



Back to School Safety

By: Gordon Templeton, Property & Liability Claims Manager



As you prepare to open school doors to begin a new year, now is a good time for site administrators to canvas their sites for possible hazards. It is also an opportune time to review with your team the site's safety and security procedures. Your staff and students will benefit from this effort!

The following are some areas of particular importance to address to help keep kids safe as they return to school:

TRANSPORTATION

Public school districts are being asked to do more than ever to promote the safety of students who are walking, riding, or being transported to and from school. Certainly this is the time of year for schools to implement procedures and practices to avoid unsafe conditions.

TRAFFIC CONGESTION

Traffic congestion has become more than ever a significant safety issue.

- Evaluate traffic patterns at the site for student and pedestrian safety. Conduct a walkabout on the streets adjacent to the site to confirm that school zone signs are posted and visible. Notify the city to repair or install the correct signs.
- Double parking or parking in red zones, intersections, crosswalks and driveway entrances is dangerous and illegal and should not be condoned. If these conditions exist coordination with the city's police department or traffic enforcement division in developing a solution may become necessary.
- Traffic patterns and parking on school property should be carefully controlled and monitored
- Vehicles should always pull up to the curb and not stop in the street. Drivers should insist that everyone exit and enter a vehicle on the curb side.
- School safety patrols and school staff should be respected and obeyed.

PEDESTRIANS

- Pedestrians should never cross the street near school mid-block. They should only cross at corners or in crosswalks.
- Remind parents that school is back in session and when children are present the speed limit in a school zone is 25mph



BICYCLISTS

- State law requires bicyclists under age 18 to wear an approved, buckling bicycle helmet. Bicycles are considered vehicles; riders must obey all traffic laws. Riding on the sidewalk is hazardous, at best.

SITE SECURITY

Inspect perimeter fencing and gates to ensure their functionality and request repair as necessary.

Require all visitors to check in at the administration office to sign in and receive a visitor's pass that must be worn at all times while on site. Train staff to walk visitors without passes to the front office. Be vigilant while out and about on the grounds for unfamiliar persons. Do not hesitate to ask an unidentified visitor to present their visitor's pass or school district photo identification. Report any uncooperative individuals to the administration office.



WeTIP
WWW.WETIP.COM

If an incident occurs at your site, please do not hesitate to call **WeTip** at **1-800-78-CRIME** to request your incident-specific flyer. You may also contact NBSIA Prevention Services to help facilitate your request at (707)428-1830

Prevention Services

Coach's Corner

Concussions in Sports: New Regulations

By Emily Kephart, ARM, CPSI, Prevention Services Manager

A concussion is a brain injury which results in a temporary disruption of normal brain function. A concussion occurs when the brain is violently rocked back and forth or twisted inside the skull as a result of a blow to the head or body. An athlete does not have to lose consciousness to suffer a concussion.

To better ensure student safety, the CIF has passed a new bylaw relating to suspected head injuries. The bylaw states that anytime a student athlete is suspected to have sustained a concussion, that student must be removed from the practice or game for the remainder of the day. The student may NOT return to practice or play until a licensed medical doctor has examined the student and given him or her written clearance to return to action.

Student athletes are often reluctant to report signs or symptoms of a head injury following a collision or hard blow to the head. Coaches need to be able to identify the symptoms of a head injury.

These signs include, but are not limited to:

- Appearing dazed or disoriented, even for a brief time
- Difficulty concentrating
- Severe or persistent headache
- Dizziness, poor balance, unsteadiness or clumsiness
- Abnormal drowsiness, sleepiness or loss of consciousness
- Unequal or dilated, pupil size
- Sensitivity to light and/or noise
- Blurred vision, double vision or trouble focusing
- Persistent ringing in the ears

It is estimated that over 140,000 high school athletes across the United States suffer a concussion each year.

A free web-based course on concussion in sports is available through **NFHSLearn.com**. It is important that all coaches, athletic directors, parents and administrators are able to identify the symptoms of concussions and understand the problems associated with these potentially serious injuries.

Remember: When in Doubt – Sit Them Out!

Meet Prevention Services' Newest Member – eHarmony style!

Name: Jeremy Hatch

Nickname: The Safety Dude

Profession: Loss Control Specialist for NBSIA's Prevention Services Department

Prior Relationships: Is attracted to public agencies...Spent 5 years with Orinda Unified School District & 8 Years with Contra Costa County Schools Insurance Group.

Jeremy enjoys: Long walks around hazard-free campuses, watching safety-related movies, and relaxing in comfortable, ergonomically adjustable chairs.

Jeremy's pet peeves are: Poor housekeeping, slip, trip and fall hazards, lifting with your back and not your legs, and bad posture when seated at the computer.

Hobbies: Playing softball, basketball, snowboarding and riding bikes (always wearing a helmet of course).

Looking for: Compatible chemistry (proper storage and labeling), incident-free sites and someone who cares (about reducing injuries) and isn't afraid of commitment (to safety).

When available: Anytime...Especially for safety training, ergonomic evaluations, incident investigations, safety inspections and forklift operator training.



Call Jeremy at 707-428-1830, ext 129, if you are interested (in safety training or inspections).

NBSIA Introduces:



NBSIA's Prevention Services Department is proud to announce its new partnership with TargetSafety. TargetSafety is the leading provider of online loss prevention and risk management services to public entities in the United States. Through this partnership, NBSIA will be able to provide a number of valuable resources to our members, all at no additional cost.

PreventionLink Professional Online Training offers extensive and broad applications to mitigate a variety of risks facing school districts. This highly customized solution offers a variety of tools for managing and mitigating risk:

- **An integrated learning management system** - tools that enable program administrators to manage training schedules, assign and track training, and run detailed reports.
- **50+ multi-media training courses** - including school-specific environmental awareness, transportation, nutrition, security, health and human resource programs. Courses are easy-to-use and available 24/7 so that users can complete training when and where they have time.
- **The ability to create your own online tests** - assign them to any employee, automatically score the exams, record the results and run reports on this and other important test data.
- **Curriculum assignment and tracking** - from online and instructor-led training to the assignment and tracking of custom training courses
- **Automated policy distribution** - automate the distribution of policies and the collection of electronic employee signatures

PreventionLink Connect is an online communication and resource platform that enables risk pools to streamline risk management operations and increase communication and collaboration across the organization. It offers web conferencing capabilities, pertinent news and announcements, and will allow key individuals to view and manage training and safety compliance – all in one place! PreventionLink Connect includes the following features:

- **Member services** – maintain a contact database, view relevant pool news and announcements, and manage safety events
- **Loss control** – make pool training and resources more accessible and view dashboards to determine loss trends
- **Community building** – easy access to industry news and resources shared by other pool members

These exciting services will be available to districts starting in October. Watch for more information and an invitation to a special TargetSafety launch event!

Injury Prevention: More than a Catchphrase

By Jeremy Hatch, Loss Control Specialist

“Safety is no Accident.” “Stop Accidents Before they Stop You.” “Lift with your Legs, Not your Back.”

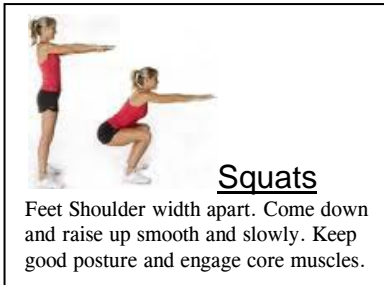
These are all great slogans to remind people to act safely at work. But injury prevention is about more than safe lifting or wearing protective equipment. It's more than a slogan. To truly prevent injury, one needs to take a proactive approach to their health and safety. Despite our best intentions, accidents occur that result in injuries. How do we keep these accidents from becoming debilitating injuries? How do we ensure that we reach retirement age with the ability to participate in the sports you love or play with the grandchildren?

Exercise!

The #1 tip that will impact your health and safety on the job is:

Exercise is the key to sustaining a strong and healthy body, and can be divided into the following basic groups: Strengthening, Stretching and Aerobic Activities.

- **Strengthening** – With a regular strength training program you can reduce body fat, increase lean muscle mass and



burn calories more efficiently. Strength training can be conducted using weights, resistance bands or your own body weight. For back injury prevention, the “core” muscles must be targeted because they help to support and stabilize the spine. Abdominal exercises, such as the “crunch” will be effective if done 2 to 3 times weekly.



Try doing 3 sets with 20 repetitions of each exercise with 1 minute of rest in-between. The leg muscles must

Ab Crunches – Lie flat on back, knees bent, feet on floor. Hold hands behind head, or cross on chest. Roll upper torso forward and push chest and head toward ceiling. Hold at top of movement for a second and come down smoothly.

also be strong enough to squat down and perform a proper safe lift. Simple squats using your own body weight or walking stairs can help to develop strong legs.

- **Stretching** - Your body needs adequate flexibility to allow normal movement. Stretching also helps to prevent soft tissue injury and muscle soreness, and promotes relaxation. Taking stretch breaks during computer use and after sitting is ideal. Focus on stretching the hamstrings and warming up before conducting any lifting



tasks.

Hamstring Stretch – Sitting, straighten one leg at a time. Bring other leg to the inside of your straightened leg. Gently lean forward and relax. Hold stretch for 20 seconds. Repeat with opposite leg.



Computer stretches – Throughout the day gently stretch your neck from side to side and forward. Lock fingers and reach to the sky, bring arms down and straight out continuing stretch. For low back, lean forward in chair and touch the ground. For hands, pull back on finger tips and gently stretch. Hold all stretches for 20 seconds.

- **Aerobic Activities** – Aerobic exercise helps to promote heart and lung function and overall conditioning. Aerobic activities are those that use several large muscle groups and increase your breathing and heart rate. Walking on your work breaks, biking, running, hiking and other activity will increase your energy, improve your mood, decrease blood pressure, and contribute to weight loss. **Make a goal to exercise 20-30 minutes at least 3-4 times per week.**



A combination of all three programs is ideal for injury prevention, but they can be done separately as well.

Websites to visit for additional information:

The Wellness Council of America www.welcoa.org;
WebMD Health and Fitness www.webmd.com/fitness-exercise

Workers' Compensation

Revisions to Workers' Compensation Literature

**Division of Workers' Compensation's amended medical provider network and employee information regulations approved by Office of Administrative Law
Amendments become effective Oct. 8, 2010**

The Division of Workers' Compensation (DWC) has amended regulations on medical provider network (MPN) and employee information. The final regulations were filed with the secretary of state on August 9, 2010, giving employers and insurers 60 days to comply with regulations after the approval by the Office of Administrative Law (OAL). Employers and insurers will be required to revise their employee notices and workers' compensation posters to comply with the regulations effective Oct. 8, 2010. The revised regulations streamline the employee MPN notices and procedures and update the employee information provided to workers.

The amendments to the regulations include the following:

- allows MPN notices to be distributed electronically to all covered workers
- eliminates the 14-day MPN implementation and change of MPN notice period
- further defines and streamlines the MPN implementation notice
- reduces distribution of both the Change of MPN notices and the Termination/Cessation of Use of MPN notices only to covered injured workers
- eliminates only the filing of the Change of MPN notices with DWC
- clarifies material modifications that require filing with DWC
- clarifies provider listing requirements
- requires MPN notices to be in Spanish only where there are Spanish speaking employees
- requires an MPN contact e-mail address to be included in notices
- requires access to the MPN contact through the toll-free number
- updates the Employee Poster and Notice of Potential Eligibility and DWC Claim Form 1

Additional information and the final text of the regulations can be found at http://www.dir.ca.gov/dwc/DWCPropRegs/MPN_Regulations/MPN_Regulations.htm.

The final regulatory amendments to MPN and employee information regulations are authorized by Labor Code sections 4616, 3550, and 3551. These Labor Code sections require the administrative director to adopt regulations for MPN's and employee information on workers' compensation benefits.

Employee Posters and the revised DWC Claim Form 1 will be available shortly. I will continue to keep all Members apprised as the materials become available for distribution. In the meantime, should you have any questions please contact Kami Linan at 707-399-4210 or by e-mail: kamil@nbsia.org

Source: Division of Workers' Compensation, August 10, 2010

Welcome Comp's Newest Addition



Jennifer Hearne joined NBSIA July 1st as our new Claims Assistant.

Jennifer has over six years of workers' compensation experience with both private and public employers and will be providing assistance to all of our claims examiners.

Jennifer is very enthusiastic and has been a great addition to our team.

She can be reached at (707) 399-4219 or jenniferh@nbsia.org.

Administrative Update

June 2010 Board Briefs

By Jan DeGracia, CPCU, ARM, Executive Director

2010 Renewals are Complete

NBSIA enjoyed an upbeat renewal season for the 2010/11 coverage year. We were able to negotiate reduced rates in some of our programs, and saw limited or no increases in most others. Here's the breakout by program:

Workers' Compensation Program:

The workers' compensation program manual rate remains flat (no increase) at \$1.90 per \$100 payroll. To this manual rate is applied an experience modifier (x-mod) that measures the claims activity and exposures over the past several years, which is unique to each member district. The x-mod is often used to identify and measure district safety efforts and commitment. While claims activity and particularly medical costs have begun to rise, we were able to hold off any increases and were even able to reduce our excess workers' compensation coverage costs. NBSIA maintains a Self Insured Retention (SIR) of \$750,000 in this program.

Dental Program (Delta Dental):

The dental program pool-wide renewal rate reflected an increase of 3.6%. When experience rating was applied in accordance with our modified formula, the renewals ranged from a low of -2.5% to a high of 8% (increases are limited to 10%). New rates will apply effective with July 1, 2010 benefits and should be reflected on July eligibility reports. If your district is interested in making any plan changes in this program, please contact me.

Vision Program (VSP):

NBSIA partners with another pool for the provision of vision benefits through VSP. As with the dental program, this program applies a modified experience rating to all renewals for participating districts in excess of 250 lives. Renewals range from a low of a 10% decrease to a 5% increase, effective July 1, 2010.

Property/Liability Program:

Renewals for the Property/Liability Program were positive, again reflecting good claims experience and reasonable markets. Property and mid-range Liability coverage (provided by FM Global and Genesis Reinsurance, respectively) were renewed with no change in rate from the current year. As a member of the Bay Area Schools Insurance Cooperative (BASIC) we were able to provide expanded excess liability coverage through a new carrier that specializes in covering exposures typical to public schools. NBSIA continues to maintain a Self Insured Retention (SIR) of \$100,000 for property losses and \$250,000 for liability losses.

NBSIA Responds to Member Budget Challenges

In response to the many financial challenges our members are facing, the NBSIA Board approved the staff proposal to offer extended payment options to members in the property/liability program. In addition, the board continues to offer the option of a refund of safety credit funds to eligible members.

Our efforts to manage costs continue with reductions in NBSIA's operating expenses in every program this year. These cuts are over and above those made in 2009/10.

NBSIA Elects a New Slate of Officers for 2010/11

During its annual election process at the June meeting, the following slate of officers was elected, effective July 1, 2010:

President:	John Niederkorn (Vacaville USD)
Vice President:	Bruce Colby (Davis Jt. USD)
Auditor/Treasurer:	Kelly Morgan (Fairfield-Suisun USD)
Member-at-Large:	Joshua Schultz (Napa COE)

Congratulations to our new officers, and a genuine thank you to Lettie Allen (Solano COE), who has spent many years as our President since joining the board in 2001.

The next meeting is scheduled for September 15, 2010 at NBSIA.

NBSIA Earns *Accreditation with Excellence* from CAJPA

The staff at NBSIA is pleased to accept the designation of Accreditation with Excellence from the California Association of Joint Powers Authorities (CAJPA). The purpose of CAJPA's accreditation program is to:

- Assist JPA managers in achieving standards of quality for essential elements of JPA management;
- Assure public officials, governing board members and the public that JPAs are operating with professionalism and meet industry standards of excellence;
- Address the concerns of state regulators and legislators that JPAs are well managed, financially secure and effectively self-regulated; and
- Avoid state and/or federal regulation.



To meet these purposes the CAJPA Board of Directors has adopted standards by which JPAs are evaluated. The standards are reviewed and updated annually. Over time the standards have been refined, to the extent that they could be considered "best practices" for JPA operations.

Accreditation covers nine major areas: governing documents and administrative contracts; governing rules; insurance and coverages; accounting and finance; investment of funds; funding and actuarial standards; risk control; claims management and operations and administrative management.

CAJPA has two designations: Full Accreditation and Accreditation with Excellence. Nearly 50% of CAJPA's JPA members have achieved accreditation.

NBSIA was granted its first certificate of accreditation in 1991 and has committed to accreditation by going through the process every three years.

Coverage Exclusion Reminder: Community Service Workers are Not Covered under District Policy

At times throughout the year, the California courts assign community service hours/work to members of the public as part or all of their sentencing or probation. Frequently these persons request to serve their community service hours by volunteering to work on the school campuses.

The Board of Directors of the North Bay Schools Insurance Authority has considered both the workers' compensation and liability risk associated with these volunteers and has determined that the overall risk is too great. As such, the Board has **excluded** these community service volunteers from coverage under the NBSIA Memorandum of Coverage.



NBSIA recommends that districts/schools not accept members of the public offering to work off hours assigned by the courts/probation departments. Should your district/school choose to do so, please be advised that in the event of an accident/loss of any kind involving a community service volunteer, the District will be solely responsible for any costs and/or damages.

If you have any questions, please call Jan DeGracia at 707/428-1830, x105 or Gordon Templeton, x103.

Property & Liability

Auxiliary Organizations: Liability Coverage Concerns

By: Gordon Templeton, Property & Liability Claims Manager

Auxiliary organizations or parent-teacher organizations (PTOs) are groups that typically function for the benefit of a particular school/district to give both financial and hands-on support to a school or school program. These groups meet regularly and usually have their own leadership or boards. In addition they may have written by-laws outlining their purpose and role within the district/site.

Examples of auxiliary groups are:

Band Boosters
Sports Boosters
Grad Night Committees



NOTE: Groups that are affiliated with the National PTA will likely have their own liability coverage through the national/state organization.



Examples of school groups/clubs that would not be considered auxiliary groups would be:

Drama Club
Science Club
Key Club

These groups are organized through the school and are directly supervised by certificated school staff advisors.

Pursuant to action by its Board of Directors, it is the policy of NBSIA that there is **no liability coverage** under the NBSIA Memorandum of Coverage for losses, claims, or lawsuits incurred by auxiliary organizations, parent-teacher organizations (PTOs), booster clubs, or other auxiliary organizations of member districts.

Therefore, these groups must provide their own liability coverage. This coverage would apply to such activities as using district facilities, meetings, fund raisers and other special activities. Such a liability policy should have at least a \$1,000,000 per occurrence limit. You should require all auxiliary groups to provide proof of liability insurance to the district, including an endorsement naming the district as an additional insured under the policy.

There are commercial insurance programs designed specifically for these types of organizations that are available through independent brokers. Optional crime protection, business personal property, and non-insured vehicle coverage may also be available.

If you have any questions concerning this issue, or would like information on such a specialty liability program (especially if you suspect you have an active group that is not covered), please contact [Heather Eichen](#) at NBSIA at 707/428-1830 ext. 104 or [Gordon Templeton](#) at ext. 103 for further information.



NBSIA Recognizes Employee Accomplishment

To Heather Eichen, AINS
NBSIA Administrative Assistant

Heather recently completed professional growth training dealing with principles of insurance, property and liability contracts, health and life policies, and the relationship between insurance theory and practice.

Her hard work has earned her the designation of Associate in General Insurance (AINS)

Way to Go Heather!



Program Services

NBSIA Sexual Harassment Training for Supervisors

Suzanne Dillman, SPHR, Program Services Manager

Training meets the requirements of **SB1825** and is **required** for all supervisors every two years.

NOTICE RE:

SCHOOL BOARD MEMBERS:

Based upon the advice received from the Acting Chief Counsel of the Department of Fair Employment and Housing, all school board members are required by law to receive two hours of sexual harassment prevention training every two years. Current board members who have not been trained should receive the training immediately. New board members must receive their first training within six months of assuming their position.

November 17, 2010

AM session: 10:00-12:00

PM session: 1:00 - 3:00

Presented by: Elizabeth Ison

Ison Law Group

NBSIA Conference Room

380A Chadbourne Road

Fairfield CA 94534

To attend,

contact

Suzanne Dillman, NBSIA Program Services Manager

SuzanneD@nbsia.org (707) 399-4206

Employee Assistance Program

Member Matters

Helping Members Balance Their Health, Work and Life



In This Issue

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- » [Supporting Loved Ones through Difficult Times](#)
- » [Tips on How to Quit Smoking](#)
- » [Maintaining Family Relationships in Retirement](#)
- » [Daily Living Services](#)



NBSIA SUPERVISORS ACADEMY

Developing Supervisory Excellence is a professional development series brought to you by the **North Bay Schools Insurance Authority (NBSIA)**

Instructor-led courses meet every 3-4 weeks, October through April in Fairfield. Online coursework is completed at your convenience.

*Make a significant difference in the **SUCCESS** of your staff, your school and your district*

● WHEN

Classes meet every three to four weeks

● Beginning October 2010 and ending May 2011

Courses:

- Developing Supervisory Excellence
- Positive Coaching
- Tackling Problems and Making Decisions with Confidence
- Discover Your Strengths
- Building Strength Based Teams and Managing Conflict
- Positive Leadership Skills for the School Environment
- Practical Legal Issues for Supervisors
- Ethics in the Workplace
- Communication and Persuasion Skills
- Creating a Positive Work Environment

● WHO

Employees of NBSIA Member districts who are interested in becoming supervisors or who are already supervising staff. Our members include school districts in Napa, Solano and Yolo County

● HOW TO REGISTER- (must be approved by H.R. or Department Director)

Contact Suzanne Dillman at (707) 399-4206 or by e-mail at suzanned@nbsia.org

- We look forward to hearing from you!

Announcing...

A FREE TRAINING FROM THE SCHOOL ACTION FOR SAFETY AND HEALTH (SASH) PROGRAM

*Promoting Safe and Healthy Workplaces for
California's School Employees*

Please join us for a FREE health and safety training workshop in your area on Wednesday, September 22, 8:00 a.m. - 4:00 p.m., conducted by trainers from the Labor Occupational Health Program at the University of California, Berkeley.

The School Action for Safety and Health (SASH) Program has been endorsed by State Superintendent Jack O'Connell and is a state-wide initiative to help school districts reduce the high rate of work-related injuries and illnesses among school employees.

This free one-day training program has been designed for school district staff that is responsible for employee safety and health. You will learn valuable skills in how to:

- Identify and solve safety problems
- Prepare a written and effective Injury and Illness Prevention Program plan
- Involve other employees in carrying out prevention activities.

Upon completion of the training, you will receive a certificate as a "SASH Coordinator" for your school district from the University of California and the Commission on Health and Safety and Workers' Compensation.

When: Wednesday, September 22, 8:00 a.m. - 4:00 p.m.
Where: North Bay Schools Insurance Authority
380A Chadbourne Road
Fairfield, CA 94534

Co-sponsored by: The Commission on Health and Safety and Workers' Compensation and North Bay Schools Insurance Authority

COFFEE AND SNACKS WILL BE PROVIDED.

Please register by Tuesday, September 14th. For more information, contact Donna Iverson at driver@berkeley.edu or 510-643-8902.

School Action for Safety and Health (SASH) Program

Promoting Safe and Healthy Workplaces for
California's School Employees

Workshop Registration Form

Wednesday, September 22nd, 2010 from 8am to 4pm

North Bay Schools Insurance Authority
380A Chadbourne Road
Fairfield, CA 94534

This Training is FREE for School District and County Office of Education employees.
MORNING COFFEE AND SNACKS WILL BE PROVIDED.
Please RSVP by September 14, 2010.

1. Your Name: _____
2. Your Mailing Address: _____

(Street)

(City) (State) (Zip code)
3. Work Phone: _____
Cell Phone: _____ Fax Number: _____
E-Mail Address: _____
4. School District: _____
5. County: _____
6. Your Job Title/Position: _____
7. Are you responsible for carrying out health and safety activities at your district? Yes No
Are you responsible for writing your district's Injury and Illness Prevention Plan? Yes No

Please respond (by September 14th) by mail, email or fax to:

Donna Iverson
Labor Occupational Health Program, UC Berkeley
2223 Fulton Street, 4th Floor
Berkeley, CA 94720-5120
Tel: 510-643-8902 Fax: 510-643-5698
Email: driver@berkeley.edu

We will send a confirmation letter to your mailing and/or email addresses.

CALENDAR OF EVENTS

<u>Date</u>	<u>Event</u>	<u>Location</u>
Aug 25	Executive Committee Meeting	NBSIA Sm. Conf. Room
Sept 6	Labor Day	NBSIA Office Closed
7-10	CAJPA Conference	Lake Tahoe, CA
15	NBSIA Board of Directors Meeting	NBSIA Conference Room
15	NBSIA Risk Management Comm. Mtg.	NBSIA Conference Room
22	SASH Training (<i>School Action for Safety & Health</i>)	NBSIA Conference Room
Oct 11	Columbus Day	NBSIA Office Closed
Nov 10	Executive Committee Meeting	NBSIA Sm. Conf. Room
10	NBSIA Risk Management Comm. Mtg.	NBSIA Conference Room
11	Veterans' Day	NBSIA Office Closed

CONTACT US

Address:	380A Chadbourne Road Fairfield, CA 94534-9636	
Web Site:	www.nbsia.org	
E-mail:	(first name, last initial)@NBSIA.org	
After Hours Emergency Pager:	428-0824, option 5	
Automated Voice Mail:	428-0824 or 428-1830	
WeTip Hotline	1-800-78-CRIME (27463)	
General Administration:	707/428-1830	707/428-1848 (fax)
Jan DeGracia	Executive Director	Ext. 105
Suzanne Dillman	Program Services Manager	Ext. 106
Gordon Templeton	P/L Claims Manager	Ext. 103
Emily Kephart	Prevention Services Mgr.	Ext. 102
Jeremy Hatch	Loss Control Specialist	Ext. 129
Lateisha Plascencia	Prevention Services Coord.	Ext. 123
Peggy Kech	Accounting Manager	Ext. 113
Lyn Fortaleza	Accounting Technician	Ext. 115
Maria Cantera	Data/Fiscal Analyst	Ext. 116
Heather Eichen	Administrative Assistant	Ext. 104
Veronica Hudley	Office Assistant	Ext. 101
Workers' Compensation:	707/428-0824	707/428-1848 (fax)
Kami Liñan	W/C Claims Manager	Ext. 110
Felecia Lawson	W/C Claims Supervisor	Ext. 124
Doris Manuzon	Claims Examiner	Ext. 111
Anna Socarras	Claims Examiner	Ext. 122
Lily Chin	Claims Examiner	Ext. 109
Lisa McCauley	Claims Examiner	Ext. 108
Jennifer Hearne	Claims Assistant	Ext. 119
Gwen Samuels	Office Assistant	Ext. 107
Christine Trockey	Return to Work Coordinator	Ext. 121