

# ILCA "HELP"

HAZARD EVALUATION LOSS PREVENTION BULLETIN OF THE  
INSURANCE LOSS CONTROL ASSOCIATION

Spring 2000

## PRESIDENT'S MESSAGE

### Circle the Wagons: They're Coming Around Again

At the last conference, Gary Weinstein mentioned in his presentation that the number of those employed in loss control has been steadily declining nationwide. Over the past six months, this fact was made very evident to me.

I have been contacted by phone and mail from those seeking employment for a loss control position in increasing numbers. One has to keep in mind that in the big picture my company is a fairly small fish in the pond.

For the most part, they were not "rookies" just entering the field looking for that first position, but individuals with 10 to 22 years of experience. The certifications specialty area expertise, jobs histories, etc. What they brought to the table for an employer was impressive. Their present positions ranged from field representative to regional vice president. Also, most were currently employed with large national stock type carriers and the larger contract inspection companies. Most of those seeking employment were content where they were (had been) working but the same reason was given why they were forced to make a change. Typically the company was closing regional branches; underwriting funding was reduced and the field people were the first to feel the cut; demand for surveys was down; and production/quality goals were unrealistic to meet with the ensuing stress.

At a recent meeting I attended there were more upper manage-

ment people present. I talked with them about this trend. They all said basically the same thing. It is necessary to provide the product at a lower cost to customers to remain competitive. At the same time benefit packages, salary and to maintain the physical plant continues to rise.

To make profitability appear to remain the same or improve in ratio, loss control field positions/departments were sacrificed. It's the same old story, and it seems we're always the first little goats they come looking for with the ax in hand. When we reduce or eliminate losses from occurring from our surveys and recommendations, rarely can it be documented. Management and stockholders like the stuff they see and touch and we can't provide that most of the time. One vice president told me that her company was not even doing inspections unless they had a large loss or special circumstance required. They were just going by the old standby "write large numbers and you'll have more profits than losses and the investments will help the ratio."

I am sure that this trend is something that is here for the long-term. We will have to learn how to operate lean and mean but also smart to stay in the game until sanity has some say so again.

While keeping our integrity and quality, we must continue to expand and deepen our knowledge base. One inexpensive and pleasant way to help maintain your educational

needs is the fall conference. This year it is being held in Massachusetts. The planning committee is in the process of confirming the various speakers for a program, which will cover some new topics not addressed at previous conferences. We will also be revisiting some old friends, which have had some dramatic changes like the performance-based aspects of the life safety code. I have been a member of ILCA for over 12 years and have always looked forward to the fall conference. It's a chance to renew the friendships that have developed within the membership and to learn from their experiences. The varied speakers and subjects have been so beneficial to my personal development. I have seen topics at past conferences that I thought would be of no use to me but after attending them have always come away with a better understanding. And I was able to apply this new knowledge at least in part to some areas that were of current concern.

Every year it is wise to set a

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## 2000 ILCA CONFERENCE

*In addition to the excellent program that has been planned for the 2000 ILCA Conference, the Mansfield, Massachusetts area has a lot to offer.*

By Tom Perry

### **The Conference Location**

It's always the same — those who live near a major city never do half of the things that are available to them, so I had to do a little research. I am amazed at what the area of Mansfield, Massachusetts has to offer. Hopefully you will bring your spouse and/or family to enjoy the area. Also, during October we have full color on the trees and for those of you who have not seen a New England fall, a drive less than 30 miles from the hotel, will be a memory. Most all of the items mentioned below are also FREE.

**Let's start with Boston to the North... History Buffs:** The USS Constitution and museum, Bunker Hill Monument and museum, Heritage Walking Trail and the Old North Church.

**Attractions:** Several tours of the city are available, including the "Duck" Tour which is a World War II amphibious craft that goes on a land and water tour; how about a Whale Watch or the Boston Aquarium, Science Museum, Museum of Fine Arts, Wang Theatre of Performing Arts or the Fleet Center.

**Food:** Too many great restaurants to even list, but if you want a real Revolutionary treat, try the Union Oyster House or Fanuiel Hall and Market Place with more than fifty different restaurants and food vendors; if you can't find it here they don't serve it anywhere.

**Want more to do? Then how about to the South ...** a visit to Cape Cod, the Cape Cod Canal, Plymouth Rock (there really is one) and the Plymouth Plantation, or just visit a quiet cranberry bog, we really do grow them here. Then there is always a visit to two great ships: the Mayflower II, a replica of the ship that carried our ancestors

here or the USS Massachusetts, a WWII Battleship housed in Fall River. Fall River and New Bedford are also famous seaports with many attractions and shopping outlets.

**To the Northwest is a History Buffs dream,** Lexington and Concord, where the "shot heard round the world" came from, close by is Author's Ridge where several of the most notables of literature are buried, Minuteman Bridge and much more. Not far to the West is the famous Sturbridge Village, a true working historical site. They should be in full swing for the Autumn Harvest when you get here.

Then there is always a visit to one of the Indian Reservations in Lower Connecticut, only an hour away. They are always glad to meet new players (I mean people) and show you around their spacious and paid for casinos.

If you want to travel much further North, you can visit New Hampshire (Tax Free) and buy to your hearts content, there are many shopping malls as well as more factory outlets. If you really get ambitious, Canada is a short drive up the road and there is a lot to do along the way, just ask me, this is my backyard.

### **Getting to the Conference**

This year's conference is in Mansfield, Massachusetts which is conveniently located between two major airports — Boston's Logan International, just 35 miles away and then Providence, Rhode Island's Greene Airport just 30 miles away. There is public transportation to the Mansfield Transportation Center and from there the Holiday Inn will pick you up with their courtesy van.

Both airports have numerous

airlines with nonstop service to the entire East Coast and Midwest. Greene Airport, however, is a new regional airport with some great deals through both USAir and Southwest Airlines. Those of you flying in might want to try this as a first choice; it is a smaller airport with fewer flight delays and cheaper airfares. If you have your own aircraft or are thinking of leasing one, Mansfield has its own general aviation airport 3 miles from the hotel property.

### **The Hotel and Other Local Information**

The Holiday Inn Mansfield is a full service hotel property with numerous amenities. For those of you on line, check out their web site through [www.Basshotels.com](http://www.Basshotels.com). Just a quick overview, the hotel has 202 newly renovated rooms, data ports in every room, indoor pool with jacuzzi and sauna, health club attached with free membership, tennis and racquet ball courts. There are two restaurants and a lounge. This location has been visited by the committee and will be checked at least two more times before the conference to make sure that nothing has changed.

If you don't want to stay at this facility there are other name brand hotels in the area. For more information send me a note and I will forward you other options or use the Internet and find it through a web site. There are also numerous chain restaurants in the area as well as numerous other activities. You might want to check out a few web sites on the area through one of the search engines using either the mapping routine or the key word "Mansfield."

## OPERATING TECHNIQUES FOR THE TRACTOR-LOADER-BACKHOE EXPANDED AND UPDATED FOR TRAINING PROGRAMS

The world's most widely used TLB training text, *Operating Techniques for the Tractor Loader Backhoe*, has been released in a Revised Edition.

The revised edition has been greatly expanded to provide even more detailed information for operators, students and training programs. Over 300 questions and answers have been added to test the students' knowledge and to serve as a teaching aid by emphasizing the most important points in each chapter.

The scope of the book has been expanded to provide new students with more complete and detailed information in basic but critical areas of operation. Some of these include the physics of operation, machine control guidelines, safety considerations, and preventing damage to

existing utilities.

The revised edition stresses the prevention of damage to existing utilities. The One Call system, standard procedures, and its limitations are covered in detail. Operators are provided with a step by step strategy to prevent damage, and to complete these complex and sometimes dangerous operations in a safe manner.

*Operating Techniques for the Tractor-Loader-Backhoe* was originally published in 1983 as a "how-to" book on operating the TLB. Since its introduction, dozens of training programs throughout North America have used the book for training operators. The International Union of Operating Engineers adopted the book in 1996 for training apprentices throughout

North America.

The revised book now features 304 pages, and is backed with over 300 photographs and illustrations to clarify the detailed information. The *Revised Edition of Operating Techniques for the Tractor Loader Backhoe* retails for \$38.00. Discounts up to 50 percent are available for schools, colleges, public works, utility companies and training programs.

To order the book, or for further information on this and other ETR training products, go to the following website at: [www.equiptrain.com](http://www.equiptrain.com)

Contact: Gary J. Ober  
Equipment Training Resources  
9245 Reseda Blvd. # 740  
Northridge, CA 91324  
Phone (818) 360-5431  
Fax (818) 360-6758

### ILCA WEB CENTRAL

Some time ago, we had a suggestion that ILCA HELP publish web sites that would be of interest to the general membership. We would like to do this in every HELP Newsletter that is published, therefore we need your support and assistance in finding them and getting them here at ILCA Web Central. Send your suggestions to [tperry@iso.com](mailto:tperry@iso.com) or [smorgan@namic.org](mailto:smorgan@namic.org). Many of these sites may also be placed on our own web page in the very near future as links.

The following web sites were found at our last annual conference and may be of interest and benefit to all.

#### ILCA

[www.insurancelosscontrol.org](http://www.insurancelosscontrol.org)

#### Dryvit Corp.

[www.dryvit.com](http://www.dryvit.com)

#### USG Corp.

[www.usg.com](http://www.usg.com)

#### Safety for the Professional

[www.safetyonline.com](http://www.safetyonline.com)

#### Institute for Business & Home

#### Safety

[www.ibhs.org](http://www.ibhs.org)

### President's Message continued from page 1

learning or development goal for yourself, even if it is a small one. Presently, our profession requires us to change and evolve more than other positions in our industry. Part underwriting, part marketing, and of course engineering are now more than ever required for loss control positions. Those who accept and embrace these responsibilities and continue to develop will be those who are the most value to an employer and improve our profession. Networking with other professionals such as ILCA members is another important asset provided by your membership. Use it to stay in touch with fellow members during the year. The more active we are in self-improvement and interaction with other professionals the more competent we not only feel but are. The more knowledgeable and self-assured individual will survive and be sought after and/or rewarded by employers.

### NEW ILCA MEMBERS

Gregory Pianko  
Loss Control Manager  
Indiana Lumbermen  
3600 Woodview Trace  
Indianapolis, IN 46260  
(317) 875-3626

Jeffrey E. Ball  
Loss Control Consultant  
Cool Risk Management Services  
784 Troy-Schenectady Road  
Latham, NY 12110  
(518) 783-2665

Chuck Skrober  
Corporate Director of Loss  
Control  
Secura Insurance  
2401 S. Memorial Drive  
Appleton, WI 54912  
(920) 830-4284

#### Member Address Change

Thomas McGrath  
46 Drayton Road  
Lake Hurst, NJ 08733  
(732) 408-1438

## HAVERHILL RESTAURANT OPENS, IS FORCED TO CLOSE HOURS LATER

Haverhill's newest restaurant caught fire yesterday after a cooking unit overheated.

By Barney Gallagher, Eagle-Tribune Writer

After only four hours of business yesterday, Haverhill's newest restaurant had to close for a week because of a fire in overheated cooking equipment.

The Poi Sai Gon Vietnamese Restaurant was full of customers at 1:00 p.m., when a deep-frying unit caught fire. It had opened for its first day at 9:00 a.m.

The owner said that he would replace the frying unit and reopen next Saturday.

Deputy Fire Chief Richard Borden said the fire was confined to the unit, but the smoke went throughout the restaurant. The fire was extinguished quickly.

And so on...

How many times do we see articles like this one? Who did the inspection of the unit in question, the Fire Department, the Health Department or one of us, the insurance carrier's representative?

Some observations of this restaurant — it has been nine different types of restaurants since 1986, my guess is, that no one looked at it. The most recent restaurant was a Thai food restaurant with the current owner taking over the existing equipment. The article doesn't mention who or how the fire was extinguished.

Point of this article: make sure that you are doing your job in the event that others are not doing theirs.

Future meeting sites for the  
ILCA Conference are:

October 2000 — Mansfield, Mass.

October 2001 — Indianapolis, Ind.

October 2002 — Baltimore, Md.

## LOST AND FOUND

Does any member have a current address for life member Bodine Shultz, Indianapolis, IN?

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ASSOCIATION  
INSURANCE LOSS CONTROL

