



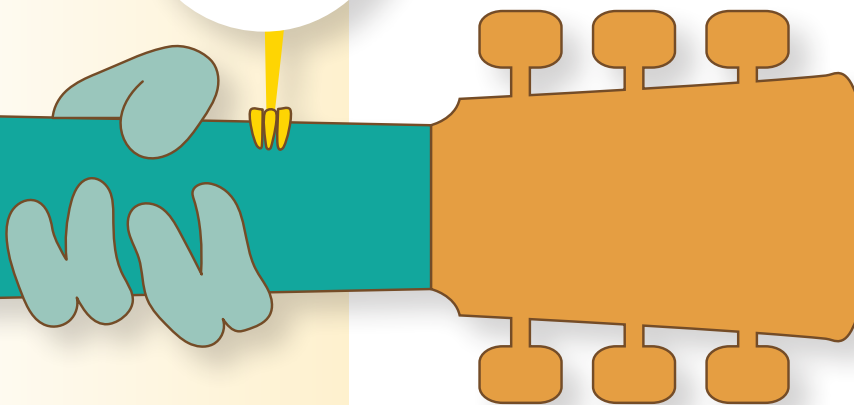
P E R M A[®]

Workers' Comp

News for Public Employers

PUBLISHED BY PERMA, PUBLIC EMPLOYER RISK MANAGEMENT ASSOCIATION, INC.

ANNUAL MEMBER CONFERENCE **RECAP**



WHAT'S INSIDE

2018 Annual Conference

Page 1

Letter from the PERMA Board Chair

Page 2

Annual Awards

Page 4-5

Upcoming Events

Page 6

Risk Management Update

Page 7

Law Enforcement/ Corrections Accidents

Page 8

On May 23 and 24, over 325 PERMA members, brokers, staff, presenters and vendors gathered at the Sagamore Hotel & Resort for the PERMA 2019 Annual Member Conference. Eight workshop sessions and two Keynote Speakers were hosted throughout the two day conference with highlights including two roundtable discussions for Safety Council Members and updates



regarding the NYS Volunteer Firefighter Cancer Benefit Law. Our highest attended sessions were the Claims101 workshop led by PERMA Claims Management staff which reviewed best practices in claims reporting, the importance of timely filing, and frequently asked questions. Ed Moltzen, Suffolk County Director of Shared Services, hosted the second highly attended session of Communities Working Together: the Shared Services Initiative which opened conversations on cost saving advantages, how to start this discussion at a local level, possible challenges and a variety of resources that are currently available.



Both Keynote Speakers focused on technological advancement importance throughout the industry. Thursday's Keynote, Lauren Isaac, Director of Business Initiatives for EasyMile, examined the impact of driverless vehicles. Attendees were able to see this emerging trend and how local and regional governments should respond to autonomous vehicles in the short and long term.

After the conclusion of our Annual Member Meeting Friday, Jon Engstrom, Cybersecurity Expert, demonstrated the behaviors of an online identity hacker and the impact of your online footprint. Two step authentication, passwords containing a minimum of 21 character combinations and using a password management tool were some significant factors for protecting not only your identity, but your municipalities network.

continued on page 3



PERMA

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Letter from Stephen Altieri, PERMA Board Chair & President

Dear PERMA Member:

I write to inform you about an important structural change that has been mutually agreed upon by the PERMA Board of Directors and York Risk Services Group. On August 1, 2019, PERMA will transfer over to PERMA the employees providing member services, underwriting, risk management, analytics and finance, services previously provided by York/NEAMI.

York/NEAMI will continue to operate our outstanding claims management service.

As a PERMA member, it is important for you to know that the employees who work so diligently to provide you with outstanding workers compensation and risk management services are not going anywhere. Rather, these employees will simply be working directly for PERMA. Likewise, York/NEAMI's claims management team will remain intact and stand ready to meet all your needs.

The change will provide PERMA with additional flexibility to provide the crucial services necessary to grow and thrive. As an association that only serves municipal members located in New York, with you, we face a unique set of challenges and this change will provide us with more control over our operations and allow us to focus solely on implementing the best strategies and practices for our members.

This new management structure guarantees that the institutional knowledge that resides here at PERMA will remain at PERMA. With a simplified operating structure and sole focus on our members, we look forward to continued, mutual success in the years ahead.

If you have any questions about this issue, please feel free to contact Karen Braman, Senior Director, Member Services at 1-888-737-6269 or at kbraman@perma.org and she will be happy to discuss the change in greater detail.

Thank you for being a member of PERMA and we look forward to continuing to serve you.

Sincerely:

Stephen Altieri,
PERMA Board Chair & President

Managed by Northeast Association Management, Inc.

Public Employer Risk Management Association, Inc. (PERMA), the largest self-insurance pool for public entities in New York State, has been administered by Northeast Association Management, Inc. (NEAMI) since 1995. NEAMI, with its staff of approximately 80 professionals, provides claims management services, as well as nurse case management, risk services, coverage underwriting, and general member services.

PERMA SAFETY & WELLNESS FAIR HIGHLIGHTS

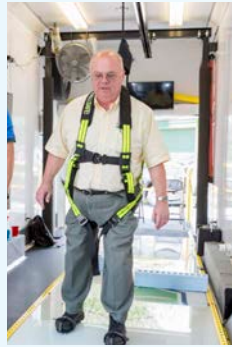
In addition to the educational sessions occurring all day, we host the PERMA Safety & Wellness Fair to bring resources to you to help maintain the best work environment. Attendees had the opportunity to visit with vendors, participate in simulations, view equipment demonstrations, receive wellness screenings and grab some useful information on local services. This year we



hosted over 25 vendors which included massage therapists, the Posture People (focusing on ergonomics of the workplace), FirstNet Learning (PERMA's Safety Institute Vendor), PESH & the Department of Labor,

our partner the New York State Association of Fire Chiefs (NYSAFC), SafGuard Shoe (addressing all the safety footwear needs), PERMA Claims Services (ask a claims expert station) and many more!

One particular highlight of this year's fair was Industrial Biodynamics- Slip Simulator.



Through twenty minute simulations, participants tested their slip, trip, and falls reflexes on a variety of surfaces. This engaging training simulation is known to reduce these accidents up to 70% by placing individuals in a

training environment similar to their work complete with curbs, stairs, ramps, as they tested their techniques to improve stability.

A full video of our Member's participation can be found on our website, perma.org.

We continue to thank those vendors who participate with us year after year. If you

have any suggestions as to who you would like to visit with next year email us at memberservices@neami.com.

ANNUAL MEMBER CONFERENCE RESOURCES

In case you missed a specific session or were unable to attend one of our Conference sessionshandouts, presenter contact information, videos and PowerPoint presentations are available on our website for your review. If you have any additional questions feel free to email Member Services at memberservices@neami.com

IN CONCLUSION

PERMA continuously strives to deliver great event experiences to all our members, guests and community partners, this year was no exception.

Thank you for your continued support – we hope to see everyone again throughout the year as we host additional upcoming events such as our Regional Manager's Summit in September and at the Fall Educational Conference, October 21st in Geneva.



PERMA 2018 *Awards in Excellence*

We are so pleased to have had the opportunity to honor the 2018 Awards in Excellence winners at the Annual Awards Banquet on Thursday, May 23 at the Sagamore Resort on Bolton Landing. Jerry Faiella, PERMA Interim Executive Director, Stephen Altieri, Chairman of the Board, and Beth Hunt, Vice Chair of the Board presented the awards.

In partnership with New York State Association of Fire Chiefs (NYSAFC), PERMA introduced a new award this year - the 2018 NYSAFC Pioneer Award to Henrietta Fire District. This Pioneer Award recognizes the District's innovative ways to address the specific challenges of a diverse workforce.

Lieutenant Mike Dinsmore, the Henrietta Fire District's Safety Officer, keeps informed of what's going on both in the department and the industry. From working with PERMA to find new ways to improve workplace safety,

to engaging with many organizations in the community to promote collaboration, to learning about and implementing new nationwide trends, Mike is constantly seeking new ideas to help keep his firefighters at their best.

As a result of the District's openness to new ideas, they have initiated several new programs and procedures, such as offering multiple weekly fitness and strength-training classes, taught by a certified trainer with an understanding of the unique needs and stresses of the fire service; providing in-service classes on proper nutrition for their firefighters; and engaging with a peer support team to ensure they meet their responders' emotional health needs.

While these topics have not been traditionally addressed in the past, their importance is beginning to be recognized. The Henrietta Fire District have led these

initiatives by incorporating these emerging topics into a comprehensive employee safety program. It is this eagerness for innovation and dedication to the health and wellness of their firefighters that makes them the perfect



recipient for the New York State Association of Fire Chiefs Pioneer Award.

Here are details on all of the winners, and be sure to view our full Woodstock themed 2018 awards video available on our PERMA website.



NYSAC Pioneer Award

presented by Mark LaVigne, New York State Association of Counties. Awarded to Essex County and accepted by Seth Celotti, County Safety Officer.

This Pioneer award is awarded to a county who demonstrate exceptional creativity and transformative approaches to address challenges and produce a positive impact on the safety and health of employees.



Triple Threat Award

Awarded to the Town of Riga and accepted by Brad O'Brocta, Town Supervisor.

The Triple Threat Award recognizes a member who's cumulative scores highest in timely claim reporting, best return-to-work rate, and best medical-only to indemnity claim ratio. Over the past five years the Town has filed all claims within 10 days of the incident, has an average return-to-work rate of one day, and not one of their claims reported time lost. Riga is a small town, but they care just as much about their employees as larger towns.

PERMA Safety Council Excellence in Risk Management Award

Awarded to Kelly Caramanna, Safety Director, Onondaga County Water Authority.



The Safety Council Excellence in Risk Management Award, recognizes a particular employee, committee, department or municipality for demonstrating innovation, outside of the box thinking, and/or creative use of resources in promoting a positive safety culture. Kelly was nominated by Geoffrey Miller, Deputy Executive Director, Onondaga County Water Authority. Her innovations of their safety program have included new safety equipment storage lockers, work with distribution maintenance employees to complete excavations more safely, even overseeing a complete overhaul of their meter testing work area to improve ergonomics, ease heavy lifting, and prevent slips, trips, and falls. Under Kelly's guidance, OCWA has even begun using drones to inspect water towers and other out-of-reach places so employees don't need to climb up to inspect them. Her openness to out-of-the-box solutions has provided OCWA with great results including no lost time injuries in 2018, an enhanced return to work program and high remarks and praise through numerous regulatory and agency inspections this year at OCWA.



Kenneth Herman, Sr. Memorial Risk Management Award

Awarded to Village of Rye Brook and accepted by Pasquale Colantuono, Deputy Treasurer.

The Kenneth Herman, Sr. Memorial Risk Management Award is presented to a PERMA member for exemplifying PERMA's mission to improve workplace safety and wellness through exceptional participation and utilization of PERMA's programs. With the highest member engagement rate, the Village of Rye Brook has taken advantage of many PERMA programs including online access across all PERMA platforms, attended in-person PERMA meetings and PERMA webinars. Rye Brook's Safety Coordinator also completed the PERMA Safety Coordinator and Advanced Safety Coordinating programs in 2018. This engagement ensures their small community can offer its employees and residents everything they need to be safe and well.

PERMA Donates to FASNY Firemen's Home and NYS National Emergency Number Association



Tom McKinney, Former Trustee awarded and accepts donation to the Firemen's Association of the State of New York (FASNY) Firemen's Home

PERMA over the past few years have worked alongside the New York State Fire Associations in support of the Volunteer Firefighter Cancer Benefit Act. With success last January, this law was passed to provide those qualified volunteer firefighters with monetary assistance in the event they are diagnosed with cancer providing much relief to them and their families. It is through this sponsorship and partnership where PERMA was awarded funds. Our Board of Directors decided to match these contributions and give back to those who continually serve our local communities.



Brian LaFlure, Director, Warren County Office of Emergency Services awarded and accepts donation to the New York State Chapter of National Emergency Number Association

It is with great pleasure we recognized the NYS National Emergency Number Association Chapter (NYS NENA) and Firemen's Association of the State of New York (FASNY) Firemen's Home each with a \$5,000 donation to their organization. We thank you the NYS NENA Chapter for its efforts in providing the most effective and efficient public safety solutions by protecting those of our community and the FASNY Firemen's Home for providing the highest quality services to those who have protected our community.

Longevity Award Winners

Congratulations to all our Members who have reached their milestone year in Membership. We are honored to continue to partner with you and thank you for your loyal support for the PERMA workers compensation program.

25 Years

Albany Port District Commission
Town of Clarkson
Town of Clinton, Dutchess County
Copiague Memorial Library
Village of East Hills
Village of Hewlett Bay Park
Village of Massapequa Park
Town of Mount Pleasant
Village of Otisville
Town of Perinton
Town of Philipstown
Pittsford Fire District
Village of Port Jefferson
Town of Santa Clara

Town of Shelter Island
Inc. Village of South Floral Park
Town of Webster
Village of West Hampton Dunes
Village of Williston Park, Williston Park FD,
Ladies Auxiliary & Emergency Relief Squad
Town of Wright

20 Years

Village of Allegany
Amagansett Fire District
Banksville Independent Fire Co.
Town of Bethlehem
Chester Fire District
Town of Hope Volunteer Fire Co.
Town of Indian Lake

Town of Ithaca
Town of Manlius
Town of Mendon
Middlehope Fire District
Mount Kisco Vol. Ambulance Corps.
Village of Schoharie
Village of Speculator
Uniondale Public Library
Town of Wells
Westchester Joint Water Works

15 Years

Town of Colton
Mount Vernon Urban Renewal Agency
City of Niagara Falls

For more information on these award winners, please visit PERMA.org to view the full 2018 Awards in Excellence video.

UPCOMING EVENTS *Mark your Calendars!*

REGIONAL MEETING: DIVERSITY INCLUSION AND CONFLICT MANAGEMENT

Webinar | NYS Sexual Harassment Update
• August 22nd | 1:00 to 2:00 p.m.

REGIONAL MANAGER'S SUMMIT:

Are you prepared? We invite all managers, administrators, and other decision makers to attend one of our PERMA Regional Manager's Summit this September. Violent incidents are often unpredictable and evolve quickly. These full-day trainings will focus on operational preparedness through a "whole community" approach by providing information on products, tools, and resources to help you prepare to respond. Registration information will be available in August.

- September 23rd | Buffalo | The Foundry
- September 25th | Syracuse | Sky Armory
- September 27th | Tarrytown | Hilton Doubletree

FALL EDUCATIONAL CONFERENCE:

This Fall we are hosting four educational sessions focusing on trending legal topics. Join us as we review employer's rights, the JANUS decision, marijuana legalization and the tax cap. Registration information will be available in September.

- October 21st and 22nd | Geneva | Belhurst Castle

WINTER WEBINAR SESSIONS:

Join us as we continue to host our one hour webinars with trending topics and guest speakers throughout the Winter months.

- December 3rd | PERMA Case Scenarios
- January 9th | Municipal Finance Fundamentals
- February 4th | Transitional Duty Program
- March 5th | Opioid Epidemic: NYS Update

Registration is now open if you have additional questions, please contact the Member Service Department at memberservices@perma.org.

Our previously hosted webinars have been recorded and are ready to view on our YouTube channel, PERMANY.

UPDATE YOUR CONTACT LIST!

@perma.org

EFFECTIVE AUGUST 1ST, PERMA ASSOCIATES EMAIL ADDRESSES WILL REFLECT @PERMA.ORG

PERMA employees providing Member Services, Underwriting, Risk Management, Analytics and Finance services will be updating their email addresses to reflect @perma.org. During this transition, old and new email addresses will remain active to ensure all communication is received.

BELOW ARE SOME KEY REMINDERS FOR DEPARTMENTAL EMAIL ADDRESSES:

- All Claims related items including First Report of Injury/Claims Documents should continue to be sent to compforms@neami.com and/ or fax: 1(877)737-6232
- Certificates of Coverage Requests can be forwarded to underwriters@perma.org
- Member Services Questions: memberservices@perma.org

ADDITIONAL CONTACT INFORMATION:

- PERMA Toll Free number will remain the same: 1(888)737-6269
- PERMA Fax will remain the same: 1(877)737-6232
- All direct lines for associates will remain the same.

If you have any additional questions, or would like to be added to our online communications, please contact Julie Florek, Communications Specialist in Member Services

RISK MANAGEMENT *Update*

HEAT-RELATED ILLNESSES

Each year thousands of workers become ill while working in extreme heat or humidity. There are a range of heat-related illnesses, such as: heat stroke, heat exhaustion, heat cramps, and heat rash. Knowing the signs and symptoms of these illnesses and what first aid measures to take can be the difference of life or death. Under OSHA, employers are responsible for providing a workplace free of known safety hazards, and this includes protecting workers from extreme heat. Employers should work to establish a heat illness prevention program which includes providing workers with water, rest, and shade, allowing workers to take frequent breaks as they acclimatize, planning for heat-related emergencies, and monitoring workers for signs and symptoms of heat-related illness.

RISK ASSESSMENTS: WHAT THEY ARE, AND HOW TO PREPARE FOR THEM

The Risk Management department reviews the operations and exposures for PERMA members to develop recommendations of training and written programs, as well as, evaluate the member for PESH regulatory compliance. To complete this, we perform on-site risk assessments.

An assessment typically consists of two parts. The first part is a meeting to discuss: exposures; claim history; incident reporting and review procedures; new-hire

orientations; safety committees; safety training and written programs.

The second portion is a site inspection to determine hazards and regulatory compliance issues. Preparation for a site inspection involves gathering and reviewing all the applicable materials related to the above elements.

If we haven't contacted you yet to schedule an assessment we will soon. For additional questions or concerns, please contact Sarah O'Brien, Risk Management Consultant.

FIREFIGHTER RISK REDUCTION GRANT AWARD WINNERS

Public Employer Risk Management Association, Inc. (PERMA) in partnership with New York State Association of Fire Chiefs (NYSAFC) is pleased to acknowledge the following members as recipients for the Firefighter Risk Reduction MiniGrant Program. The purpose of this grant is to financially assist members in obtaining equipment that will help reduce injury and illness within their agency. Monies were awarded in the following four categories: gear dryer and washer, power stretcher, hose management system and items for rehabilitation systems as a result of five year review of PERMA claims where it was identified that lower back strain and heat exhaustion were the two leading injuries/illnesses for both professional and volunteer firefighters.

Through the three month application period, twenty four applications were reviewed and considered for the listed categories. PERMA and NYSAFC awarded a total of \$45,000 to the following grantees:

Gear Washer and Dryer Awardees:

- East Aurora Fire Department
- East Hampton Fire Department
- Village of Port Chester Fire Department
- Village of Scotia Fire Department

Power Stretcher Awardees:

- Village of Manlius
- Village of Springville

Rehabilitation Unit Awardees:

- Greenville Fire District
- North East Joint Fire District

Power Hose Roller Awardees:

- Arlington Fire District
- Village of Croton on Hudson
- Guilderland Fire District
- Onesquethaw Volunteer Fire Company

PERMA Risk Management and NYSAFC will continue to conduct ongoing evaluations of agencies awarded equipment to determine the equipment's effectiveness in preventing illness and injury. ***Congratulations to our winners!***

PERMA CERTIFIED SAFETY COORDINATOR AWARDEES

In addition to our annual awards recognition, the Risk Management department congratulated three PERMA members who have completed the PERMA Certified Safety Coordinator (PCSC) program. This program's focus is on policies, procedures, and activities that designated Safety Coordinators can create to maintain a safe work place. Requirements of completing this course include completion of the Basic and Advanced Safety Coordinator Training, as well as, the Occupational Safety and Health Standards for General Industry (OSHA 511) course. Additionally, in partnership with RIT OTIEC, PERMA has made a discounted rate available to all PERMA Members for the OSHA 511 course.

By taking this preventative approach, we hope all members continue to build an effective Risk Management program to avoid incidents and lower the costs of accidents that do occur in your workplace.

For additional information regarding this course, please contact Sigrid Vompa, Safety Training Coordinator.



PERMA Certified Safety Coordinator (PCSC) presented by Pat Becher, PERMA Safety Council Chair award to and accepted by Mark Rising, Mohawk Valley Regional Water Board, Liz Melock, Village of Springville, and Tom Hoyt, Greene County.



PERMA

**PUBLIC EMPLOYER
RISK MANAGEMENT
ASSOCIATION, INC.**

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self-insured provider of
workers' compensation for
public entities.*

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LAW ENFORCEMENT/ CORRECTIONS ACCIDENTS

March, April, May 2019

The above chart details claims submitted by Law Enforcement and Corrections for the period of March, April and May of 2019. Overall, eighty-nine (89) claims were received during this period and Hand to Hand was again the highest category accounting for 26% of all submissions. The Safe Street Encounters training was recently held in Westchester County and was very well received by those in attendance. Topics included an overview of critical issues and using policy, organizational culture and effective internal communication to reduce risk to officers and minimize agency liability; A discussion of crisis communication versus conflict communications and the need for both; The state of the law pertaining to de-escalation and related issues including the reality of what de-escalation is and its limitations; A statistical overview of the causes of officer injuries and deaths, and Critical video review of recent controversial cases and the application of Priority of Life to them. If your agency would like to host this training for other PERMA members in your area please let Lew Moskowitz, Public Safety Risk Management Specialist, know.

ACTIVITY AT TIME INJURY OCCURRED

