

# University of Louisiana at Lafayette

## Risk Management Statement

*Revised: May 2009*

### 1.0 Purpose and Scope

- The purpose of this document is to identify general guidelines for limiting the risk and liability associated with University.
- Specific policies and procedures exist for each area described in this document and are administered by their appropriate Director.

### 2.0 Real Property

#### 2.1 Building Safety Inspections

- Buildings on campus are inspected four times yearly for safety to identify unsafe conditions and correct these conditions.
- In these inspections, buildings are checked for:
  - ✓ Appropriate fire safety (extinguishers, exit signage, evacuation routes)
  - ✓ Slip, trip, and obstruction hazards
  - ✓ General electrical and plumbing hazards
  - ✓ Hazardous material storage and usage areas (where applicable)
  - ✓ Other hazardous areas such as laboratories, shops, etc.
- These inspections are documented and reviewed by the EH&S Director.
- Where necessary, the EH&S Director facilitates repair of unsafe conditions via the Physical Plant and/or maintenance personnel.
- Additional information regarding Building Safety Inspections can be found in section 3 of the EH&S Policy, which can be downloaded from <http://www.safety.louisiana.edu>

#### 2.2 Risk Management Claims

- The Louisiana Office of Risk Management (ORM) insures damage to real property
- Buildings and improvements are insured up to the replacement cost at the time of loss. Contents owned by the University, and the University's vehicle fleet are insured up to their actual cash value.
- The EH&S Director is responsible for filing property claims with ORM for all lines of coverage except Workman Compensation and maintaining documentation associated with those claims. Workman Compensation claims are filed by the Human Resources Department. Where applicable, the EH&S Director is the University's representative for filing FEMA claims under federally-declared events or disasters.
- For losses that could be filed under ORM's Comprehensive General Liability Policy:
  - The EH&S Director coordinates the investigation of the claim, including photographs, identifying any losses (building and/or contents), and providing supporting documentation (proof of ownership, replacement, purchasing documentation, etc.).

- As soon as the University determines that the other party is represented by an attorney, and/or the university is served a petition in association with a lawsuit, the University shall cease and desist all communication with the other part and defer all inquiries to ORM and/or the Louisiana Attorney General's office.
- For losses that could be filed under ORM's Automobile Policy:
  - The University shall complete a DA2041 form and fax it to ORM as soon as possible, preferably within 48 hours of the accident.
  - Any University employee injured in the course of an automobile accident while on the job shall contact the Human Resources Department to initiate a Workman Compensation claim.
  - The EH&S Director coordinates the investigation of the claim, including photographs, identifying University losses (vehicle and/or property), and providing supporting documentation (proof of ownership, repair invoices, purchasing documentation, etc.).
  - University drivers shall be subject to the terms of the University's EH&S Policy, section 18.
- For losses that could be filed under ORM's Property Coverage
  - The EH&S Director completes an ORM State Property 1<sup>st</sup> Party Loss form, and submits this to the ORM Claims Unit as soon as possible, preferably within one week, but no later than one year following the incident.
  - The EH&S Director coordinates the investigation of the claim, including photographs, identifying University losses (building and/or contents), and providing supporting documentation (proof of ownership, replacement, purchasing documentation, etc.).
  - For these claims, the University shall follow its official purchasing procedures when procuring goods, materials, services, etc. in response to any insurable loss.
  - For these claims, the EH&S Director shall instruct the Asst. Vice President for Business Svcs. on the proper accounting for any insurance checks received. Insurance checks shall be deposited into the same university account used to purchase repairs for the insurable loss. All records associated with these claims shall be available for review by the University's internal and legislative auditors.
- Additional information regarding property claims can be found in ORM's *Catalog of Coverage*, which can be downloaded at <http://www.doa.state.la.us/orm/uw.htm>.

### **3.0 Movable Property**

- Movable equipment and property owned by the University is inventoried yearly by the department utilizing the equipment.
- This inventory is managed by the University's Property Control Manager
- The University Property Manager's duties are supported by equipment policies in accordance with Louisiana Property Assistance Agency, which include:
  - ✓ Equipment usage

- ✓ Removing equipment from campus
  - ✓ Disposal of equipment
  - ✓ Reporting stolen equipment
- Vandalism or accidental losses to movable equipment are processed through ORM as insurance claims (see section 2.2).
- The EH&S Director is responsible for filing movable property claims with ORM and maintaining documentation associated with those claims.
- Additional information regarding movable property claims can be found in ORM's *Catalog of Coverage*, which can be downloaded at <http://www.doa.state.la.us/orm/uw.htm>.

#### **4.0 Losses Due To Dishonest Acts Of Employees**

- This section refers to addressing University liability due to acts such as burglary, robbery, and embezzlement.
- The Assistant Vice President for Business Services is responsible for administering specific policies and procedures to be followed by employees who handle cash.
- An internal auditor reviews these procedures on a continual basis.
- If necessary, the internal auditor makes recommendations to address specific concerns
- All employees who handle cash are trained to properly receive, deposit, and process these funds in accordance with the departmental policies.
- University cashiers are monitored by security cameras and the areas that hold cash are protected by a safe.
- The University Bursar administers the Student Cashier Center using written policies and procedures.

#### **5.0 Facilities And Departments That Generate Revenue**

##### **5.1 Buildings that are leased**

- These procedures do not refer to the Cajundome, as this building is managed by the Lafayette Cajundome Commission through a Lafayette Consolidated Government/UL Lafayette agreement. The Cajundome has written a contingency plan, which identifies unique procedures for risk management issues.
- In the event of an unforeseen disaster, an attempt will be made to move these facilities (departments) as quickly as possible. For example, if the bookstore were rendered useless, the Student Union Ballroom would be the choice for a temporary location. However, the University does not maintain temporary space for all departments that generate revenue and these situations must be considered by the University administration on a case-by-case basis.
- Contracts are drafted for the lease of Blackham Coliseum for individual events that address, among other things:
  - ✓ The University's responsibility for infrastructure maintenance such as plumbing, electrical, setup and breakdown, etc.
  - ✓ The lessee's responsibility for providing security on the premises, if applicable.

- ✓ The lessee's responsibility for providing appropriate liability insurance from a private carrier to cover any unforeseen accidents. Note: The event is not allowed to begin until the University receives an insurance certificate.
- ✓ The lessee's responsibility for returning the facility and its surrounding grounds in the same condition it was prior to the event.
- ✓ A statement indemnifying the University from liability due to lost, damaged, or stolen property.
- ✓ Appropriate alcohol permits, if applicable.
- ✓ Material and service costs, if applicable.

## **5.2 Athletic Complexes**

- Fiscal Responsibility for the Athletic Department is placed with the Athletic Director.
- The Athletic Department has written procedures and policies regarding the processing of monies including:
  - ✓ Ticket box selling and revenue handling procedures
  - ✓ Contracts established between area vendors and the University for the purpose of selling concessions.
  - ✓ Training for employees that process revenue is administered by the Assistant Athletic Director.

## **5.3 University Bookstore**

- Fiscal responsibility for the University Bookstore, a revenue generating facility, is placed with the Bookstore Manager.
  - ✓ Cash registers are reconciled at the beginning of each day and cleared to each receipt at the end of every day.
  - ✓ Monies are kept in a locked safe until an armored car service arrives for processing.
  - ✓ Bookstore employees are not allowed to handle monies out of the vault until they are employed at least 4 years.
  - ✓ Bookstore employees that handle cash receive extensive training from the manager. This information is refreshed in writing to affected employees on a regular basis.
  - ✓ The Bookstore supports a monitored security alarm, which is activated when the Bookstore is closed; as well as 3 panic buttons, which alert University Police in case of an emergency.
  - ✓ The Bookstore is audited continually by the University's internal auditor and yearly by a legislative auditor.

## **5.4 Residence Halls And Housing**

- Fiscal responsibility for housing is placed on the Housing Director.
- Monies collected for student housing are paid to the University Cashier's office.
- A contract is generated in which the student understands his or her fiscal responsibility to pay for University housing.

- ✓ Students are given a choice to pay fully in advance or ½ at both the beginning and the middle of each semester.
- ✓ Students who fail to pay are followed with written and verbal communication.
- ✓ Students who continually fail to pay are evicted.
- ✓ A Room Assessment form is initiated and signed by each student in the beginning of the semester, which details the condition of the room.
- ✓ At the end of the semester, the Room Assessment form is completed and extensive damages to the room caused by the student are identified.

### **5.5 Student Health Services Clinic**

- Fiscal responsibility for the Student Health Services Clinic is placed on the Staff Physician.
- Cash collected by the Student Health Services Clinic is placed in a locked box, which is balanced against a receipt book daily.
- Cash collected by the Student Health Services Clinic is brought to the University's cashier for deposit daily.
- Only fulltime trained Medical Clinic employees are allowed to handle monies.
- This information is written in the SHS Policy and Procedures Handbook and is used by all SHS employees on a continual basis.

### **5.6 Parking and Transit**

- Fiscal responsibility for the Parking and Transit department is placed on the Director and Asst. Director.
- Written procedures and policies for collecting revenue and training employees are reviewed on a continual basis.
- The Parking and Transit department is located in Olivier Hall. The Student Union Ballroom is occasionally used as a temporary Parking and Transit office during high volume seasons and is suitable as a contingent location for this department.

### **5.7 Marine Survival Training Center**

- Fiscal responsibility for the Marine Survival Training Center (MSTC) is placed on the Director.
- MSTC reports to the Information Technology Department.
- Written procedures and policies for collecting revenue and training employees are reviewed on a continual basis.

### **5.8 Paul and Lulu Hilliard University Art Museum**

- Fiscal responsibility for the Art Museum is placed on the Director.
- An SOP exists for the operations of the two registers, one at the bookstore and one at the admission counter. This includes balancing the register, documenting a money log, and shift changes.
- An SOP exists for depositing monies collected at the museum.
- Written procedures and SOPs for the Art Museum are reviewed with effected employees on a continual basis.

### **5.9 Cade Farm**

- Fiscal responsibility for the Cade Farm is placed on the Renewable Resources Laboratory Assistant.
- SOPs exist for the sale of livestock and crawfish from the farm and the processing of funds received.
- Training for affected employees is reviewed regularly during departmental safety meetings.

#### **5.10 Cajun Card Services**

- SOPs exist for the generation of revenue for the Cajun Card Services Department. This includes identifying employees responsible for collecting revenue, the processing of revenue, and the accounting of revenue.
- An electronic log of all card holders, the scope of their access, and a history of the utilization of their card is utilized within the Cajun Card Services Department.

#### **6.0 Liability From Discrimination**

- The University is an Equal Opportunity Employer as mandated by Federal, State, and Local law.
- The University files an Affirmative Action Plan yearly with the Louisiana Department of Civil Service, which:
  - ✓ Affirms the University commitment to EEOC guidelines and compliance
  - ✓ Describes how job openings are advertised including locations of publications.
  - ✓ Identifies how discrimination disputes are filed and addressed.
- Responsibility for administering the University's Affirmative Action Plan is placed with the Vice President for Information Technology, who is also designated as the University's EEOC Officer.
- The University's hiring practices are compliant with ADA requirements.

#### **7.0 Liability From Professional Malpractice**

- The University's Staff Physician is licensed to practice in Louisiana by the Louisiana Board of Medical Examiners.
- The Louisiana Office of Risk Management covers Professional Malpractice insurance for the University's Staff Physician and Nurse Practitioner Faculty.

#### **8.0 Liability From Construction Contracts**

- University construction contracts are administered by the Physical Plant Director.
- Contracts are drafted to meet specific circumstances surrounding the individual project.
- Contractors are responsible for their own employees and any personal or property damage resulting from their work at the University.
- Contractors and their employees are expected to follow all applicable OSHA guidelines while executing contracts on University property.

- Additionally, The Louisiana Office of Risk Management offers Builder's Risk coverage to cover accidental damage to University property by contractors.