



## Specialty Human Services

*Protecting Those Who Improve Your Community*

### Working Together to Prevent Loss

Many insurance companies provide loss prevention services. Experience the Great American difference! Other companies may provide loss prevention services at an additional cost and often use independent contractors, unfamiliar with their products. Our Loss Prevention Consultants are highly experienced employees who keep current on issues relevant to human and social service organizations. They work closely with you to create **customized loss prevention plans**, protecting the assets and reputation of your organization. Most importantly, our loss prevention services **can be included with the price of your policy**.

The following are some of the loss prevention services that Great American Specialty Human Services provides:

#### Physical Surveys

Our consultants can perform on-site surveys of operations and facilities to evaluate actual and potential hazards and current controls. We will offer practical recommendations to eliminate or minimize hazards.

#### Educational Programs

Well-trained supervisors and employees are essential to a successful operation. Our Loss Prevention consultants will administer educational programs to assist you in training your personnel about the basic principles of loss prevention. These programs include:

- Establishing Safety Committees
- Accident Investigation and Reporting
- Slip and Fall Elimination
- Employee Dishonesty and Theft Controls
- Auto Fleet Safety Review
- Driver Training
- Employee Selection
- Abuse Prevention
- Disaster Preparedness and Evacuation Plans
- Pool Safety Evaluation and Training



#### Property Risk Management Services

Our consultants can provide:

- Fire Protection Engineering, including evaluation of life-saving features such as sprinkler systems
- Building Valuations to ensure proper insurance to value
- Infrared Thermal Imaging to help identify problems with your electrical systems and sources of water intrusion

#### ELearning

Human and social service organizations will benefit from the loss prevention resources available on our website. These courses are designed to help your managers and staff improve awareness of risk reduction. To ensure employees are taking advantage of these resources, management is able to track their employees' class completion. Courses include:

- Risk Management Basics
- Volunteer Risk Management
- Insurance Basics
- Managing Governance Risks
- Management Employment Practices
- Effective Staff/Volunteer Screening
- Driver and Vehicle Safety
- Special Event Safety
- Managing Facility Risks



## Loss Prevention Services

### Safety Topics

We have a library of more than 300 loss prevention bulletins for your use. These loss prevention checklists address specific risks and are a quick way to evaluate strengths and weakness of controls. Examples include:

- Fire Prevention Checklist
- Abuse and Neglect
- Food Safety
- Swimming Pool Safety
- Driver Safety
- Cyber Security Tips
- Winter Protection/Winter Driving

### Video Presentations

Our consultants can present video presentations to your staff and volunteers. These programs include:

- Who Will Care When I'm Not There?
- Workplace Violence for Employees/Workplace Violence for Management
- Coaching the Driver Services – Van and Bus

### Video Lending Library

As a Great American policyholder, you have access to our membership in a safety video service with a large selection of DVDs. The titles and descriptions can be viewed at NRSC.com.

### Newsletters and Brochures

We periodically distribute informative newsletters and helpful tools on relevant topics including:

- Preventing Losses
- Criminal Background Checks
- Building Maintenance
- Food Allergies
- Abuse or Molestation

### SafetyFirst Auto Monitoring

We have teamed up with SafetyFirst™ Systems to provide policyholders with large vehicle fleets a proven driver monitoring program. The program is designed to increase safety on the roadways by giving organizations timely, credible information about drivers who are taking aggressive risks or are distracted behind the wheel. This “early warning system” provides details about the incident and materials to help managers to coach drivers on proper procedures. A monthly training program is also included with your policy, covering topics such as

- road rage
- drowsy driving
- avoiding pedestrian collisions
- coping with poor visibility

Benefits include a proven reduction in accident rates of up to 30%, a positive public image and higher driver satisfaction due to increased feedback and coaching.

### Accident Investigations And Loss Analysis

Even with good risk management controls, accidents do occur. When they do, our consultants can critically analyze the factors contributing to the cause of the accident. We try to determine the “why” of the accident so we can help you prevent similar occurrences in the future.

**Loss Prevention**  
**800.221.7274, option 2**  
**SpecialtyHumanServices.com**

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