MINUTES

Risk Management Meeting – All Divisions
Thursday, December 10, 2020 – 2:00PM

Zoom Conference Meeting
(Exception Made Due to Covid-19 Issues & Campus Safety Precautions)

Staff Present: Rosa Hernandez  Robert de Wit  Clint Campbell  Alfredo Macias
Cyndi Farrington  Marianne Russo  Ali Hamidian  Liz Sanchez
Margie Ramirez  Jason Eisenmann  Chris Ramirez  Patrick Joyce

Absent: Eliana Diaz

1. COVID Response Plan and Activity
   a. Updated Safer at Home Ordinance – Effective, December 6th
      i. What does this mean for the Shops?
         ➢ There were not many changes needed for this ordinance since from early on, we
           have been operating at 20% capacity and all of retail dining locations have been
           doing to-go meals only.
         ➢ Additionally, we have been ahead of the campus on many of the pandemic
           mitigations and regulations.
   b. Mitigation Efforts Continue Companywide
      i. Social Distancing Efforts, Cleaning and Disinfecting Plans & Mask Wearing Policy
         ➢ All of our departments and locations are making sure that staff is socially
           distanced from one another and adhering to the mitigation regulations.
         ➢ When it comes to our staff’s safety, we are evaluating all areas – front of the
           house, back of the house, office spaces, warehouse as well as customer facing
           areas – to ensure that all safety standards and procedures are being adhered to by
           our management staff.
      ii. Brief Roll of Departmental Efforts from Committee
         ➢ Alfredo reported that they have been working with the Housing staff who have
           been responding in a very quick manner to help maintain safety measures and
           guidelines.
           ▪ For the Front of the House – they have plexiglass up between the
             employees and the customers along with a single que for all incoming
             orders.
           ▪ For the Back of the House – in the office areas there are plexiglass
             partitions between each of the work stations and staff must wear masks at
             all times unless they are eating.
           ▪ In the Kitchens – they have separated the prep space and equipment as
             much as possible.
           ▪ Manuel stated that one of the biggest impacts for the staff is a bell that is
             rung every half an hour as a reminder for employees to go and wash their
             hands.
           ▪ All of their vendors who make deliveries are definitely complying with
             safety protocols and wear masks.
           ▪ When delivering for the Great Plates program, the Shops staff are being
             very careful and making sure to use gloves, masks and hand sanitizers.
Margie reported over at the Outpost they haven’t had any issues with vendors not wearing masks when doing deliveries
- Since they have a smaller staff, everyone has been doing their best to maintain all safety measures along with their cleaning schedules and checklists making sure to disinfect touchable surfaces between customers.
- Robert mentioned that there are members of the community who have been coming on campus more now that there are less students but unfortunately are not following the safety guidelines of masks or social distancing and was wondering if these individuals were coming into the Outpost.
  - Margie said that while she has noticed those individuals, they haven’t been frequenting their location.

When it comes to the Bookstore, Cyndi explained that they have reviewed office staff’s work spaces and have strategically moved employees around the Bookstore building to ensure that there is social distance between them.
- All departments are adhering to the Cleaning & Disinfecting protocols established by the managers.
- When it comes to the back of the house, they have extended hours in the Warehouse so that they can stagger shifts and have less employees together at one time.
- Jason reported that in anticipation of the Spring Rush period, they are planning to have staff work in separated stations but noted that they are concerned this may be a challenge once we get busier.
- However, Chris Ramirez believes that we can mitigate this by spreading staff through open areas like the Copy Center and other office spaces.
  - Additionally, the Bookstore is now offering Curbside Pick-up from Lot E10 which could help with minimizing customers in the Bookstore.

For the Corporate Offices, Rosa reported that she and the Communications staff have had Rico working out of their office since Vinny and Jess are telecommuting for a good amount of the week.
- When it comes to the Human Resources office, she has staggered days between staff depending on the needs of the office. If employees need to schedule appointments then they will make sure to accommodate them as needed which has worked very well over the past several months.
- Liz stated that in the Accounting Office they have been spacing themselves throughout the office and have been very diligent about maintaining their departmental Cleaning Schedules.
- Robert added that Ali has been telecommuting while Majid and J stagger their shifts in the IT Office in an effort to social distance themselves. Robert only comes in one or two days during the week and telecommutes for the remaining days.

Feedback to mitigation efforts – adjustments needed
- From the feedback received from the committee, there were no issues with their staff when it came to effectively maintaining these safety and health mitigation efforts and that their Cleaning Lists were working well.
- Rosa reminded all committee members that if their departmental Cleaning Lists change or need to be adjusted to please forward these updated documents to the Human Resources who maintains them for the committee.

d. NEW Cal/OSHA Requirements – Effective January 1st, 2021
i. Communicating positive cases and exposure: When it comes to reporting possible Covid-19 positive cases, Cal/OSHA has required organizations to have a tighter process and notify all staff within 24 hours.
   - The Human Resources staff will be updating the Shops COVID-19 Response Plan to include all of these new process guidelines and regulations.

ii. Employee feedback/safety concern reporting process, including how these are investigated and recorded.
   - These new portions will need to be included into the Injury, Illness and Protection Program (IIPP) manual as well as the Employee Handbook.

iii. Reporting standards to Cal/OSHA – Outbreaks
   - CalOSHA has defined different levels of outbreaks and have certain protocols that employers must follow when it comes to notifications, quarantine definitions, along with scheduling and payroll adjustments.
   - Since there is a great amount of detail included with these changes, Rosa will be scheduling management training to review them and make sure that everyone understands their significance and what these changes mean for our organization moving forward.
   - These training will be scheduled for after the Spring Rush in February and she will be sending these documents for review to the Directors so that they can discuss with their management staff and provide feedback of what would be needed in these meetings.

2. Accident Investigation Report
   - Rosa reported that there was only 1 accident that was reported from the staff.
     - Unfortunately, there was an incident were a customer was not feeling well in the Bookstore.
       - When it comes to these incidents, Clint is the lead of handling any non-staff and non-student incidents and forms for these kinds of accidents are included on the website.
       - Robert reminded the group that we need to be as detailed as possible when these events happen with customers including video footage if need be since this could be an insurance and/or legal situation in the future.

3. Quarterly Inspections
   - Clint met with departments and divisions regarding the changes that were discussed at the last Risk Management meeting.
     - They are still in discussions of what these revisions should be and haven’t formalized any documents as of yet.
     - He is hoping to have them completed before the end of the year so we can move forward with them in 2021.

4. Vehicle Inspections
   - Now that these forms have been updated accordingly, we should be back on task with getting those Vehicle Inspection forms turned into Clint who reminded the group that he would like those as a hard copy.
     - These forms are located on the Share Drive if anyone would need to access them.

5. Vehicle Training
   - Rosa stated that there was a background check that needed to be conducted along with the powerpoint presentation and online training handled through the HR staff.
     - She added that there will be new restrictions for Vehicle Training in regards to the pandemic that will lead to new changes for this training program.
This could be an ideal to get those included since Rachel, who had been running these staff trainings, would leaving the Shops before the end of the year.

- She will be reaching out to the Res Dining staff to help get new employees trained as soon as possible.
- When it comes to any staff needing to be pulled for other assignments, they were trying to arrange for alternative drivers for the Great Plates program.

6. Updates and Next Steps

- Rosa stated that she and Clint are still waiting on the formal documents from the Fire Marshall and the Health Department regarding walkthroughs that happened right before everything was shut down in March.
  - Clint will follow-up with them and bring back any new information to our next meeting for discussion.
- There was a question about whether the Bookstore’s mosquito issue had been addressed and corrected.
  - The exterminators laid new bait traps and there weren’t any further complaints about the issue.
  - There was a question asked about if the Beach on 2nd Street’s landlord had responded to the mosquito issue happening there.
    - Clint would follow-up with Cyndi and Kristin regarding getting that checked for the committee.
- Next meeting timeframe:
  - We have been scheduling these meetings monthly, however, in keeping with that schedule it would put our January meeting at the beginning of the Spring Semester.
  - It looks like we would need to push it to the beginning of February and Marianne will be in touch to coordinate that accordingly.