



**Hosted By
The Rocky Mountain Chapter
of
The Risk and Insurance
Management Society**

**September 17-20, 2012
Cheyenne Mountain Conference Resort
Colorado Springs, CO**



2012 Western Regional Conference

Mountains of Opportunity in a New Era of Risk

We are pleased to provide you with information about the 2012 Western Regional Conference (WRC) – *Mountains of Opportunity in a New Era of Risk*. The goal of the WRC is to provide participants a variety of opportunities and experiences aimed at enhancing their ability to identify and assess the ever changing landscape of risks faced by business today and into the future and develop strategies to effectively address and mitigate them. We realize that these are difficult times and funds allocated for learning and development must be spent wisely. As such, we recognize our responsibility to ensure that the WRC programs meet your needs and provide you with not only ideas and concepts, but also “how to” tips for implementing these plans in your organizations.

We also know that in times of uncertainty, it is important to use every opportunity to bring people together to learn new ideas that can help deal with situations and compare ideas and approaches. We have provided a few ideas below to help participants get the maximum value from attending the 2012 WRC:

1. Set goals for the conference – what do you want to learn for yourself and your organization? Who do you want to meet and discuss ideas with?
2. Go over the agenda prior to the conference and write down questions that you want answered which will help you when you get back to your office.
3. Meet with others to discuss what you’ve learned and how you can apply this within your respective organizations.

It has come to our attention that we scheduled the event during the Rosh Hashanah holiday. Although we engaged in discussions to determine viable alternative scenarios, at this stage, we are unfortunately unable to make changes to the dates of the conference. We apologize to members who may be inconvenienced or unable to participate due to this conflict. For members who may be unable to attend the entire conference but may be interested in attending certain days, we hope we have made our registration alternatives a viable option for you.

Thank you for taking the time to consider attending the 2012 Western Regional Conference, and we look forward to seeing you in September!

*Gloria Brosius & Nahua Maunakea,
Co-Chairs, 2012 Western Regional RIMS Conference
Rocky Mountain Chapter of RIMS*





Register by August 24 for early bird pricing! WRC Conference Registration	Early Bird Registration/ Lodging Deadline Extended to August 24	Late Registration After August 24
Monday Reception Only	\$39	\$49
Deputy Full Conference: Monday reception, Tuesday, Wednesday, Thursday	\$395	\$445
Deputy Tuesday	\$135	\$175
Deputy Wednesday	\$179	\$229
Deputy Thursday	\$125	\$165
Associate Full Conference: Monday Reception, Tuesday, Wednesday	\$445	\$495
Associate Tuesday OR Wednesday	\$199	\$249
Student Full Conference Monday reception, Tuesday, Wednesday, Thursday	\$199	\$199
Guest Wednesday dinner only	\$79	\$120
Guest Monday reception plus Wednesday dinner	\$119	\$160
Non-RIMS Member Monday Reception, Tuesday, Wednesday	\$459	\$499
Non-RIMS Member Tuesday OR Wednesday	\$215	\$249
Tuesday and Wednesday sessions are open to all registrants. Thursday is open to Deputy and Student members only		

Note that after August 24, the hotel room block will be released to the general public. If you register after that date, the hotel conference rate and space is not guaranteed.



WRC Schedule of Sessions & Events:

Monday, September 17

- 12:30 – 5:30 Golfing
- 11:00 – 5:00 Conference Registration
- 5:30 – 7:00 Welcome Reception

Tuesday, September 18

- 7:30 – 3:00 Conference Registration
- 8:00 – 8:30 Breakfast
- 8:30 Conference Welcome
- 8:50 – 10:00 **Victory By Design**
Keynote Speaker: Native American Motivational
Speaker; D.J. "Eagle Bear" Vanas

Matt Friend, Rocky Mountain Chapter President
Gloria Brosius & Nahua Maunakea, 2012 WRC Co-Chairs

Victory in what we do is not born from waiting for a better economy, a new administration, the perfect moment or the exact mix of resources – it's about using what we have right now, around us and within us, to create success. Our clients and customers deserve the best service we can provide them – regardless of circumstances – and this program will empower you to do just that. After all, what we have (or don't have) in resources is not most important – it's how we use what we have that delivers victory! We'll learn how to focus our precious supplies of time and energy into results, adopt a resilient mindset that is fiercely bent on solutions, how to navigate risk and keep it in perspective, and to understand that the business of warriors can make us warriors in business! The program is created to be engaging, inspiring and even entertaining – but most importantly, it's created to show people that victory in what they do does not depend on luck, chance or hope. Victory is by design.

- 10:00 – 10:30 Networking Break



10:30-11:30

Breakout 1:

Tweet – RU Liable?

Scott Collins, Risk Manager Bonfils Blood Center

This session will discuss liability exposures generated by e-communications, electronically stored information (ESI) and social media as well as provide participants some simple strategies to manage these exposures. Topics covered will include: e-communication best practices, managing ESI, legal discovery and data preservation duties, discussion of social media risks including its use for employee recruitment.

Breakout 2:

He Said/She Said: Tips for Negotiating with the Enemy!

Thomas Thornton, Shareholder with Carr Allison, P.C.
Wendy Thornton, Shareholder of Wendy N. Thornton, P.C.

A behind the scenes tour with regard to initially evaluating and then negotiating a potential resolution of a workers compensation and general liability claim from the Plaintiff's and Defense Bar's Perspective; with two attorneys who also happen to be husband and wife. Ever wonder why a Plaintiff's attorney accepts representation of an individual? The "tour" will begin with an actual claimant's first interview/meeting with an attorney and end with a pre mediation preparation session between the claimant and her attorney. Simultaneously, the audience will be testing their skills and strategies with evaluating and overseeing a claim from start to finish, with recommendations provided for "outside the box" strategies to achieve claim resolutions at every stage of a case.

11:30 – 1:00

Lunch

1:00 – 2:00

The Dark Side of Success

Featured Speaker: John Borbi

We know John Borbi. We worked with him, entrusted our savings to him; perhaps we could have been John Borbi, or maybe we're on our way. A true American success story, John became a successful financial advisor and then, in a time of stress, a financial thief. He lost everything and endured 24 months in federal prison. A story about how he spent years creating the "perfect" life, and then watched it all vanish as he made unethical choices and suffered the consequences of those choices. John's story helps us discover the warning signs and ways to break free from this destructive pattern. How easy is it to make the wrong decision...and where is the point of no return?



2:00 – 2:30 Networking Break

2:30 – 3:30

Breakout 1:

Will You Still Need Me When I'm 64?

Victoria Nolan, Risk & Benefits Manager, Clean Water Services

The average age of employees is on the rise – and so is your risk of expensive and complicated issues related to preventing and managing workers' compensation claims generated by an aging workforce. In this session, you will gain strategies to help you assess the risks that can cause injuries as well as techniques to conduct investigations that will distinguish work-related injuries from degenerative health problems. Learn how to manage employees that file multiple claims and discover ways to lower your workers' compensation costs. Hear risk management professionals share case studies and best practices that will give risk managers practical tools to take control of workers' compensation claims in any organization.

Breakout 2:

Opioid Abuse and Physician Dispensed Medicine: The new cost driver in Workers' Compensation

Henry Roman, Attorney at Law
David Willis, Attorney at Law

Opioids based drugs are commonly prescribed by physicians to address injured workers complaints of pain. These powerful drugs, and their abuse, can lead to addiction which translates to longer periods of disability increasing both indemnity and medical costs for Employers and their Carriers. The presentation will provide an overview of opioid drugs, use and misuse, and physician dispensed medication.

3:30 – 4:00

Networking Break

4:00 – 5:00

The Changing Landscape of Healthcare: What Are My Options?

Panel Discussion

Timothy N. Nimmer, Sr. Vice President at Aon Hewitt
William Lindsay III, President of Lockton Benefits Group- Denver

With the uncertainty of the future of healthcare, employers are struggling with how to anticipate what the future will look like. This conversation will focus briefly on the current state of healthcare and some of the implications of what the future may look like, but more importantly, what alternatives are out there for employers to consider. How can they be proactive, and how can they attract and retain employees through their benefit options.

Dinner on your own

Area tours available; buses leave at 5:30



Wednesday, September 19

7:30 – 3:00 Conference Registration

7:45 – 8:15 Breakfast

8:15 – 9:15 **From the Secret Service to the U.S. Olympics – The Inherent Risks**
Featured Speaker: Larry Buendorf, Chief Security Officer for the United States Olympic Committee

“The Secret Service to the U.S. Olympics and Their Inherent Risks”
Hear what it is like to work with the Secret Service and protect President Gerald Ford. Come learn Larry’s philosophy on security and how to keep the message simple. Learn how the security established for the USOC. Find out about the key concerns and how security is maintained and controls put in place over so many athletes and groups coming on and off premises. Learn of the key challenges of working with Security Professionals worldwide.

9:15 – 9:45 Networking Break

9:45 – 10:45 **What’s the ROI for ERM?**
Panel Discussion
Lance J. Ewing, Industry Practice Group Leader for Hospitality & Leisure at Chartis
James Cunningham, Vice President of Enterprise Risk Management for Pinnacle Entertainment
Pete Thomas, Chief Risk Officer of Willis Re
Larry Warner is President of Warner Risk Group

A discussion regarding the Risk Inventory of ERM, implementation of ERM and the global advantage. In addition, there will be a question and answer with our distinguished panel.

11:15 – 11:30 **Presentation on 2013 WRC**
Utah Chapter

Learn what we have to look forward to in 2013!

11:30 – 1:00 Lunch

1:00 – 2:00 Breakout 1: **Terrorism Risk: The Gathering Front – New Realities of Terrorism Risk**
Panel Discussion
Lance J. Ewing, Industry Practice Group Leader for

This panel will discuss the following:
• The issue of recent world events in the context of addressing Global Security Best Practices to ensure that businesses and governments remain resilient



Hospitality & Leisure at Chartis Insurance Company
Robert Yellen, Chief Underwriting Officer for Chartis,
Financial Lines
John J. Salinger, President of Chartis Global Trade &
Political Risk
Jack Cloonan, a 25 year veteran of the FBI

- Core critical constituents ranging from insurance, risk management, and public policy in order to discuss the relationship between terrorism risk, insurance, national security and public policy
- As a result of this program, the audience will better understand:
- The Economics of Global Terrorism
 - The Terrorism Threat: Understanding the new realities of terrorism risk
 - Political Risk Considerations for Global Businesses
 - Enterprise Risk Management: Optimizing operational resiliency and preparedness

Breakout 2: **A War Story from the World of D&O**

Panel Discussion
Steve Shappel, Sr. Managing Director at AON
Joe Petko- former Sr. Director of Risk Management at Level 3 Communications

Straight from the trenches, hear the story surrounding a D&O claim—the journey through the process, the resolution and the lessons learned.

2:00 – 2:30

Networking Break

2:30 – 3:30

Breakout 1: **Hail or High Water: Effective Property Loss Strategies**

Mark Miller, Director of Insurance for the Kentucky Association of Counties

The wrong actions taken after a major property damage incident will spike claims, elongate business interruption and potentially damage your entity's reputation. Mark Miller has overseen claims on a large variety of facilities – hospitals, airports, museums, office buildings - and has witnessed the right and wrong ways that constituents have responded in the crucial hours and days immediately following impact. His stories will take you into the trenches on properties damaged by a wide range of perils. You will gain from his first-hand insight into effective actions taken to reduce financial impact and business interruption along with ways to speed the claim process.

Breakout 2: **The Rapidly Changing Landscape of IT Threat, Vulnerability and Risk**

Kerry L. Shackelford, is Partner with Linford &

Risk management professionals, in all industries, should be aware of these changes and what their IT counterparts are doing to manage risks in this area. Additionally, it is becoming imperative that risk management professionals work together to ensure that



Company, LLP

risk is properly managed and addressed in environments for which they are responsible. This session will discuss the state of risk management in the areas of cyber space and information technology. This will be an interactive discussion to explore the following areas and active participation is encouraged:

- emerging threats and risks in cyber space and IT
- threat and vulnerability management
- security organizations and the roles/responsibilities
- state of risk management in IT environments
- how risk managers are engaging their IT counterparts

3:30 – 4:00 Networking Break

4:00 – 5:00 **“GEM” – Evaluating International Risk**
Laura Bautista, Manager, WW Risk Management of
Ingram Micro, Inc.
Amy Carnahan, Vice President of Aon Solutions

Your Journey to Global Compliance”- this session is for any risk manager who would like to learn more about how to design a global insurance program to not only fit the needs of your company but to be globally compliant as well. The program will speak to all levels of global program design so whether you are just getting started or have an established program that needs fine tuning; there will be a valuable take-away for everyone.

6:00 Reception & Dinner

Join us for a conference reception and dinner followed by national headliner comedian, singer & songwriter Jolly Demis! It's sure to be a night of laughs you won't want to miss.

Thursday, September 20 – Deputy Members Only

7:45 – 8:15 Breakfast

8:15 – 9:15 **Strategies for Building a Higher Professional Profile**
Al Gorski, Chief Risk Officer, Orange County
Transportation Authority, and RIMS Board Member

This session will provide useful strategies to spotlight your risk management program and enhance your professional profile within your organization and among your peers. Key points of the presentation will focus on adding Core Competencies, tuning up Strategic Thinking, enhancing Personal Relations Skills and making the most of your Professional Community Involvement.

9:15 – 9:30
9:30 – 10:30 Breakout 1: **How to Say Yes – The Positive**

A risk manager's job is to protect their organization's employees, assets and reputation, and at times this can require telling people



Side of Risk Management

Victoria Nolan, Risk & Benefits Manager, Clean Water Services

Dale Lindstrom, Director, Insurance & Risk Management, Vestas Wind Technologies

what they don't want to hear, including no. When Risk Management develops a reputation for always saying no, the result can include being left out of key discussions and decisions, less accident or near miss reporting and a greater risk for liability, property and workers' compensation claims. This session will provide useful tips for how to approach risk issues with a positive spin, looking for creative ways to be able to say yes and help employees and managers understand why sometime you may have to say no. Finding ways to move employees from grudging compliance to embracing quality can reap the risk professional many rewards and enhance the effectiveness of the Risk programs. Hear risk management professionals share their experiences in developing and implementing practical tools that will assist risk managers address negative perceptions of risk policies and procedures and shed some positive light on the human side of risk management.

Breakout 2: How To Get Students Interested in Risk Management & Your Chapter

John Daley, PhD, Instructor at University of Colorado Denver

Carter E. Boardman, Director of Contracts and Risk Management for Merrick & Company

This presentation will provide you with hands-on experience and lessons learned with the RIMS Rocky Mountain Chapter working closely with the University of Colorado – Denver to support its establishment of its Risk Management & Insurance program. You will come away with ideas on how to interact and support universities within your Chapter and how to involve the students.

10:30 – 10:45 Networking Break

10:45 – 11:45 Getting the Most From Your RIMS Membership

Jill Levy, RIMS Membership Director

The only way to get value for your RIMS dues dollars is to engage with all that RIMS has to offer. But how do you know what RIMS has and how YOU can take advantage of it? This session will let you know what's available and, even more important, where you can go to get it! This session will guide you through the educational, networking and resource offerings, demonstrating where they are on the RIMS website and how you and your company can get full benefit from your membership.

11:45 Closing Remarks



Conference Attire

Conference attire is business casual. Because meeting room temperatures can vary, we urge you to bring a sweater or jacket to ensure your comfort. Daytime temperatures average 70° to 75°, average nighttime low is 45° to 50°. Snow is *possible* most months of the year, but *not likely* in September.



3225 Broadmoor Valley Road
Colorado Springs, CO 80906
Phone: 719-538-4000
Fax: 719-576-4711

Check-in: 4:00 pm
Check-out: 12:00 Noon

Reservation cut-off date is August 17!

Cheyenne Mountain Conference Resort

Reservations: Call the resort at 1-800-588-0250 and mention group name Rocky Mountain Risk Insurance Management Society, or visit the website: https://reservations.ihotelier.com/crs/g_reservation.cfm?groupID=495811&hotelID=15476

Room rate: \$169 for single/double occupancy and is subject to applicable state and local taxes, as well as a \$15 per day resort fee (includes wireless access in guest rooms, bell and maid gratuities, newspaper, in-room coffee and tea, fitness center access and parking).

All reservations received after the **cut-off date of August 24** will be accepted on a space or rate available basis. The rate will be available three days pre and post the conference dates if made prior to the cutoff date, based on availability.

All reservations must be guaranteed by a major credit card

For more information on the hotel, location, and/or directions, please visit <http://www.cheyennemountain.com/>.

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Area Attractions

Colorado Springs is home to limitless attractions and recreational activities sure to delight visitors of all ages and interests. Below are some of the area's most popular attractions.



[Pikes Peak](#)

Explore the reservoirs, wildlife and views that make this one of Colorado Springs most popular spots.



[Cave of the Winds](#)

Be amazed by the beautiful crystals and stone columns in this unique underground cave.



[Garden of the Gods](#)

The Garden comes alive with exhibits on the area's geology, ecology and cultural history.



[Cripple Creek Casinos](#)

This historic mining town offers casinos, saloons, slots, poker and blackjack in an Old-West setting



[Manitou Cliff Dwellings](#)

Roam around these fascinating structures, built more than 700 years ago by the Anasazi peoples.



[Olympic Training Center](#)

Show your support for Team USA and tour the headquarters of the US Olympic Committee.



[Historic Manitou Springs](#)

The city famous for its mineral springs also features an eclectic selection of shops, boutiques and restaurants.



[Pioneers Museum](#)

Learn about the history of Colorado City and the Pike's Peak gold rush at this fun, educational museum.



[Cheyenne Mountain Zoo](#)

America's only mountain zoo features more than 750 animals from around the world.



[White Water Rafting](#)

Experience the all-ages thrill of white water rafting through the Rockies.



[Seven Falls](#)

See this spectacular 181-foot waterfall cascading through the South Cheyenne Canyon.



[Royal Gorge](#)

Explore the breathtaking Royal Gorge via tram, [train](#) or the world's highest suspension bridge towering over 1,000 feet above the Arkansas River.



[Old Colorado City](#)

Shop, dine and explore the Pike's Peak Region's oldest city.



[Air Force Academy](#)

Experience the history and a taste of cadet life with a tour of the official Air Force Academy.

