As we prepare to open our doors to begin a new academic year, now would be a good time for site administrators to take a moment to canvass their sites for possible hazards. This will allow the district and site maintenance staff time to resolve any priority repairs and arrange for completion of others. It is also an opportune time to review with your team the site’s safety and security procedures. Some recommendations are listed below. Your students and staff will appreciate it!

- Remind staff to utilize approved ladders and step stools to reach high places while setting up their classrooms. Do not under any circumstances use a chair to step on. Be sure to remove high heels.

- Always utilize proper lifting techniques. If possible, avoid lifting heavy items. If necessary, seek assistance from others who are physically able to perform this task.

- Inspect asphalt play surfaces for any damage. Cracks may have developed or prior ones may have enlarged. Gone unchecked, these may create a trip and fall hazard.

- Inspect playground surfacing material for adequate fall protection depth. Over the summer, the depth of the wood surfacing material may have been reduced due to the blowing winds and children playing.

- Inspect indoor and outdoor spectator athletic facilities. (The fall season means football season, spirit rallies, and homecoming dances!). Carefully check all bleachers that will be used for spectators. Repair any damaged or replace broken seats and footways as soon as possible. Look for any possible rough or sharp edges on handrails that could result in scrapes and cuts. Make certain that the appropriate venues are accessible to those with disabilities and that the required ADA signs are posted and visible.

- Inspect perimeter fencing and gates to insure their functionality.

- Inspect security and decorative lighting around your site. Evening activities will be in abundance (Back to School Night, football games, PTA meetings, and homecoming dances) and there should be adequate lighting to reduce the possibility of trip and falls by attendees.

- Review earthquake, fire, hostile intruder/lockdown, and shelter-in-place procedures with your staff and students. Conduct these drills as soon as possible after school commences and on a regular basis throughout the academic year.

When reviewing site security procedures with your staff, these items should include:

- Require all visitors to check in at the administrative office to sign in and receive a visitors pass that must be worn at all times while on site. Train staff to walk visitors without passes to the front office.
Place personal items (purses, keys, cell phones) in a secure drawer, even while present in the classroom or office. Thefts have been perpetrated by both students and visitors.

Lock classrooms or offices while out on lunch break or recess.

Be vigilant while out and about on the grounds for unfamiliar persons. Be cordial, but at the same time, do not hesitate to ask that person to present their visitor’s pass or school district photo identification, or if they require assistance in locating their destination. Report any uncooperative individuals to the administrative office at once.

Post We-Tip signs throughout your site. Remind your staff and students of the benefits of this program and that a cash reward up to $1,000 can be available if an incident or crime is brought to a successful conclusion. Under the We-Tip program, the person providing the tip will always remain completely anonymous. We-Tip’s phone number is 1-800-78-CRIME. In addition, some of our member districts also have implemented their own reward programs.

Staff members working on-site after hours or on the weekends should exercise additional caution. Remind them to inform the site administrator of their intention to do so, and to use the “buddy” system if possible. Classroom doors should be locked and a cell phone be kept on person at all times. Before answering the door, look through the door peephole or window to identify who is knocking. Remind staff members to confirm that doors are locked when they depart the site. If there are unauthorized persons on site, contact the police immediately and follow their instructions. Remain in a safe and secure location. Do not challenge the individuals. In a recent incident, a member district employee working on the weekend was mugged after opening the classroom door without properly identifying the person on the other side.

Evaluate traffic patterns at the site for student and pedestrian safety. Excessive congestion and double parking by parents dropping off or picking up their child could result in emergency vehicles being unable to transit en-route to an affected site or person in need. If these conditions exist, coordination may become necessary with the city’s police department or traffic enforcement division in developing a solution.

Remind parents that school is back in session and when children are present, the speed limit in a school zone is 25 miles per hour. Conduct a walkabout on the streets adjacent to the site to confirm that school zone signs are posted and visible. If necessary, notify the city to repair or install the required signs.

This back to school checklist is not all-inclusive, but represents some of the highlights of an effective site safety program. If you have any questions or suggestions, please contact the NBSIA Prevention Services Department at 707-428-1830.

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.
Often, schools have no control over many of the hazards that may impact them. Events such as earthquakes, plane crashes, and chemical spills can happen with little or no warning. However, schools can take actions to minimize the impact of such incidents. For example, schools in earthquake-prone areas can secure bookcases and train students and staff what to do during tremors. Similarly, schools cannot always fully control fights, bomb threats, and school shootings. However, they can take actions to reduce the likelihood of such events with the institution of policies, programs, and other steps to improve the culture and climate of their campuses.

Prevention and mitigation have different meanings and applications, but have a common goal. Prevention emphasizes the steps taken to fully avoid crises. Examples of prevention include addressing the security of facilities with functioning locks and controlled access to school grounds. Hazards that cannot be prevented should be mitigated. Mitigation is the lessening of the impact of a crisis. Mitigation may be achieved through strengthening fire evacuation procedures and installing sprinkler systems. Every step that schools take, regardless of whether it is focused on prevention or mitigation, has the benefit of reducing injury and damage in our schools.

Being ready for emergencies requires taking inventory of the dangers in a school and community and identifying what to do to prevent and reduce injury and property damage. A good rule of thumb is to start “big” and work your way down. Start with state hazards, moving to county and city risks, neighborhood hazards, and finally risks specific to school grounds and school buildings. Once it is determined that the local area is at risk for an earthquake or fire, one can begin to assess what steps the school needs to take to keep employees and students safe in the event of a catastrophe.

There are resources in every community that can help with this process. Firefighters, police, public works staff, and facilities managers, as well as NBSIA Prevention Services, can help conduct a hazard assessment. This information can be very useful in identifying problems in the preparedness process that need to be addressed.

Some strategies are listed below. These serve as examples of ways for schools to prevent and/or mitigate a number of common or serious hazards.

**Action Checklist for Schools**

- **Know the school.** Assess potential hazards on campus. Review NBSIA’s site survey recommendations and act upon any needed repairs. Conduct your own regular safety audits of the site. Include driveways, parking lots, playgrounds, outside structures, and fencing.

- **Know the community.** Mitigation requires assessment of local threats. Work with the local emergency responders to assess surrounding hazards. This should include natural disasters (flash floods, earthquakes) and industrial and chemical accidents (water contamination or fuel spills). Locate major transportation routes and installations. Is the school on a flight path or near an airport? Is it near a railroad track that trains use to transport hazardous materials?
Make school safety trend analysis and efforts part of mitigation/prevention practices. Review past incident data to help identify what types of incidents are common in the school. Assess how the school addresses these problems to see if current actions and strategies are having the intended impact.

Establish clear lines of communication. Communications both within the school’s planning team, as well as outside communications with families and the larger community, are extremely important to showing that schools are committed to public safety. Encourage staff to provide input and feedback into the planning process.

What can NBSIA’s Prevention Services Department Do for You?

By Emily Kephart, ARM, CPSI, Prevention Services Manager

Are you aware of the many services available to you through NBSIA’s Prevention Services Department? Most sites probably know about the site surveys and inspections that are conducted on a regular basis. But did you know that we also offer:

- Playground Audits and Inspections by CPSI-certified staff
- Ergonomic evaluations by trained staff
- Pre- and Post-Injury Investigations
- Safety Training – we offer numerous subjects such as Bloodborne Pathogens, Ergonomics, Ladder Safety, Playground Supervision, and Violence Prevention. Training can also be tailored to your specific needs. Please contact Prevention Services for a full catalog of available training topics.
- Sample Model Safety Programs - available for use and reproduction on our website.
- General Safety and Risk Management Tools and Advice – Just Ask Us!

Due to the fact that so many of our sites have individual, specific concerns, this list is nowhere near all-inclusive! Prevention Services is committed to supporting our member sites in their efforts to improve and maintain an excellent level of safety. Please contact us at (707) 428-1830 if you have any questions about our services.
North Bay Schools Insurance Authority
Prevention Services Department

Presents

New Employee Safety Orientation

NBSIA is pleased to offer new district employees the chance to learn what safety is all about, what roles they play in site safety, and how they can incorporate safe work practices into their daily routines in order to achieve their goals.

This program, which will take place in NBSIA's conference room three times throughout the school year, communicates the importance of safe work practices and meets district requirements for Cal/OSHA compliance. Through this training partnership, we can reduce the number of injuries to staff and students, limit lost time from work, and improve employee morale.

This PowerPoint presentation and open discussion will cover many safety topics, including general office safety, fire safety, bloodborne pathogens, and ergonomics. Topics of a more technical nature may be addressed depending upon the registered audience.

Scheduled training dates:
Thursday October 2, 2008, 9 A.M. – 10:30 A.M.
Thursday December 11, 2008, 9 A.M. – 10:30 A.M.
Thursday March 12, 2009, 9 A.M. – 10:30 A.M.

Please contact Prevention Services Coordinator Lateisha Plascencia at (707) 428-1830, extension 123 or lateishap@nbsia.org to enroll your new hires in the course. Please specify the date they will be attending.

NBSIA is conveniently located at
380A Chadbourne Road
Fairfield, CA 94534
(707) 428-1830
At NBSIA, we are in the process of updating our website to further expand our services and to make it more user-friendly. Expect a new look too! We hope to have this completed by the end of the year. In the meantime, please take some time to visit our website at www.nbsia.org. You are welcome to download the following forms and access other information:

**DWC-1 Claim Form**

While NBSIA does provide claim forms to our injured workers following a work related injury, there may be times when our employers need to provide a claim form directly to an employee.

**Workers’ Compensation Mileage Report Form**

Mileage forms are used for reimbursement for mileage to/from your medical appointments. Effective 7/1/08, the new IRS mileage rate is $.585/mile. Please be sure to keep all receipts for parking and bridge tolls. Claimants may submit mileage reimbursements as often as they’d like throughout the life of their claim.

**Employer Designated Medical Providers**

You can view a list of your employer designated medical providers by District. This will include the name of the facility, address, phone number and office hours.

**Employee Pre-designated Physician**

If you would like to pre-designate your personal physician to treat you for a work related injury, you must complete this form and have it signed by yourself and your primary care physician and return to your H.R. Department PRIOR to your injury. There can only be one designated physician on file at a time.

**Facts About WC Benefits for School District Employees**

This brochure is given out to every injured worker as well all new hires, which explains all the different benefits provided under workers’ compensation. The law requires employers to provide information on workers’ compensation benefits to all new employees, usually given out at orientation. If you need to order more brochures, you can do so by going to through the California Workers’ Compensation Institute (CWCI) website at: www.cwci.org or by calling (510)251-9470.
Are Your Workers’ Compensation Pamphlets and Posters Current?

With the new school year approaching, now is a good time to review and update your posters to ensure compliance.

If A Work Injury Occurs

Posting Notice with 2008 updates

A posting notice containing general benefit information has been updated to include changes under AB 338 (effective 1/1/08) and SB 899, enacted in 04/2004. This notice is approved by the Administrative Director of the Division of Workers’ Compensation for satisfying employer notice requirements of California Labor Code Section 3550 and California Code of Regulations Sections 9881 and 9883.

Facts about Workers’ Compensation

New Employee Pamphlet with 2008 updates & DWC Forms

This pamphlet includes basic information about coverage, benefits and medical care under the workers' compensation program. This pamphlet has been approved by the Administrative Director of the Division of Workers’ Compensation for complying with statutory provisions of Labor Code Section 3551 and California Code of Regulations Sections 9880 and 9883 (Spanish), which require employers to furnish all new employees with state-approved, written notice of their right to workers' compensation benefits. Includes AB 338 TD updates for 2008, DWC Forms 9783 and 9783.1 (2007) for pre-designation of personal physician and personal chiropractor or personal acupuncturist, also includes information related to 2002, 2003 and 2004 workers' compensation reforms.

You can order workers’ compensation pamphlets and posters through California Coalition of Workers’ Compensation at:

www.cwci.org
or by calling (510) 251-9470
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 have their own leadership or boards. In addition they should 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.
Certificates of Liability Insurance

Important Details

If you are asked to provide companies or other agencies with evidence of your district’s liability coverage, typically the evidence of coverage is referred to as a “Certificate of Liability Insurance.”

Timeliness and completeness of supporting information and documents are vital to the efficient handling by NBSIA of requests by districts for Certificates of Liability Insurance. We encourage our member districts to have a single contact person at the district office that facilitates requests. The person should gather all the information and supporting documentation before forwarding to NBSIA. This streamlines and clarifies the process at the district level and should greatly serve to assist NBSIA staff and our managing broker in providing the service to the district.

Commonly the district is asked to sign an agreement or contract to use the facilities or services of another that contains liability insurance coverage requirements. These agreements usually have hold harmless and indemnification language in them that addresses liability of the district and/or group. Be careful, as some agreements may make you responsible for any and all losses irrespective of what your liability coverage is. We strongly encourage you to read and understand these provisions before requesting evidence of coverage. If you need assistance understanding these documents, please forward them directly to us.

Requests for Certificates of Liability Insurance should be faxed to NBSIA, 707-428-1848, attn: Heather Eichen, along with a complete copy of the supporting documentation, agreement, etc. you should already have obtained from the Certificate requestor. Upon receipt we review the information, check to make sure you are not agreeing to indemnify someone for whom the district has no liability, then request the Certificate from the NBSIA broker.

Should there also be a request for an “Additional Insured Endorsement,” a separate page is included with the Certificate. This endorsement ‘attaches’ the requesting party or certificate holder, to the district’s liability coverage. Should a loss occur as a result of the relationship between the party (certificate holder/additional insured) and the district, the district/NBSIA may be called upon to cover the loss, including any legal expenses. Obviously, a request for this endorsement should not be taken lightly.

Finally, the original Certificate of insurance will be sent to the other party (certificate holder), a copy will be sent to your district office, and a copy is kept in our files.

NOTE: Certificates are not produced by, or issued out of, the NBSIA office. They can take several days to produce. Therefore, please allow ample time when making a request.

SEND INSURANCE CERTIFICATE REQUESTS TO:

Heather Eichen, Administrative Assistant, NBSIA
FAX: 707/428-1848 EMAIL: HeatherE@nbsia.org
PHONE: 707/428-1830 ext. 104

FOR ADDITIONAL INFORMATION CONTACT:

Gordon Templeton, Property/Liability Claims Manager, NBSIA
FAX: 707/428-1848 EMAIL: GordonT@nbsia.org
PHONE: 707/428-1830 ext. 103
COVERAGE EXCLUSION REMINDER: 
COMMUNITY SERVICE WORKERS ARE NOT COVERED 
UNDER DISTRICT POLICY

By Jan DeGracia, CPCU, ARM, Executive Director

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 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.

June 2008 Board Briefs

By Jan DeGracia, CPCU, ARM, Executive Director

The NBSIA Board of Directors held its final meeting for FY 07-08 on June 11, 2008. During that meeting, the following action took place.

Program Renewal Rates
In the Property/Liability program, renewals were very positive for liability costs, however, the combination of a recent property appraisal and increases in the property coverage costs combined to increase overall costs for the program by more than 10%. Overall property values for NBSIA in total increased 29%.

Rates for the Dental, Vision, and Workers’ Compensation programs were approved at the previous meeting. The Dental program had an overall increase of 3.1%, although that amount was different for all members due to experience rating. The Vision program renewed with no increase for SCOE and NBSIA, and a 10% reduction for FSUSD. The Workers’ Compensation program rates for next year reflected a 5% decrease. All new rates are effective July 1, 2008.

Election of Officers
The Board voted in the following slate of officers for 2008-09:
President J. R. Perkiss, Napa COE
Vice President John Niederkorn, Vacaville USD
Auditor Lettie Allen, Solano COE
Member-at-Large Kari Sousa, Fairfield-Suisun USD

Schedule of Meetings
NBSIA adopted its 2008-09 schedule of Board of Directors meetings for the coming year as follows: September 10, 2008; August 29, 2009; and June 10, 2009, with the annual strategic planning meeting on January 26-27, 2009. All Board of Director meetings start at 9:00 a.m. The Executive Committee meetings are planned for August 20, 2008; November 12, 2008; February 18, 2009; March 11, 2009; April 15, 2009 and May 27, 2009. All Executive Committee meetings begin at noon. The Investment Committee will meet on August 20, 2008 at 11:00 a.m. All meetings are held at the NBSIA office at the time indicated above unless otherwise noted.
INSURANCE COMMISSIONER POIZNER WARNS SACRAMENTO DRIVERS TO BE ALERT FOR STAGED AUTO COLLISIONS

Schemes Used by Scam Artists Endanger Other Drivers, Cost Unsuspecting Public

SACRAMENTO — With summer vacation looming and many Californians traditionally driving more frequently or longer distances, Insurance Commissioner Steve Poizner warned area drivers to be alert for staged auto collisions. In 2007-2008, 14,623 referrals out of 23,734 insurance fraud referrals received by the California Department of Insurance - 61 percent - were for suspected automobile insurance fraud.

"Insurance fraud is like a $500 tax on every man, woman and child in California, and auto insurance fraud is a major part of this problem," stated Commissioner Poizner. "Staged collisions are not victimless, even when no one is injured, and an aware public is part of a great defense against these dangerous criminals."

More than $182 million could have been lost by insurance companies in 2007-2008 if the auto insurance fraud was not discovered. Actual loses, however, are subsequently built into the insurance companies’ pricing structures.

In Sacramento there were 802 suspected fraudulent claims (SFCs) in 2007-2008. That's down from 856 SFCs in 2006-2007 but up from 788 in 2005-2006. In Sacramento County, potential losses were $5.6 million in 2007-2008 up from $5 million in 2006-2007 and comparable to the $5.8 million in potential losses in 2005-2006.

There are primarily three schemes typically used in staged collisions:

- Panic stop
- Start-and-stop
- Swoop-and-squat

People who create these pre-planned accidents, also known as stagers, look for high value targets, such as commercial vehicles, expensive luxury vehicles, and vehicles owned by cities or counties. They are considered "high value" because of the virtual guarantee of insurance coverage.

The following signs may tip-off a driver of fraudulent activity:

- The other car is packed with passengers;
- The other driver has a relatively new insurance policy;
- The other car is in poor condition or has a "salvage" title;
- Traffic was flowing smoothly and the other driver stopped suddenly;
- The other driver and/or the passengers make extra effort to avoid conversation about the other vehicles in the area;
- There is a witness that substantiates everything the other driver says; and
- The other driver and his passengers all claim injury despite relatively minor collision damage to the vehicles.

If someone suspects he is the victim of a staged collision insist on a police report; document as much information from the collision scene as possible, using a cell phone to take photographs or video; ask the peace officer to positively identify everyone involved, report it to CDI at 800-927-HELP (4357) or go to: www.insurance.ca.gov.
Program Services

Suzanne Dillman, SPHR, Program Services Manager

**NBSIA Sexual Harassment Training and Education for Supervisors**

NBSIA is offering a sexual harassment training and education session with
Elizabeth Ison
Ison Law Group
**November 5, 2008**
am session: 9:00-12:00
pm session: 1:00 - 4:00
NBSIA conference room

We are able to accommodate 45 supervisors in this training session.
If you are interested in attending please contact
Suzanne Dillman, NBSIA Program Services Manager
SuzanneD@nbsia.org  (707) 399-4206

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**Employee Assistance Program**

**In This Issue:**
- Going Back to School
- 10 Steps to Mental Fitness
- Keep Your Kids Healthy
- Guidelines for Parents of Latchkey Children
- College Savings Without the Tax Bite

Please note: To use Member Matters, you'll need to enter your company access code. When you are prompted for the access code type in: WISE
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 2008 and ending April 2009

Courses:
- Developing Supervisory Excellence
- Practical Leadership Skills for the School Environment
- Supervisor Roles-Trainer and Coach
- Managing Conflict
- Tackling Problems and Making Decisions with Confidence
- Feedback and Performance Appraisals
- Ethics in the Workplace
- Practical Legal Issues for Supervisors—Elizabeth Ison, Employment Law Attorney
- 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!
### CALENDAR OF EVENTS

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<tr>
<td>Aug</td>
<td>Executive Committee Meeting</td>
<td>NBSIA Conference Room</td>
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<td>Sept</td>
<td>Labor Day</td>
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<td>NBSIA Board Meeting</td>
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<td>NBSIA Risk Management Comm. Mtg.</td>
<td>NBSIA Sm. Conf. Room</td>
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<td>CAJPA Conference</td>
<td>Lake Tahoe, CA</td>
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<td>Oct</td>
<td>New Employee Safety Orientation</td>
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<td>Columbus Day</td>
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<td>Nov</td>
<td>Sexual Harassment Training</td>
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<td>Veterans’ Day</td>
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### NBSIA Staffing Update:

Lateisha Plascencia is our new **PREVENTION SERVICES COORDINATOR** and can be reached at: 707-428-1830 ext. 123 or LateishaP@nbsia.org for Safety Credits or Risk Management Issues.

### 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)

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<tr>
<th>Name</th>
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<tr>
<td>Janet DeGracia</td>
<td>Executive Director</td>
<td>Ext. 105</td>
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<tr>
<td>Suzanne Dillman</td>
<td>Program Services Manager</td>
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<tr>
<td>Gordon Templeton</td>
<td>P/L Claims Manager</td>
<td>Ext. 103</td>
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<tr>
<td>Emily Kephart</td>
<td>Prevention Services Mgr.</td>
<td>Ext. 102</td>
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<tr>
<td>Jeff Wong</td>
<td>Prevention Services Analyst</td>
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<tr>
<td>Lateisha Plascencia</td>
<td>Prevention Services Coord.</td>
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<tr>
<td>Peggy Kech</td>
<td>Accounting Manager</td>
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<td>Lyn Fortaleza</td>
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<td>Maria Cantera</td>
<td>Data/Fiscal Analyst</td>
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<tr>
<td>Heather Eichen</td>
<td>Administrative Assistant</td>
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<tr>
<td>Veronica Hudley</td>
<td>Office Assistant</td>
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**Workers’ Compensation:**
707/428-0824 707/428-1848 (fax)

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<tr>
<td>Kami Liian</td>
<td>W/C Claims Manager</td>
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<td>Felecia Lawson</td>
<td>W/C Claims Supervisor</td>
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<tr>
<td>Deborah DeMuyynnck</td>
<td>Claims Examiner</td>
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<tr>
<td>Roni Baptista</td>
<td>Claims Examiner</td>
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<td>Anna Socarras</td>
<td>Claims Examiner</td>
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<td>Lily Chin</td>
<td>Claims Examiner</td>
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<tr>
<td>Allison Spirlock</td>
<td>Claims Assistant</td>
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<td>Shirley Steck</td>
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<tr>
<td>Gwen Samuels</td>
<td>Office Assistant</td>
<td>Ext. 107</td>
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<tr>
<td>Christine Trockey</td>
<td>Return to Work Coordinator</td>
<td>Ext. 121</td>
</tr>
</tbody>
</table>