

Western Nevada College: Environmental Health and Safety, Program Review 2011

1. **Program Description**

The Western Nevada College (Western Nevada College) Environmental Health and Safety had humble beginnings. Initially individual departments working with the Business Center North (BCN) worked to provide basic EH&S services at Western Nevada College. Then in the late 1990s Western Nevada College hired a part-time classified EH&S employee to initiate the program and interface with other NSHE campuses to provide EH&S services. This effort focused on workers compensation, lab safety, first aid, waste disposal, and right to know compliance.

In 2003, Western Nevada College hired its first professional employee to conduct EH&S activities and create procedures to meet more required regulations. As a result, procedures were established and formal training was initiated. The Western Nevada College's EH&S department's first program review was accomplished in 2005.

2005 Program Review Summary

The timing of the 2005 program review was at a good time since it allowed the Western Nevada College EH&S department to evaluate future goals after becoming a full-time department a year and a half earlier. It was easy to project where the department needed to be - to support college goals and regulatory compliance. All 2005 program review goals have been accomplished. Those goals included the following areas:

- An EH&S Mission Statement
- Technical Support
- Administrative Staffing
- Dedicated Waste Storage Location
- Employee Safety Evaluations
- EH&S Advisory Committee By Laws
- Complete the Western Nevada College EH&S Program

In 2006, a part-time EH&S Administrative Assistant was funded by the NSHE Risk Manager. This position allowed EH&S to improve the scope and responsibilities of services to all campuses.

A. College and Program Mission

College Mission	Program Mission
<p>Western Nevada College inspires success in our community through opportunities that cultivate creativity, intellectual growth and technological excellence, in an environment that nurtures individual potential and respects differences.</p>	<p>The Western Nevada College Environmental Health and Safety Department is committed to work with entire college community to provide proactive service and assistance in maintaining safe and healthy campuses and environmentally sound policies and practices.</p> <p><i>Suggested addition to be adopted when this program review is approved:</i></p> <p>Accordingly, the department’s goal is to reduce the institution’s liability.</p>

Details: A culture of environmental responsibility is essential for any institution of higher education. EH&S participates on the Institutional Sustainability Committee and completes the majority of Western Nevada College’s environmental compliance.

In many curriculums, technological excellence can only exist in a safe and healthy environment. Western Nevada College’s EH&S program provides an environment of regulatory compliance to support of all educational program.

B. College and Program Goals

College Goals	Program Goals and Outcomes
<ul style="list-style-type: none"> • Improve student success in program completion and graduation rates • Ensure institutional excellence in teaching, programs and services • Embrace our college’s many communities and respond to their diverse needs. 	<ul style="list-style-type: none"> • Strive for continual improvement in safety and environmental objectives. • React rapidly to changing institutional requirements and changing safety and environmental regulation. • Support all college communities with updated and diverse training

EH&S services and training apply to all three program goals and all three college goals. EH&S supports all communities and diverse needs. Multi-lingual training is available in many training programs.

C. Short Description:

i. Unique characteristics

Western Nevada College's EH&S department is unique because the staff tries to personally interface with faculty and staff when providing services. Western Nevada College is small enough that computerized work order or waste pick-up systems have not yet been required.

ii. Concerns of trends affecting the program

At the time of this program review in March 2011, state funding uncertainties threaten the status quo of both the Western Nevada College academic curricula as well as Western Nevada College itself. The goals and conclusions of this program review are based on the ongoing status quo and the moderate growth of the institution.

Western Nevada College EH&S sees a Nevada State OSHA that is viewed negatively by Federal OSHA (see Federal OSHA's October 2009 report). Federal OSHA has recently opened an office in Las Vegas. This office will oversee the Nevada OSHA State Plan's enforcement efforts. Western Nevada College had one interface with Nevada OSHA in 2010.

Secondly, after virtually no changes in federal and state OSHA during the eight years of the Bush administration, the Obama administration wants OSHA to return to its roots as an enforcement (and hence a revenue generating) entity. Clearly the new federal OSHA administrator is headed in this direction. In addition both federal OSHA and the EPA are moving ahead with a public hearing on many changes that could affect Western Nevada College regulatory compliance requirements.

In this time of decreasing budgets it is wise not to underfund the EH&S department.

iii. Significant changes or needs in the next five years:

- Improved waste storage facilities
- Increased Risk Management training and procedures
- Full-time EH&S administrative staffing
- Develop more on-line training (to deal more effectively with busy employees)
- Develop a policy to better manage property and vehicular insurance claims
- Improve the Western Nevada College and WestNET websites to make them more user friendly and informative

iv. Niches in the community the program serves:

The EH&S department serves as the primary interface between Business Center North Risk Management and Western Nevada College's campuses.

The Western Nevada College EH&S department is also a key interface with Carson City's Fire Department. EH&S has served on the Carson City Local Emergency Planning Commission (LEPC) since 2003; we are also on the Carson City Citizen's Advisory Committee as well as the Carson City CERT Management Team.

2. Quality of Program

A. Faculty and Staff Information:

i. Brian Crowe, EH&S Coordinator

Mr. Crowe has over 30 years of safety and environmental experience. He is currently certified in; hazardous materials emergency response, construction OSHA training, asbestos supervisor, playground inspector and he holds several FEMA emergency management certificates. His abbreviated resume is enclosed.

Kathy Lynch has completed the Carson City CERT training and lab safety training, and is very familiar with Western Nevada College Risk Management, purchasing procedures and Western Nevada College's emergency procedures and plans. She is also trained in AED maintenance, fire system inspections, respirator fit testing equipment and other equipment to deal effectively with department functions.

B. Evidence of Effectiveness:

i. Report on 2005 Western Nevada College EH&S Program Review findings:

All findings of the 2005 EH&S program review have had action taken to resolve them during the last five years, they are:

- Improve the EH&S Department Mission Statement
- Make a part-time EH&S administrative position permanent
- Identify a dedicated waste storage location for the Carson campus
- EH&S criteria should be included in employee evaluation criteria
- EH&S should continue to move towards regulatory compliance in all areas
- EH&S Advisory Committee bylaws should be established
- Maintain SHEPAC (Safety Health Environmental Policy Advisory Committee) as a funding and technical support organization for Western Nevada College EH&S.

In addition, the EH&S department has embarked on efforts not contemplated during the 2005 program review.

These efforts include:

- Sustainability Reports
- Property Insurance Claims and Coordination
- Emergency Planning (post Virginia Tech)
- Mass notification system installation, coordination and use

EH&S improvements since 2006 include:

- Production of DVDs for training
- Initiation of on-line training
- Respirator fit testing
- More comprehensive emergency training
- Communicable disease initiatives
- More comprehensive universal waste recycling
- Increased insurance and Risk Management functions
- Expanded training certifications
- Playground safety inspections
- Additional air monitoring techniques
- Sustainability endeavors including the Western Nevada College's greenhouse gas inventory

C. Evidence of Satisfaction:

2010 Program Review Survey Results

The EH&S program review survey results were very favorable with between eighty and eighty-six per cent of respondents stating that their level of satisfaction or agreement was either “very satisfied or satisfied” or “strongly agree or agree.”

These favorable areas queried included:

- 1) Staff members listen well.
- 2) Staff are helpful in resolving problems
- 3) Staff responds to my requests in a timely manner.
- 4) Accessibility.
- 5) Efficiency of service.
- 6) Accuracy of information or advice.
- 7) Usefulness of information or advice.
- 8) Responsiveness to requests and inquiries.
- 9) This department's hours of operation are adequate to meet my needs.
- 10) Overall, this department provides quality customer service.

Lower Scores:

Two lower scores were noted. Both received seventy-seven positive responses. One had no “strongly disagree or disagree,” the second question had one “disagree.”

EH&S see these as areas that we need to improve.

The two questions were:

- “Communication about services offered”

Response:

EH&S should establish a more dynamic website on Western Nevada College’s West-Net. This is where many people search for department information. We would include a more complete list of services offered.

- “The department supports teamwork and collaboration across the college community.”

Response:

Western Nevada College EH&S disagrees; however, we are active with teamwork and collaboration in areas that most employees would not be aware of. EH&S staff serve on Sustainability, Facilities, Student Crisis Intervention and EH&S Advisory committee teams. The coordinator also serves on one NSHE Committee (SHEPAC) and as hearing officer for the college.

Also, Kathy and Brian are active in the Carson City CERT team. Brian is on the CERT management team as well as two other emergency management committees in Carson City. These commitments do take-up significant time but solid relationships are built which are helpful in helping Western Nevada College partner with our community.

Higher Score:

One final score was higher than others this was 92% - “staff is professional.”

Comparison of Environmental Health and Safety program review survey data 2005 to 2010 standard questions:

Western Nevada College EH&S also compared the survey results with the resources from the 2005 program review survey.

The comparison should improvement of between 11% to 1% in all areas 2005 to 2010 using “very satisfied, plus satisfied” and “strongly agree and agree” totals.

Only two questions did not show improvement:

- “Communication about services offered” (1.64% improvement)
This response: topic, action is addressed above
- “Overall this department provides quality customer service.” (0.2% improvement)

EH&S should publish a department pamphlet to inform employees and students of services offered. Many employees most likely do not understand all of our duties if they do not deal with occupational safety or lab functions.

Comments:

In the 2010 Program Review Survey, Western Nevada College EH&S received many thought provoking comments. EH&S responded to each of these comments, see comments one through twelve below. Other comments received were characterized as acknowledgement of the status quo (nineteen) or positive comments (ten). These were deemed as not requiring a response.

Comment #1

“As a new instructor to a lab, I should have been checked out on safety procedures. I wasn’t. I might be inadvertently dangerous, or at least, not compliant with current EPA standards, or the means used by the college to comply with regulations.”

Response: This is a good point. EH&S hopes that Western Nevada College hires adjunct faculty with solid EPA/OSHA qualifications. This is most likely part-time faculty as our full-time faculty receives periodic training. To eliminate this problem EH&S has started training adjunct science faculty who teach labs.

Comment #2

“CPR (SIC) Training”

Response: We will add to our EH&S websites that Western Nevada College’s Public Safety director teaches CPR/First Aid/AED at Western Nevada College.

Comment 3#

“More emphasis should be placed on proactively addressing the needs of departments and staff before problems escalates.”

Response: EH&S tries sincerely to be proactive by anticipating needs. Most problems without intensive solutions get addressed quickly.

Comment 4#

“Fix the air conditioning problem at Douglas Campus.”

Response: EH&S was working on a currently unfunded ventilation project for the art lab. We placed our efforts on hold until the building HVAC issues are resolved. HVAC for the building is being addressed by the Western Nevada College Facilities Department.

Comment 5# “I would like to see a short bullet point page posted in classrooms of what to do with “shots fired.” In an emergency no one will read the longer information currently posted. I would also like to see a lock on all classroom doors that can be put in place in the event of “shots fired.” This would increase safety and wouldn’t need to be that expensive. Even just a slide bolt (not sure what it is really called) that could be quickly locked would help detour issues.”

Response: The lockdown postings in the classrooms are intended to be read prior to the second week of classes when lockdown drills generally occur. EH&S feels that more complete information in classrooms will lead to:

- Less questions for faculty to answer
- Less mistakes in a real emergency (because more complete document is in the classroom)
- Most locks have been changed to improve lock-down safety (slide bolts are not a good option)

Comment 6# “If training workshops could possibly be scheduled after any given semester starts. Workshop (some that are mandatory) are usually scheduled at the busiest times of the semester (beginning) and trying to find the time to attend is a challenge and inconvenient.”

Response: Good thought. EH&S will probably continue roll out new training for faculty when they return for the new semester. However we will schedule classes after the start of the semester for student services and other employees who are busy prior to the semester start. On-line training is seen as the long term solution.

Comment 7# “The website should have information related to the Defensive Driving Courses that are offered. I recently needed this information and noticed that it was not on the web and had to send various emails to get the information I needed.”

Response: We will add this information to our websites

Comment # 8 “Make the below sentence stated on WestNET link to the web page for easier access. The other EH&S information including forms and procedures are located on Western Nevada College’s website listed under Environmental Health and Safety, on the Western Nevada College website.

Response: We will make the links between our two websites easier to access as well as make clearer what information is where.

Comment #9 “It would be cool to have “how to” safety videos. For example, refreshers on how to deal with a fire, armed intruder training, or even a bear. We heard to watch out for bears but no one gave us advice on what to do if we saw a bear. I took the armed intruder training, but it would be helpful to have short videos reminding you of key points. These could be on the website.”

Response: EH&S plans on adding refresher and “how to” training in many areas to our website. Bear training however might be best handled by written guidelines.

Comment # 10 “I think you should add links for all safety information for this campus to this page. It would be helpful to be posted here in case faculty wants to read the most updated procedures.”

Response: Updated procedures are on our website we need to make it clearer where they are.

Comment #11 “It would be a good idea to double check our safety procedures against government recommended procedures from time to time. Make sure we are 100% up to date with our procedures.”

Response: EH&S works to constantly keep our procedures updated. Generally we update them when the key elements of the underlying regulations change. CSHEMA, NSC, and SHEPAC improve our awareness.

Comment #12 “Shorter and fewer mandatory meetings”

Response: Unfortunately OSHA requires certain training to be periodic. Some is required every year. EH&S tries to follow and provide training at these intervals.

3. Findings and Recommendations

A. Action Plan:

Priority 1 Goal:-2014 Completion Envisioned

1) Build a stand-alone hazardous waste storage facility on the Carson Campus.

Details:

TMCC has developed a plan working with a reputable vendor to build a prefabricated, stand- alone, secure hazardous material storage facility for their main campus.

Western Nevada College EH&S first needs to identify a location for this facility on the Carson City master plan and then design and build the structure.

Currently the first floor Cedar waste facility is crowded. In fact most biological waste (second floor Cedar) and most universal waste (first floor Aspen in a public hallway) is not even stored in our small waste facility due to size restrictions.

Priority 2 Goal- 2013 Completed Envisioned

2) A full-time EH&S assistant is planned.

Details:

EH&S is generally not a desk job. Few regulatory issues walk into our offices. Many activities require or are more efficiently and safely accomplished with two people.

Continuity of efforts is difficult with part time staff. Our workload has dramatically increased. We will gladly study our EH&S workload in comparison to other NSHE institutions to justify this need. Work study students do help but since spring 2010 (until December 2010) we have not had an effective or full time (20 hours/week) work study student.

Priority 3 Goal -2012 Completion Envisioned

3) Develop more on-line safety training to reduce the EH&S and other department man-hours spent in training sessions.

Details:

While live classroom training is required by OSHA and other entities for certain training (e.g. forklift and OSHA 10 hour construction) many other training sessions, particularly refresher training, is effective and more convenient on-line. Key areas that additional on-line training will be effective are lab safety refreshers, hazardous communication refreshers, office safety refreshers, student worker training, and blood borne pathogen refreshers.

Western Nevada College is moving toward the use of Moodle which is much more user - friendly than Blackboard. We would augment Moodle with streaming video and voice over.

Priority 4 Goal- 2012 Completion Envisioned

4) Schedule occupational shop building and laboratory inspections to allow the actions and tasks identified to be incorporated into work study and technical assistant scopes of work.

Details:

This is a logical progression of existing efforts. It will bring about improved dynamic interface between EH&S, facilities, as well as science and technology divisions which will further improve campus safety.

Priority 5 Goal- 2011 Completion Envisioned

- 5) **Develop a system to better track, forecast cost, and potentially increase recovery at Western Nevada College of insurance claims. Western Nevada College's to speed the work completion (schedule) on property and automotive insurance claims.**

Details:

A combination of scheduling, tickler files and weekly updates should help expedite claim closure and greater cost control. Online forms may allow input from multiple parties.

Priority 6 Goal- 2012 Completion Envisioned

- 6) **Join the local American Society of Safety Engineers (ASSE) organization.**

As well as study regulator changes that is in the pipeline. OSHA's presence in Nevada with their new office and enforcement (\$) minded leadership may bring drastic change.

Details:

Improve our knowledge of professional safety priorities and new regulatory requirements and how they will be implemented locally. The Western Nevada College EH&S should obtain Associate Safety Professional Certification.

Priority 7 Goal- 2014 Completion Envisioned

- 7) **Improve campus compliance with fall protection, confined space entry, and lock out tag out, accessible emergency equipment disconnects, and safety glasses.**

Details:

Western Nevada College needs to improve day to day regulatory compliance; working with our employees and instructors, we can and we will.

Will it be easy?

Not in all cases. For example Western Nevada College has few lockable disconnects and breakers. Even our industrial shops were built with electrical panels that are residential and not industrial. Minor cost effective changes like modifying panels to lock will help this program.

This program will hopefully drastically improve safety awareness and culture. We have made great strides we have to do more.

Priority 8 Goal- 2011 Completion Envisioned

8) EH&S Websites:

Our websites need a complete revision and update. Make both of the EH&S websites more user friendly, indicate clearly what is available at each site.

Priority 9 Goal- 2011- Completion Envisioned

9) Department Name Change:

Revise the department name to EH&S/Risk Management. Revise the mission statement to reflect this change creating a catchy acronym would be a plus.

Details:

This is consistent with the current national trend for institutions of higher education

B. Conclusion:

EH&S has successfully created and implemented a comprehensive EH&S program since the last program review. In addition EH&S has increased its responsibility.

Priority 10 Goal- 2014 Completion Envisioned

10) Create an EH&S Brochure

Publish a brochure that explains the services available to campus personnel from the EH&S department

Details:

This brochure would be distributed at training sessions and made available in building racks with other Western Nevada College materials.