
 - Slip, Trip and Fall Prevention
 - OSHA Recordkeeping
 - Control of Hazardous Energy/Lockout Tagout
 - Confined Space
 - Forklift Operator Safety Training and Refresher
 - Defensive Driver Training

CLAIM MANAGEMENT SERVICES

- Data Capture and Trending Analysis
- Experience Modification Modeling
- Medical Provider Network Rollout Assistance
- Workers' Compensation 101
- Occupational Medical Clinic Evaluation and Relationship Coaching
- Transitional Return-to-Work Program Review and Recommendations
- Scheduled Phone Claim Reviews with Insurance Company
- First Aid Claims Training
- Experience Modification Training
- Workers' Compensation/ Claims Audit
- Workers' Compensation Claims Coordinator Mentoring

These are examples of the risk control services we are capable of providing. We can also customize existing programs or create new programs to fit our clients' unique needs.