

Class Schedule, April through June 2010

Outstanding Service, Excellent Education, A Safer Workplace and Lower Costs . . . WLA's Retro Program Provides Them All

When the Washington Lodging Association launched a group retro program catering to the lodging and hospitality industry, we pledged to save participants from the skyrocketing costs of workers' compensation insurance through scrupulous management of claims and proactive programs that result in a decrease in on-the-job accidents and injuries. Members will save even more and have a safer workplace by taking advantage of these education programs that the WLA Group Retro Program offers in partnership with the experts at Approach Management Services, the professionals who administer WLA's Group Retro Program:

BRAIN TRUST. The Brain Trust is an opportunity to discuss claim problems with experienced claims managers and safety professionals. It's a chance to share ideas; learn how to close complex claims; and brainstorm solutions to common claims management issues. The Brain Trust takes place on the last Thursday of each month, from 11:30 am – 1 pm, at Approach Management Services, 130 Nickerson Street, #305, Seattle, 98109. Free; lunch is served. Additional Brain Trusts are taking place April 1 and June 3, in Lacey.

CLAIMS MANAGEMENT WORKSHOPS. Develop and implement an organized and easily accessible claims management system. Learn the steps to take if an employee files a claim, including filling out forms, writing letters and getting answers and information from the Department of Labor & Industries. Get advice on handling problem claims. **The next Workshops take place on June 29 in Seattle and June 30 in Lacey.** Receive a complimentary *Claims Management Notebook*, and important tools and essential information on managing claims and controlling costs. See the enclosed flyer for details and your registration form. Annual attendance at a Claims Management Workshop is required for every business enrolled in WLA's Retro Program. Free.

BACK CARE AND SAFE LIFTING METHODS FOR HOTEL STAFF. Back injuries are the single most preventable workplace injury and this class, with targeted prevention training, is designed to stop them before they occur! This interactive course teaches hotel staff how to lift mattresses and handle heavy loads of laundry, and demonstrates bending, pushing and pulling techniques designed to save your back! Staff will be given a personalized approach to caring for their backs; methods to work safely; and will learn how a healthy lifestyle can help prevent injuries and contribute to their overall quality of life. Participants will receive a 'how to' PowerPoint designed specifically for use as part of new hire orientation and regular staff training.

The next scheduled Back Care Class will be held on April 13; \$40/person – or apply your free yearly class for one of your staff to attend this program at no cost. **Can't attend the class? Let us bring the Back Care Class to you: call Brian Ducey (800-626-0846) to schedule an onsite class. And call WLA for a copy of the PowerPoint that you can share with your housekeeping and maintenance staff.**

PREVENTATIVE CLASSES. The best workers' compensation claim is the one that never happens. WLA's Group Retro Program offers a wide variety of accident- and injury-prevention classes that focus on a healthy workplace, such as anger management, sexual harassment, defensive driving and more. Learn how to reduce claims or avoid them altogether. **One employee from each member property or business is entitled to four free classes per year.** See the schedule for details.

MINIMIZE RISK AND MAXIMIZE HEALTH & SAFETY IN EVERY PROPERTY YOU MANAGE.

- Choose classes from the list below or let Approach Management Services customize classes for you and your staff—this is just a sampling of the topics covered!
- **One employee from each member property or business is entitled to one free class per year.**
- Injured workers from a property enrolled in the WLA Group Retro Program get all classes **FREE**.
- Classes can be conducted in Spanish or English.
- WLA Group Retro Program members can arrange to have sessions conducted in their own conference room or other chosen location.

COURSE SCHEDULE AND DESCRIPTION

Course Description	Fee: Member/Non	Time	April	May	June
Accident Response & Investigation How to develop an emergency action and documentation plan.	\$50 / \$65	1pm-4pm	1st	_____	3rd
Back Care and Safe Lifting Methods With targeted prevention training, employees are given a personalized approach to caring for their backs, and methods training to work safely. <i>Perfect for housekeepers!</i>	\$40 / \$45	8am-10am	13th	_____	_____
Claims Management Workshop Develop and implement an organized and easily accessible claims management system. Learn steps to take if an employee files a claim, including filling out forms, writing letters and getting answers and information from the Department of Labor & Industries. Complimentary Lunch provided.	<i>FREE</i>	9am-4pm	_____	_____	29th Seattle 30th Lacey
CPR/First Aid Certification A Medic First Aid course that includes assessment of airway, breathing, circulation techniques, use of protective barriers and “hands-on” CPR exercises. Meets state law requirements and approved for Electrical and Plumbing CEU credits.	\$45 / \$50	8am-12pm	6th Seattle 15th Lacey 20th Seattle Spanish	6th Seattle 25th Lacey	8th Seattle 24th Lacey 29th Seattle Spanish
Drug & Alcohol Awareness for Supervisors Supervisors receive training to recognize the warning signs of substance abuse and methods for confronting a suspected employee. Learn how to handle an employee who tests positive, know the responsibilities of an MRO (medical review officer), and become familiar with Department of Transportation regulations.	\$45 / \$50	2pm-4pm	_____	4th	_____
Fall Protection This course covers Washington State requirements for all employees exposed to fall hazards at or above 10 feet	\$55 / \$75	2pm-5pm	29th	_____	15th
Lead / Asbestos Awareness Join us for this valuable session and learn to detect these hazardous substances as well as the proper procedures for working under lead/asbestos contaminated conditions. Topics include; the 4 classes of asbestos work, regulations regarding ACM, appropriate personal protective equipment, and legal requirements.	\$40 / \$45	9am-11am	8th	_____	_____
Unemployment Claims Management Washington State continues to be the second highest taxed State in the Union for unemployment coverage. Employers pay \$637 annually per full time worker. There are things that employers can do to lower their exposure and costs related to unemployment claims.	\$35 / \$40	1pm-4pm	_____	19th	_____

To register for these classes or to schedule a customized program, call or e-mail Brian Ducey, (800) 626-0846, or bducey@approachms.com. *Class date and time subject to change.* For information on joining the WLA Group Retro Program, call Samantha Lipoma, Vice President, Business Development, (800) 626-0846, and for assistance in managing your claims, call Michael Tsukada, Managing Director of WLA’s Group Retro Program, (800) 626-0846.