



# VACORP

## **Risk Control and Member Services**

At this time we are continuing our suspension of Member Service site visits and in person Risk Control trainings. We continue to evaluate the earliest, safest opportunity to reengage our members in person. Member Service and Risk Control teams will still be reaching out to members over the phone. We have the technology and capacity to do teleconferences for members who wish to get multiple folks together to address question or concerns.

VACORP values our reputation for strong service and speed of response. We continue to work to minimize any delay in responses, claims handling, and member support. Rest assured we have your success in mind while ensuring our staff is ready and available for members.

In our commitment to supporting the efforts of those leading the response to COVID-19, we have provided links to the following resources for public safety personnel and local government professionals sourced from CDC, OSHA, DHS, and other risk management subject matter experts. This timely information focuses on providing resources and guidance to our members on topics related to the mitigation of risk and exposure to COVID-19 while performing official job duties.

The OSHA Guidance PDF contains information on preparing workplaces for COVID-19. This guidance is not a standard or regulation, and it creates no new legal obligations. It contains recommendations as well as descriptions of mandatory safety and health standards. The recommendations are advisory in nature, informational in content, and are intended to assist employers in providing a safe and healthful workplace.

<https://www.osha.gov/Publications/OSHA3990.pdf>

The Cyber Security PDF document is from the cyber security and Infrastructure Security Agency (CISA). This document is for executives to help them think through physical, supply chain, and cyber security issues that may arise from the spread of Novel Coronavirus, or COVID-19.

[https://www.cisa.gov/sites/default/files/publications/20\\_0318\\_cisa\\_insights\\_coronavirus.pdf](https://www.cisa.gov/sites/default/files/publications/20_0318_cisa_insights_coronavirus.pdf)

The Mitigation PDF document is from the Department of Homeland Security (DHS). This document is a one-stop shop providing resources and guidance to law enforcement on topics related to how officers and staff can mitigate risk and exposure to COVID-19 while performing official law enforcement duties.

[https://content.govdelivery.com/attachments/USDHS/2020/04/07/file\\_attachments/1421862/COVID-10%20LE%20Risk%20Mitigation%20and%20Exposure%20Best%20Practices%20\\_Final.pdf](https://content.govdelivery.com/attachments/USDHS/2020/04/07/file_attachments/1421862/COVID-10%20LE%20Risk%20Mitigation%20and%20Exposure%20Best%20Practices%20_Final.pdf)



## VACORP

The Centers for Disease Control and Prevention (CDC) provides an informational page for both First Responders and Law Enforcement. It provides best practices recommendations (for personal protection) during daily routine duties to prevent the spread of COVID-19. Please see the link below for access to what the CDC has outlined your First Responders and Law Enforcement personnel.

<https://www.cdc.gov/coronavirus/2019-ncov/community/first-responders.html>

### **Coverage Questions**

The Member Services Team stands ready to respond to any coverage question you may have. Please reach out to your representative or contact us at 844-986-2705.

### **Training Opportunities**

As we continue to see a shift from in-person to virtual training, we feel confident we are staying ahead of the curve with offering training and guidance as schools begin to consider reopening and public entities change protocols amid the COVID threat.

### **Additional Resources:**

World Health Organization:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Centers for Disease Control and Prevention:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Virginia Department of Health:

<http://www.vdh.virginia.gov/coronavirus/>