

Inside: Director's Chair · Early Childhood Magic · Trusted Recipes · A New Year and a New Commitment to You · Reminders · Quarterly Transparency Round Table · Puttin' on the Risk · Training Calendar · Employee of the Quarter



Director's Chair

2011 ERMC Enrollment Exceeds Projections

Steven A. Hansen, *President, Executive Director*



Member response to our new 2011 Excellence in Risk Management Certification (ERMC) is remarkable – nearly double projections. There is a good reason why. This program is in a league of its own and addresses member needs. The certification consists of core training, elective training, and training for continuing certification – just the right mix. Topics cover the gamut. Get involved and get certified – you can make an impact that will be recognized and appreciated. As partners, we hope you will join us in making a difference – a difference that will result in lower premiums for you and everyone else. The 2011 ERMC is not easy. It's a challenge and a commitment – well worth the effort. We need your participation and so does your entity.

As you evaluate your options for purchasing insurance, be sure to consider the whole package – look under the hood. The Utah Local Governments Trust is different in ways that are important and ways that benefit you. For example, our **General Liability Policy** is the broadest form you'll find. This means that many types of claims other policies

deny are covered. Our coverage steps in and prevents your entity from having to dip into scarce financial resources to pay for claims that you owe. Our **Claims Handling** teams go the extra mile in protecting member contributions. Our claims policy is simple: Pay the claims we owe, promptly and fairly. Our ability to handle claims in this way has a direct impact on keeping premiums down. **Risk Management** initiatives for 2011 are game-changers and cannot be overlooked when comparing insurance partners. Take a close at what the new risk management menu for 2011 could mean to your entity. We've reorganized **Member Services** in a way that will help you manage your insurance easier and more effectively. Finally, our **Board of Directors** are the best ever. Each Director has the experience and perspective to represent your interests. Each Director supports the Trust in delivering the **Best Products and Services at the Best Possible Price.**

If you're not a member, call us and let us show you what membership would look like. If you're a member, take full advantage of everything new in 2011. Call us – you'll be surprised at what we've got in store for you this year.

Early Childhood Magic

Julie Payne, *Receptionist*



As many of you might know by now, I have a 15-month old and a 15-year old, and they are both a handful. It's one thing to use Love and Logic on my teen. He gives me plenty of opportunities to practice it. But when can I start using Love and Logic on my 15-month old? As soon as he can throw his food on the floor.

The other day I was holding my baby and talking to some people. My baby got upset and smacked me right up side the cheek and proceeded to throw himself back. I was stunned at first, but then remembered the three steps for basic love and logic for very young children.

Step one: *Hope for misbehavior.*

Mistakes made early in life have far more affordable consequences than those made later.

Step two: *Sing an empathetic, "Uh oh."*

The fewer words we use when our kids are acting up, the more successful we will be.

Step three: *Provide a loving consequence.*

There exists only three basic consequences for small children:

- Change your location by walking away and paying no attention to them
- Change the location of the problem object by taking it away
- Change the child's location by carrying them to their room, buckling them into their stroller, etc.

Step four: *Repeat as needed.*

When parents repeat this basic process with great consistency, they find that they only get to the second step of the time. Quite quickly, their tots learn that "uh oh" means that it's wise to start acting sweet!

Utah Local Governments Trust

55 South Highway 89
North Salt Lake, UT 84054

801.936.6400
800.748.4440
fax: 801.936.0300

www.ulgt.org

Steven A. Hansen
President, Executive Director

Loss Prevention:

Jason Watterson, CIH, ARM-P,
x 1334
Doug Folsom, ARM-P,
x 1329
Lance Mergens,
x 1337

Medical, Dental, Life, Liability, Worker's Compensation, Property, or Auto:

Golden Thomas, x 1331
Travis Garton, x 1315
Greg Baumgartner, x 1324
Ryan Hatch, x 1317
Josh McKell, x 1308
Jill Johnson, x 1306
Suzie Pope, x 1333

Claims:

Chris Rozelle, x 1305





Trusted Recipes

Fresh Herb Bread

Provided by Jessa Anderson,
Accounting Technician

1 pkg regular or quick active dry yeast (2¼ tsp)
1¼ C very warm water
1 T sugar
2½-3 C all purpose flour
1 tsp salt
3 tsp dried parsley
½ tsp dried rosemary leaves
¼ tsp dried thyme leaves
2 T shortening

Grease 8 x 4-inch or 9 x 5-inch loaf pan. Proof yeast by combining yeast, warm water, and sugar in bowl. The yeast will begin to foam after several minutes. Combine and mix with 2 cups of flour, salt, and dried herbs. Add the shortening and the entire yeast mixture to the dry ingredients and mix till completely blended. Slowly add remaining flour and knead the dough till no longer sticky. Place dough in loaf pan and let rise till doubled in size (approximately 45 minutes). Heat oven to 375 degrees. Bake 40 to 45 minutes or until top of loaf is golden brown. If desired, brush top of loaf with butter and sprinkle with herbs or sea salt. Allow bread to cool before slicing.



A New Year and a New Commitment to You

Jason Watterson, *Risk Manager*



During the last few weeks of 2010, the Trust Risk Management Team kept a low profile. It wasn't that we were too busy eating all the great holiday treats that showed up at

Trust headquarters – okay, maybe it was a little – the truth is that we have been hard at work retooling our risk management programs to be able to provide you with the greatest service and value available.

2011 will see some major changes in risk management programs at the Trust. We feel that the Trust has created the most aggressive and value-packed programs ever available to our Members. Here's a brief run-down of risk programs in 2011:

Risk Management Service Plan

Part of your Risk Management Toolkit (see below) is a Service Plan. We know the value of planning ahead, and we want you to know what you can expect from the Trust. Our service plan is our commitment to provide risk service throughout the year. We will mutually set some goals and dates to accomplish various steps in your risk management program. Look for your Risk Management or Member Services representative's visit, or call to set up this Service Plan.

Risk Management Toolkit

Be on the lookout for your Member Services or Risk Management representative to bring your Risk Management Toolkit! This Toolkit will give you the basic tools necessary to manage risks at your facility. It is chock full of boilerplate policies, procedures, forms, reference materials, information about your entity's performance, etc. Most of the information is in hard and electronic format to facilitate its use.

Focus Program

As a pool, we share each others' weaknesses and strengths. To help capitalize on that, we will be identifying a new group of Members each year that will receive extra risk assistance. If you're a focus member, we will be visiting you to set up a plan to best help you achieve your goals.

Excellence in Risk Management Certificate Program and Regular Training Programs

We have scheduled over 100 training dates in 2011! (I'm tired just thinking about it!) Our team has identified dozens of training topics that are most needed and desired by our Members and has built a training plan to bring those classes to your neighborhood. Check out our Training Calendar for your region on www.ulgt.org and in each issue of Trustline.

In addition to our regular programs to bring your front-line employees necessary safety related topics, we have developed the Excellence in Risk Management Certificate Program (ERMC for short). This program goes a step beyond many training programs to prepare managers within our Member entities to address any exposures they may encounter.

Part of the ERMC program (but open to all Members) are our new Summit Programs. Summits are a half or full day mini-conference that focuses on one area of responsibility. You won't have to wait long for our first Summit. We will be hosting a Workers Compensation Summit in January and a Human Resources Summit in February. See the Summit description in this issue of Trustline.

Incentive Programs

We had a great time providing thousands of sumptuous hamburgers last summer as part of our Trust Tailgate thank-you tour (mmm... remember those sautéed mushrooms?). In 2011, we're going to be providing Tailgate Barbecues and Ice Cream Socials as incentives to our best performing members.

Auditing Programs

We will continue to provide in-depth facility audits to help you identify exposures at your entity. Detailed tracking reports will help you take the recommendations to completion.

We hope you take advantage of the variety of services provided by ULGT risk management in the upcoming year. We know it will benefit you and you entity.

Reminders

Now is the time of year to gather your Injury and Illness records and compile the OSHA reports.

- 1 – OSHA 300, Log of Work-Related Injuries and Illnesses
- 2 – OSHA 300A, Summary of Work-Related Injuries and Illnesses
- 3 – OSHA 301, Injury and Illness incident Report

While OSHA 300 will help generate the Summary and OSHA 301 must be produced upon request, REMEMBER the 300A Summary must be posted in each work station between February 1, and April 30!



Quarterly Transparency Round Table

Suzie World, *Account Manager*



Each Quarter at the Trust, employees read a book that focuses on aspects of our job. We then meet as a group to discuss our book to see how it relates to us.

This Quarter, I was asked to select a book, make assignments, and to facilitate the discussion. I chose “The 17 Essential Qualities of a Team Player.” Each employee was given a chapter or characteristic to focus on knowing that when we met they would give a summary or interpretation of what was read. We formed groups to discuss and apply the characteristics to help make our group run even better as a team. We wanted to combine our book and our Transparency Meeting to generate more open discussion about the way we operate here at the Trust.

When our employees meet for a Transparency Meeting, the goal is to engage in open dialog that can help move the organization forward. Using the book and the safety of a group, we are able to openly share our ideas and/or concerns. I personally feel that without the open conversation, people

in different departments aren’t aware of what is needed to facilitate the work being done. If we have this open forum, we will better understand the separate departments and the people we work with. This will open doors for conversation, understanding, and ideas that may improve how we implement new ideas. Granted, not all of the ideas we come up with will work, but in this forum, we will understand why they don’t work, or maybe the idea just needs to be tweaked to work.

As some of our Board Members who have attended our brainstorming meetings can attest, we have a great friendship and respect for each other. Our hopes are that with these meetings we will be able to tap into the strengths of our co-workers and bring new ideas to the table that help not only us but the members we are here to serve.

Puttin’ on the Risk

Lance Mergens, *Risk Manager*



Did you ever feel like you wanted to see more of the Trust Risk Management Team? Yes? Well now you have the ability to tune in Doug, Lance, and Jason with the click of a mouse. In 2011, the Trust Risk Managers are hitting the YouTube

waves in an effort to deliver fun and informative safety topics to the desktop of every one of our members. These “video shorts” will translate the reality of accident outcomes to those of us who may not be thinking this way. These videos can be used to provide timely safety moments for safety meetings or passed along to serve as entertaining reminders of hazardous conditions that we each face daily. Ultimately, our goal is to increase the health, well-being, and quality of life of employees by reducing workplace injuries and accidents.

Our first video is about how an average, everyday office employee (who we all know and love) allows his troubled morning to affect his judgment and attitude, and finds more than he bargains for behind the wheel of his automobile.

It’s a civilized demonstration of workday stresses colored with a faint thread of humor. Feature length: 3mins, 11 sec and 21 milliseconds.

Links to the video will be sent out in email or found on our website at www.ulgt.org. If you find you do not get the video link emails, or cannot access YouTube due to web filters, just drop a line to Julie, our Video Librarian (jpayne@ulgt.org), and she will send a DVD copy of the video in the mail. In 2011, let’s be smarter than a rubber chicken and have a SAFE and prosperous New Year!



Upcoming Training Calendar

January 31, 2011 | 9-10a

Harassment/Discrimination Prevention
North Logan City | Library
475 East 2500 North | North Logan, Utah

February 9, 2011 | 8a-12p

Defensive Driving
Hyrum City | Civic Room
83 W. Main Street | Hyrum, Utah

February 10, 2011 | 9-10a

Harassment/Discrimination Prevention
Trust Office | Conference Room
55 South Highway 89 | North Salt Lake, Utah

February 16, 2011 | 9a-1p

Human Resources Summit
Washington Community Center | Multi-Purpose Room
350 N. Community Center Dr | Washington, Utah

February 17, 2011 | 9a-1p

Human Resources Summit
Trust Office | Conference Room
55 South Highway 89 | North Salt Lake, Utah

February 22, 2011 | 9a-12p

Confined Space Entry/Trenching and Shoring
Hyrum City | Civic Room
83 W. Main Street | Hyrum, Utah

February 23, 2011 | 9a-12p

Confined Space Entry/Trenching and Shoring
Trust Office | Conference Room
55 South Highway 89 | North Salt Lake, Utah

February 24, 2011 | 9a-12p

Confined Space Entry/Trenching and Shoring
Vernal City | Community Room
374 E. Main Street | Vernal, Utah

March 1, 2011 | 9a-12p

Confined Space Entry/Trenching and Shoring
Price City | Room 207
185 E. Main Street | Price, Utah

March 2, 2011 | 9a-12p

Confined Space Entry/Trenching and Shoring
Moab City | Council Chambers
217 E. Center Street | Moab, Utah

March 3, 2011 | 9a-12p

Confined Space Entry/Trenching and Shoring
Washington Community Center | Multi-Purpose Room
350 N. Community Center Dr | Washington, Utah

March 8, 2011 | 9-10a

Harassment/Discrimination Prevention
Vernal City | Community Room
374 E. Main Street | Vernal, Utah

March 9, 2011 | 8a-12p

Defensive Driving
Price City | Room 207
185 E. Main Street | Price, Utah

March 14, 2011 | 9a-12p

Policies | Procedures and Programs
Hyrum City | Civic Room
83 W. Main Street | Hyrum, Utah

March 15, 2011 | 9a-12p

Policies | Procedures and Programs
Trust Office | Conference Room
55 South Highway 89 | North Salt Lake, Utah

March 16, 2011 | 9a-12p

Policies | Procedures and Programs
Vernal City | Community Room
374 E. Main Street | Vernal, Utah

March 17, 2011 | 9a-12p

Policies | Procedures and Programs
Price City | Room 207
185 E. Main Street | Price, Utah

March 22, 2011 | 9a-12p

Policies | Procedures and Programs
Moab City | Council Chambers
217 E. Center Street | Moab, Utah

March 23, 2011 | 9a-12p

Policies Procedures and Programs
Washington Community Center | Multi-Purpose Room
350 N. Community Center Dr | Washington, Utah

April 4, 2011 | 9a-12p

Safety 101
Hyrum City | Civic Room
83 W. Main Street | Hyrum, Utah

April 5, 2011 | 9a-12p

Safety 101
Trust Office | Conference Room
55 South Highway 89 | North Salt Lake, Utah

April 6, 2011 | 9a-12p

Safety 101
Vernal City | Community Room
374 E. Main Street | Vernal, Utah

April 7, 2011 | 9a-12p

Safety 101
Price City | Room 207
185 E. Main Street | Price, Utah

April 12, 2011 | 9-10a

Harassment/Discrimination Prevention
Price City | Room 207
185 E. Main Street | Price, Utah

April 13, 2011 | 8a-12p

Defensive Driving
Washington Community Center | Multi-Purpose Room
350 N. Community Center Dr | Washington, Utah

April 19, 2011 | 9a-12p

Safety 101
Moab City | Council Chambers
217 E. Center Street | Moab, Utah

April 20, 2011 | 9a-12p

Safety 101
Washington Community Center | Multi-Purpose Room
350 N. Community Center Dr | Washington, Utah

Registration is required.

Please contact Marilyn Beesley:
801.936.6400 • 800.748.4440
mbeesley@ulgt.org

Employee of the Quarter: Marilyn Beesley

Congratulations to Marilyn Beesley, a 25-year employee of the Trust, who was nominated by department managers as winner of the Employee of the Quarter. Comments about Marilyn included:

- Kind
- On-site mom
- Helpful
- Knows her stuff
- Cheerful
- Dedicated
- Great attitude
- Awesome cook
- Gets the job done

“In seed time learn, in harvest teach, in winter enjoy.”

- William Blake

