

# INSURANCE MATTERS

COUNTY COMMISSIONERS ASSOCIATION OF PENNSYLVANIA  
THE **VOICE** OF PENNSYLVANIA COUNTIES



## Boiler Inspections for PCoRP Members

One of the many value-added services offered by PCoRP (Pennsylvania Counties Risk Pool) is the inspection of boilers and associated machinery. These inspections are critical to the operational safety for staff, visitors and property. Effective, July 1st, 2024, CNA became the contracted service provider performing these inspection services on behalf of PCoRP.

PCoRP members can contact CNA to request jurisdictional inspections through any of the following methods:

- Request a Boiler or Pressure Vessel inspection via the [online inspection request form](#)
- Email: [EBInspections@cna.com](mailto:EBInspections@cna.com)
- Phone: 866-262-0540

After successfully contacting CNA, be prepared to provide the following information which will expedite your inspection request:

- Member/Inspection Contact Name, Title, Phone Number
- Member/Inspection Contact Email Address
- Member Facility/Location Name (where the objects are located)
- Member Facility/Location Address (complete street, city, state, zip)

- Reason for Inspection (new installation, certificate renewal, follow-up inspection, other)
- Additional Details for the Inspector (boiler/pressure vessel identification, need-by date)

Additionally, if a member experiences an accident involving their boiler, CNA requires the following action be taken:

1. Immediately following the incident (within 24 hours), the owner, user or operator must notify CNA of the accident.
2. Upon notice of the accident, a CNA inspector will be assigned to investigate.
3. Until such time as an inspector arrives to investigate the incident, no one should remove or otherwise disturb the boiler, pressure vessel or related parts or equipment, unless absolutely necessary to prevent harm to people or property.
4. Before the unit is brought back into service, it must pass inspection.
5. Within five (5) days of the accident, the owner, user or operator must file a fully completed copy of a Boiler or Unfired Pressure Vessel Accident Report (LIBI-306).
6. CNA will suspend the certificate of operation and seal a boiler or unfired pressure vessel that is unsafe.

For more information, contact Keith Wentz at [kwentz@pacounties.org](mailto:kwentz@pacounties.org).



## Spring Building Maintenance

As the spring months bring warmer temperatures and rainy days, it is an important time of year for building and property maintenance. Unkempt locations pose serious health and safety risks, as well as expensive fixes if not maintained regularly.

### Spring Maintenance Checklist

- Service AC units and inspect ducts

- Schedule boiler inspection
- Trim trees and shrubs, especially if hanging over roofs and walkways
- Pressure wash walkways, patios, and other hardscapes
- Inspect exterior masonry, lighting, and other fixtures for damage
- Clean debris from roof and gutters
- Inspect parking lot and grounds for rainwater runoff issues
- Ensure waste and recycling receptacles are in good condition

Regular upkeep of buildings and landscapes helps to maintain safe conditions for everyone on property.

---



## Spring Cleaning in the Workplace

There are many benefits to practicing good housekeeping in the workplace. Including safety, efficiency, and employee well-being. A clean and organized workplace reduces accidents, improves productivity, and fosters a positive work culture.

**Reduced Accidents** - A clutter-free workplace minimizes tripping hazards, slip risks.

**Improved Hygiene** - Good housekeeping helps control dust, mold, and other contaminants, leading to better air quality and reducing health risks.

**Preventing Fire Hazards** - Clutter and waste materials can be highly flammable, increasing the risk of fire. Removing these hazards is a critical part of fire prevention.

**Improved Worker Morale** - A clean and organized workplace demonstrates that you value your employees' safety and well-being.

For more information, contact Kelly Kyzer at [kkyzer@pacounties.org](mailto:kkyzer@pacounties.org).

---



## Promoting a Culture of Productivity

Employee conflict is one of the biggest enemies to workplace productivity, with employees in the US spending approximately 2.8 hours a week dealing with conflict of some kind. Studies show that 85% of employees have to deal with workplace conflict. While these statistics are frustrating and possibly overwhelming, it doesn't mean there's nothing to be done. While everyone within the company has the responsibility to keep the gears operating smoothly, so to speak, managers, supervisors and executives, in particular, have a unique role to play in cultivating a culture of peace and openness.

### 1. Employee conflict resolution strategies

As with anything, it's better to act proactively than put off dealing with conflict for extended periods of time. It's always better for a manager to deal with it from the start than avoiding the tension for the sake of the appearance of keeping the peace.

### 2. Be time-sensitive

If there's an employee under your care with a track record of causing difficulties, failing to carry their weight or frequently upsetting other employees, supervisors should take the responsibility of handling the conflict, and deal with the situation discreetly, kindly and in a timely manner.

### 3. Understand your people

What stresses out one individual might not even bother another, what causes one person to quit might bring out the determination in another, and what drives this employee crazy might be a small bother to someone else; everyone is different with their own set of boundaries and limitations.

### 4. Take the virtual world into consideration

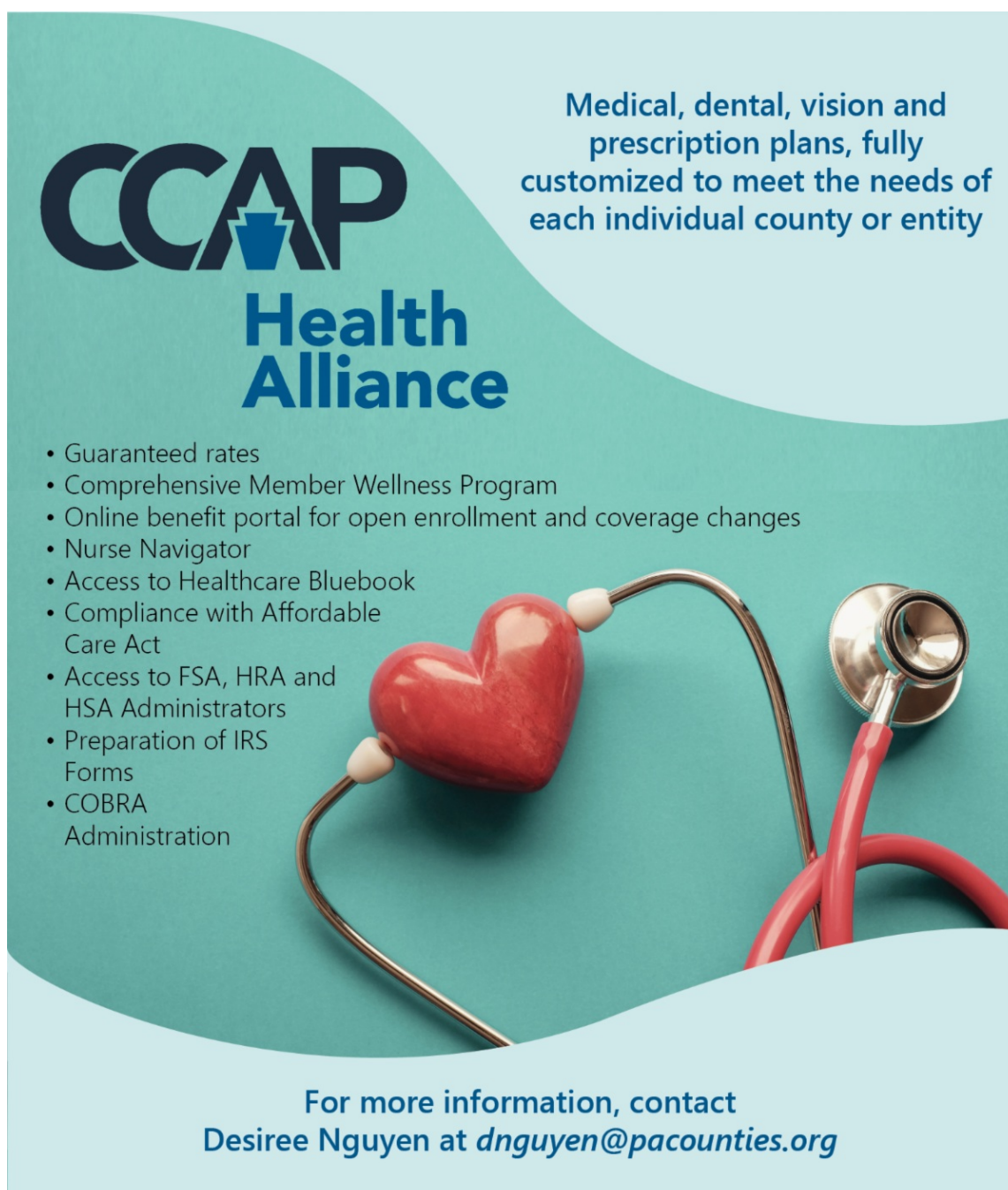
Communicating over technology, as efficient as it is, can also be difficult without the human element. Urge your employees to use the telephone instead of email to discuss important matters or schedule video meetings for the sake

of human connection.

## 5. Consider an EAP

Employee assistance programs (EAPs) were created with the one goal of helping employees and employers alike handle everything from managing deadlines, to counseling for family matters, to conflict resolution strategies.

Read more articles like this in [M&S EAP's blog](#)! M&S EAP services are available to UC Trust members at no cost.

The advertisement features a teal and light blue background with a white wavy border at the bottom. On the right side, there is a photograph of a red stethoscope with a red heart-shaped object attached to its tubing. The text is arranged in a clean, professional layout.

**CCAP**  
**Health Alliance**

Medical, dental, vision and prescription plans, fully customized to meet the needs of each individual county or entity

- Guaranteed rates
- Comprehensive Member Wellness Program
- Online benefit portal for open enrollment and coverage changes
- Nurse Navigator
- Access to Healthcare Bluebook
- Compliance with Affordable Care Act
- Access to FSA, HRA and HSA Administrators
- Preparation of IRS Forms
- COBRA Administration

For more information, contact  
Desiree Nguyen at [dnguyen@pacounties.org](mailto:dnguyen@pacounties.org)



## WORKSHOP OPPORTUNITIES

### Spring Risk Management Workshops

CCAP Insurance Programs will be offering a full slate of excellent training opportunities this spring, and registration is open! Training sessions include defensive driving, field worker safety, workers' compensation, team building, communication, risk management, and our always popular Prison Risk Management Workshop and HR Boot Camp. If interested in attending, please register [here](#).

You should have received your save the date postcard, including a QR code taking you to the [GLIMPSE Online](#) portion of the CCAP website. There you will find additional workshop details, registration and a downloadable version of the GLIMPSE catalog.

We continue to collaborate with [The Academy for Excellence](#) in County Government and offer additional opportunities to fulfill some of your required courses.

Thank you for your continued support of the CCAP Insurance Programs trainings. We look forward to seeing you this spring!

For more information, contact Linda Rosito at [lrosito@pacounties.org](mailto:lrosito@pacounties.org).

---



## LocalGovU Course Spotlight

### Electrical and Fire Safety

This course will help employees identify the most common electrical hazards and flammables. It will also help them learn what to do in case of a fire and how to recognize and use the different types of fire extinguishers.

CCAP Insurance Programs partners with LocalGovU providing online training and resources to UC Trust, PCoRP, PComp and PIMCC Members. Members can access/attend these courses at **no cost**.

For more information, contact Andrew Smith at [asmith@pacounties.org](mailto:asmith@pacounties.org).

[Take Course](#)





## Is Your Public Entity Prioritizing Law Enforcement Liability Risks?

Law enforcement personnel throughout the U.S. encounter numerous challenges while carrying out their duties to protect and serve their communities. In recent years, rising costs of judgments and settlements stemming from liability claims may be some of the most significant of those challenges. Risk managers who work with law enforcement are expected to prioritize law enforcement liability to combat the consequences of police misconduct.

Here are a few tactics risk managers may use to strengthen the risk profile of their law enforcement agencies.

**1. Insist that the department holds a use of force, accident, and injury review for every incident and utilizes it during officer performance evaluations.**

A risk manager's perspective can provide a crucial detached observation. These reviews may help find ways to improve procedures, policies, and outcomes.

**2. Understand how officers are being injured in training.**

Across the country, training is responsible for approximately one-third of all officer injuries. Risk managers should be aware of the training methods used for their department and ensure that injury prevention is prioritized in these trainings. Assigning a safety officer for each training session can help monitor techniques and provide feedback to participants.

**3. Recognize the department's policies that cause the most liability.**

During an incident review, a risk manager should be familiar with the policies for the actions in question. Policy review may also help ensure that the department is not creating unnecessary duties.

#### **4. Create a culture of suicide awareness.**

According to a recent study conducted by the CNA Corporation in collaboration with First HELP, suicide is the number one cause of death for law enforcement. Risk managers can support their department personnel by providing outreach resources and identifying professionals who can best support an officer's concerns.

#### **5. Evaluate how the agency is monitoring vehicle use.**

Motor vehicle accidents rank among the most preventable injuries to law enforcement personnel. Analyzing accidents is crucial for improving behaviors in a department, while monitoring vehicle speed data can help determine if officers are engaging in unnecessary risks.

#### **6. Engage in public outreach and communication.**

Transparency can help build trust amongst the community. Efforts, such as citizen academies, education evenings, and other positive police interactions, help foster trust within the community for both the officers and the public.

---

## **Insurance Team Member Spotlight**

### **Featuring Wesley Miller Insurance Application Analyst**



*I started my journey at CCAP in December of 2024 after serving as an IT helpdesk employee for a large produce warehouse in Jonestown, PA. Since I was very young, I had an interest in technology, which led me to pursue my Bachelor's in management information systems from Penn State University. While current technology is my career, I will always have a love for outdated vintage tech. I spend most of my nights repairing vintage radios and turntables. I am so glad to have joined the team at CCAP and can't wait to see what the future has in store for me!*

#### **What's your favorite part of working at CCAP?**

*The people. This building is full of so many awesome and motivated people, not just in insurance, but companywide. I love collaborating on projects and turning an idea into a finished product.*

#### **What does a day at CCAP look like for you?**

*My days can take many different shapes, but mainly, they consist of making sure the insurance staff has what they need to keep running at full capacity. I enjoy working with Allen Gavlak, Insurance Application Specialist, to provide technology services to employees of CCAP and membership counties.*

#### **What skill do you think everyone should learn?**

*I believe everybody should learn to drive stick shift. Years ago, I worked in automotive detailing, and knowing how to drive stick got me out of a jam several times. Not only is it fun, but it is a great life skill, too!*

---



**PIMCC**

**Prison Inmate Medical  
Cost Containment**

Provides medical cost management and education to assist county prisons with the containment of costs related to inmate medical expenses

- Auditing of inmate medical bills
- Drug formulary for physician use
- Subrogation to insurance when applicable
- Group prescription drug purchasing program
- Monthly pharmacy invoice review and trending report
- Preliminary notification program for outside treatment
- Periodic on-site visits to discuss trends and program status
- PIMCC Manual with recommended procedures and forms
- Complete review of existing medical program and service providers
- Ongoing communication with prison medical personnel
- Discount fee negotiations with medical service provider
- Assistance in obtaining statewide provider services
- Concurrent review of all hospitalizations
- Electronic newsletter (three per year)
- Overall case management

For more information, contact  
Desiree Nguyen at [dnguyen@pacounties.org](mailto:dnguyen@pacounties.org)

## Quote of the Month

*"The world's favorite season is the spring. All things seem possible in May."*

– Edwin Way Teale

## Other Training Opportunities

### [GLIMPSE Risk Management Trainings](#)

Each workshop season, there are a number of training opportunities designed for and open to Pennsylvania counties, county-related entities (CREs) and PELICAN program members. The Fall Workshop Season is just around the corner!

### [LocalGovU](#)

LocalGovU's Online Training Center comes equipped with a library of high-quality risk control courses covering a variety of topics including Risk Management, Safety and Environment, Law Enforcement, Corrections, Human Resources and Management. In partnership with the UC Trust, PComp and PCoRP, this online training is available to members at no cost. If you have questions regarding the trainings, please contact Andrew Smith at [asmith@pacounties.org](mailto:asmith@pacounties.org).

### [M&S EAP](#)

Take personal assessments, build skills for personal or professional growth, work on your health, and more at M&S's Employee Assistance Program dashboard. In partnership with the UC Trust, M&S EAP services are available to members at no cost.

# CCAP INSURANCE PROGRAMS

ASK US FIRST...WE COVER IT ALL!

[Other CCAP Publications](#)

County Commissioners Association of Pennsylvania (CCAP) | 2789 Old Post Road | Harrisburg,  
PA 17110 US

[Unsubscribe](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!