

2022 MISSOURI/KANSAS
PRIMA CONFERENCE

THE LODGE OF FOUR SEASONS
LAKE OZARK, MO

Be a Risk Champion!



APRIL 6-8, 2022



WELCOME

FROM THE MO/KS PRIMA PRESIDENTS

Dear Colleagues,

Welcome to the 2022 MO/KS PRIMA Conference! We are delighted you are joining us for all of the exciting activities planned for the next couple of days. The MO/KS PRIMA Conference allows attendees the opportunity to visit with familiar colleagues, meet new ones, and learn about topics in the field of risk management.

Please join us Wednesday evening for our opening reception and dinner. This event is an excellent chance to connect and re-connect in an informal setting.

This year's conference offers a multitude of educational sessions. We will kick off Thursday morning with our keynote speaker, Anne-Marie Amiel, and her presentation, *Communicating With Difficult People*. A total of six breakout sessions will be offered on Thursday to give you a chance to choose the opportunities that fit your needs. Friday morning will bring three more informative sessions.

Because our conference could not continue without the generous support of our sponsors, please seek them out and thank them for helping to make our conference possible. Take time to visit with them during scheduled networking opportunities to find out what services they can offer.

After dinner on your own Thursday evening, please join us for the mingle mixer for another chance to network, have some fun, and win great prizes. Don't forget to bring along the raffle tickets found in your registration packet.

We are so excited to bring you this year's conference with wonderful folks, great networking opportunities, and amazing sessions. Our board members and conference-planning team are here to serve you. Feel free to stop one of us if you have any questions. Also, please let us know your thoughts by completing the conference evaluations. Your suggestions and comments help us offer the best-possible conference every year.

Enjoy the conference!



Grayson Imhoff
Missouri Chapter President



M. Dave Wimberly III
Kansas Chapter President

CONFERENCE AGENDA

WEDNESDAY, APRIL 6

- 11:30 a.m. **Golf outing – The Ridge course**
(Start at 12:30 p.m.; meet at 11:30 a.m.)
- 3:00 p.m. **Registration** (Atrium Lobby)
- 6:30 p.m. **Opening reception** (Marbella)
- 7:00 p.m. **Dinner** (Marbella)

THURSDAY, APRIL 7

- 7:30 a.m. **Breakfast buffet** (Granada)
- 8:30 a.m. **Opening remarks** (Granada)
MO/KS presidents: **Grayson Imhoff** and **M. Dave Wimberly III**
- 8:45 a.m. **Communicating With Difficult People**
(Granada)
Keynote speaker: **Anne-Marie Amiel**, Columbus Consolidated Government
Conflict is inherent in all relationships whether it be with friends, family, or colleagues. How we handle this conflict determines whether any situation can be resolved or will continue to cause problems. This session will help attendees find alternatives to the standard techniques of conflict resolution that do not always work when dealing with difficult personalities.
- 10:00 a.m. **Break with sponsors** (Granada)
- 10:45 a.m. **A) First Amendment Auditors: Exercising Rights and Wrongs** (Valencia)
Speakers: **Patrick Bonnot** and **Glenn Price**, MIRMA
In this session, participants will learn how to identify citizen videographers at the onset, learn what staff should do in these situations, and discover what signage might help protect their cities during an auditor's visit.
- B) Developing a Workplace Violence-Prevention Program** (Lookout)
Speaker: **Isaac Monson**, HUB International

The best time to develop a workplace violence-prevention program is before you need one. Workplace violence consistently ranks in the top three causes of worker fatalities, and OSHA reports that more than 2 million people are affected annually by workplace violence. This session will provide tools and resources that attendees can take back to their organizations and use.

12:00 p.m. **Lunch** (Granada)

- 1:00 p.m. **A) Five Things That Grab the Media's Attention After an Officer-Involved Shooting** (Lookout)
Speaker: **Richard Spiers**, Claims Consultant
Officer-involved shootings (OIS) are grabbing the media's and the public's attention very quickly. Opinions of these events are developed and posted before any formal investigations have been completed and all details are known. This session will share five important OIS case aspects that can attract the media's attention right away.

B) Decreasing Injury Risk at Work (Valencia)

Speakers: **Kristy Robinson** and **Leslie Borden**, ARC Physical Therapy+
This presentation will provide multiple tools and strategies to help decrease the risk for work-related injuries. Participants will discover the benefits of implementing an early injury intervention program, learn how proper ergonomics can impact injury prevention, and see the benefits of job-analysis reports and their foundation in the post-offer employment testing process.

2:00 p.m. **Break – Last chance with sponsors**
(Granada)

2:30 p.m. **Sponsor door prize presentations** (Granada)

- 3:00 p.m. **A) Psychological Claims vs. Physical Claims** (Valencia)
Speakers: **Katie Clifford**, **David Menghini**, and **Ryan Denk**, MVP Law
Psychological claims are on the rise from

police officers and firefighters in both litigated and nonlitigated claims. During this session, discover the differences between psychological claims and physical claims, and learn how these claims are affecting public-sector clients. The presenters will offer best practices for handling these types of cases, which are becoming more prevalent for many clients.

B) Lead Pipe Replacement Is on the Horizon: Be Prepared When It Goes Drip, Drip, BOOM! *(Lookout)*

Speakers: Paula Essick and Danielle Tyler, J.S. Held

In this session, participants will gain an understanding of lead-pipe replacement and issues related to drinking water. Come learn whether you need to replace old water pipes and what happens if you hit the wrong pipe.

4:00 p.m. **Dinner on your own**

7:30 p.m. **Mingle mixer** *(Granada B/C)*

FRIDAY, APRIL 8

7:30 a.m. **Breakfast buffet** *(Granada A)*

8:30 a.m. **Cyber Insurance for Public Entities** *(Granada B/C)*

Speakers: Peter Simonsen, Gallagher, and Jason McMahon, Midwest Public Risk

This session will review cyber risks faced by public entities, steps needed to mitigate these risks, how to procure cyber insurance, and the various types of coverage. Discover real-world examples of cyber incidents and how to prevent them, underwriting challenges, the status of the market, and procurement options.

9:30 a.m. **Break** *(Granada B/C)*

10:00 a.m. **SARS-CoV-2: The Physical and Legal Impacts** *(Group Panel Discussion)* *(Granada B/C)*

Panel: Steve McManus and Ryan Denk, MVP Law; and Randy Russell, Tara Swaney, and Dawn Kennedy, Select Physical Therapy

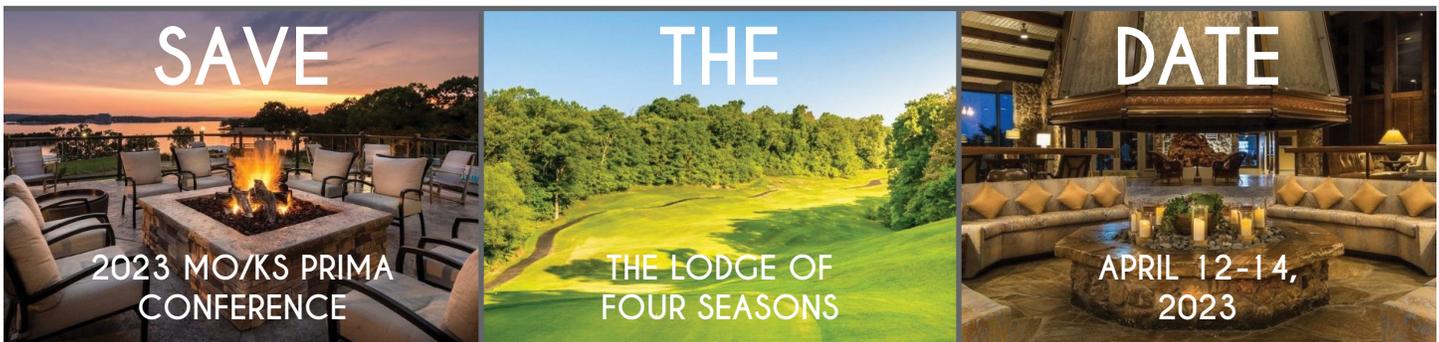
This session will be a panel discussion with attorneys and physical therapists discussing the impact of COVID-19 on workers' compensation, general liability, and employment law. Attendees will gain a better understanding of the virus, the body systems targeted, common symptoms of Long COVID, and how to take action and get individuals back to work safely and efficiently. Attendees also will receive updated knowledge on recent case law in Missouri and Kansas.

11:00 a.m. **Everyone Wins When Employers Care About Employee Health** *(Granada B/C)*
Speaker: Anne-Marie Amiel, Columbus Consolidated Government

This presentation will discuss some of the strategies employers can use to facilitate an improvement in the physical and mental health of their employees. Come learn about the potential for reducing the number and expense of workers' compensation claims, how employers can assist employees in seeking and receiving appropriate treatment for personal health conditions, methods to reduce stress, and ways in which employees can be helped to advance in their own careers.

12:00 p.m. **Door prize drawing** *(Granada B/C)*

12:15 p.m. **MoPRIMA chapter meeting** *(Granada B/C)*



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CONFERENCE SPEAKERS

Anne-Marie Amiel served in the Royal Navy before attending law school. She came to the United States at the request of an American oil company and has been here for more than 30 years. In 2012, she went to work as risk manager for the City of Columbus where she runs the workers' compensation, insurance, and safety programs. Amiel also is responsible for handling liability claims filed against the city.

Patrick Bonnot is the claims and member services director for MIRMA. His duties include managing the association's loss-control program and the grant program, planning seminars and conferences, and marketing to prospective members. Before joining MIRMA, he served as assistant city administrator for the City of Fulton and as a lobbyist for the Missouri Municipal League.

Leslie Borden, a former certified athletic trainer, has worked in the field of physical therapy for more than 30 years. As an account manager for ARC Physical Therapy+, she works with employers to implement post-offer employment testing and early intervention programs. She also provides return-on-investment reporting to ARC clients.

Katie Clifford is a shareholder at MVP Law and has spent all of her 15 years practicing law at MVP. She litigates workers' compensation claims along with labor and employment matters. Clifford works with many different employers, implementing programs and educating employees in order to limit claims.

Ryan Denk focuses on labor, planning and zoning, employment, and real estate law. His successes include lead negotiation in collective bargaining agreements with several public employers as well as defense of public employers in charges of prohibited labor practices. He has been recognized for successfully defending public and private employers against claims of discrimination.

Paula Essick represents the forensic accounting practice at J.S. Held. She brings more than 30 years of experience to the evaluation of commercial-insurance claims and litigation support.

Dawn Kennedy is the coordinator of clinical services for SSM Health/Select Physical Therapy and works in an outpatient clinic in the St. Louis region. Prior to her time with SSM/Select, she was adjunct faculty at Duke University and taught musculoskeletal and manual therapy courses

in addition to serving as faculty for the manual therapy fellowship/residency programs.

Jason McMahon has worked for more than 30 years in municipal government and has spent 15 years at Midwest Public Risk where he currently serves as risk management director. In this role, he leads the risk-management team as they work with members to minimize risk through proactive actions and post-incident investigations.

Steve McManus is the managing shareholder of MVP Law's St. Louis office. He also serves on the firm's board of directors and the senior management team for business development and marketing. McManus focuses his practice on representing self-insured employers, third-party administrators, and insurance carriers in the defense of workers' compensation claims in Missouri and Illinois.

David Menghini is the managing shareholder of MVP Law's Kansas City, Kansas, office. He handles workers' compensation matters in the education, government, and manufacturing sectors. His expertise is in evaluating claims and in developing defense strategies to minimize exposure as well as in dealing with labor and employment issues. He also works with employers to help develop return-to-work programs for injured workers with temporary restrictions.

Isaac Monson is a senior risk consultant with HUB International's Risk Services Division who specializes in helping organizations develop security risk management programs. He has more than 15 years of professional experience managing risk in various public- and private-industry settings including state government, manufacturing, construction, retail, health care, and nonprofits.

Glenn Price is the claims and litigation director for MIRMA and has been an insurance professional since 1999. He has experience handling primarily commercial general and product liability, municipal liability, and various types of property claims nationwide for Fortune 500 companies and small governmental entities (including adjusting and managing roles).

Kristy Robinson is a physical therapist assistant and work conditioning specialist with ARC Physical Therapy+. She also is a certified functional capacity evaluation specialist as well as a certified ergonomic assessment specialist. Robinson has experience in post-offer employment testing, drug testing, and pediatric physical therapy.

Randy Russell currently serves as regional director of clinical services for Select Physical Therapy's outpatient division, which covers seven states and about 200 clinics. He also continues as faculty instructor for the Select Medical Residency program, which he has served for the past seven years.

Peter Simonsen is an insurance broker in Gallagher's cyber practice. He joined Gallagher in 2022 and has more than 10 years of experience in public entities. Prior to joining Gallagher, Simonsen was a risk-management consultant for Charlesworth Consulting and worked exclusively with public entities on cyber-risk management and insurance issues.

Richard Spiers started in the insurance industry in 1980 and began working as a claim executive in the reinsurance and excess marketplace in 1985. He was with Genesis Management and Insurance Services for more than 20 years and is currently doing claim consulting work. Spiers

has extensive experience in handling the wide array of claims faced by public entities, K-12 school districts, and the higher-education sector. He is based in Chicago.

Tara Swaney is currently practicing as a physical therapist for Select Physical Therapy and has been practicing in the Kansas City area for almost 20 years. She also is the WorkStrategies coordinator for the Kansas City and mid-Missouri markets where she is responsible for the coordination, administration, and implementation of the WorkStrategies program within 29 clinics.

Danielle Tyler is the director of business development for J.S. Held. Based out of Kansas City, she oversees all client outreach in the states of Kansas, Missouri, Iowa, Nebraska, North Dakota, and South Dakota. Tyler has more than a decade of experience in the insurance industry, which has given her an excellent understanding of the technical challenges insurers face when working with complex claims.

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Facility Layout



FOR MORE INFORMATION ABOUT MO/KS PRIMA, PLEASE VISIT WWW.MOPRIMA.ORG AND WWW.KANSASPRIMA.ORG.