



# HYLANT



## **PLAN ADVANTAGE RESOURCE GUIDE**



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### Employee Manual

Public entities are expected to document their position on specific exposures such as workplace harassment, alcohol and drug use, electronic device use and vehicle use. These positions are often recorded in comprehensive employee handbooks or manuals. The manuals are expected to be kept current and provided to all employees with training on specific topics.

Department specific operations manuals are also expected in service areas where more detailed expectations need documented.

#### ***Standard Plan Advantage Response –***

The employee manual was last updated (Date). Employees were trained on the updates (Date). The manual is distributed in paper copy with employee signatures required upon receipt.

The Fire Dept / Police Dept SOG manual is dated (Date) with ongoing monthly training conducted with all members. The manual is available to all members electronically.

### Background Checks

Employing and associating with the right people leads to successful public services. Reviewing an applicant's background, criminal, driving and credit history, is standard practice and expected of all employers.

The use of vehicles to conduct business on behalf of the entity is also expected. Those individuals tasked with this responsibility must demonstrate continued safe vehicle operation behaviors. An ongoing Motor Vehicle Record check process is the expectation of employers to ensure compliance with acceptable driving criteria.

These same principles apply to volunteers.

#### ***Standard Plan Advantage Response –***

Applicants are required to sign a waiver for both a criminal record and motor vehicle record check as part of the application process. Credit checks are required for all persons applying for positions requiring the handling of money.



Ongoing MVR checks are required for all persons operating a vehicle on behalf of the entity. Safe driving criteria is established and used for comparison purposes.

All volunteers are required to submit to a background check before service.

Click [here](#) to link to the Bureau of Motor Vehicles website for information on how to obtain a drivers official MVR.

Click [here](#) to link to the Ohio Attorney General's website for more information on conducting background checks.

## Contracts

It is impossible to staff and fund every potential service of the public entity. Specialized services are often contracted to qualified persons. These situations require documented transfer of liability from the entity to the contractor. Most public entities allow their facilities to be used by residents or other groups represented by its residents. Users of these facilities should be made aware of all rules and regulations associated with the use of the facilities and applicable transfer of liability for the event should be clearly indicated.

### ***Standard Plan Advantage Response –***

The entity's legal counsel reviews all contracts before signatures are placed. All contracts have standard hold harmless language and require additional insured standing on the COI. Copies of current COI are on file for all service providers and users of the entity's facilities.

#### [Hold Harmless & Indemnification Clause](#)

## Inspections

Preventing loss is the fundamental principle of any good risk management strategy. Periodic inspections are highly regarded as a best practice in loss prevention and demonstrate your commitment to providing a safe and healthy environment. Inspection documentation may also prove to be extremely beneficial should legal action be sought against the entity for negligence.

### ***Standard Plan Advantage Response –***

This resource document was created to describe effective loss control techniques widely accepted as public entity best practices. The suggestions, recommendations or directions provided are not intended to be legal advice. Any action taken as a result of the information contained on this sheet should be done with the advice of legal counsel.



The entity has established an inspection frequency for buildings, vehicles and property. Inspection results and corrective actions are documented.

### **Citizen Complaint**

Residents have a basic understanding that the services they finance through taxes should provide fundamental service that provide for all. When the residents' perception is that these services are not being provided they are looking for some interaction. The ability of the entity to channel these concerns to a central source to record the concern and document the entities' response to the concern will greatly enhance any loss control effort.

#### ***Standard Plan Advantage Response –***

A documented process for the receipt of and response to citizen concerns and complaints is documented. The entity uses a form to track the completion of all inquiries.

#### [Citizens Complaint Form](#)

### **Cyber Data Protection**

Cyber thefts, like most other forms of theft, are crimes of opportunity. Data systems with minimal protective layers of security are easy targets for cyber hackers. We request time with your Information Technology professionals looking for an established frequency of password changes, multiple layers of authentication and isolated systems for financial transactions and a robust process to detect and prevent malicious software programs from embedding themselves into your data system.

### **Public Records**

No matter the medium, paper or electronic, documentation of the tasks that run Public Entity business creates records. Ohio Law requires the proper maintenance and storage of important public records. We will review the records retention matrix to determine if records are properly maintained and stored.



## Employee Training

Employment expectations are most often documented in some form of a job description. Employee training on specific employment expectations is essential for the safe completion of many tasks. Regulatory agencies have very specific requirements for initial and ongoing training for employees of all levels. We will review your training program to ensure that documentation of initial and ongoing training is maintained.

### Scoring

***0 – no evidence of any compliance with the area of risk***

***3 – partial or out of date evidence***

- Employee manual is documented but review date is not newer than our last survey
- MVR was conducted at time of hire but nothing after
- Contracts are written but use agreements are not utilized with 3<sup>rd</sup> party users
- Employee training at time of hire but nothing after
- Cyber is limited to password rotation only

***5 – evidence of current compliance***