



**Risk and  
Insurance  
Management  
Society, Inc.**

# RIMS NEWS

**THE AWARD WINNING HOUSTON CHAPTER**

Advancing the Risk Management Profession

Outstanding Chapter Programming

## January 2007

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### 2007 Officers

#### **President**

Cynthia Vickers, ARM  
El Paso Corporation  
cynthia.vickers@elpaso.com

#### **First Vice President**

Ginny Penzell, ARM  
El Paso Corporation  
ginny.penzell@elpaso.com

#### **Treasurer**

Tom Mace  
Nabors Industries  
tom.mace@nabors.com

#### **Vice President/Secretary**

Sondra K. Faul, CIC  
The University of TX HSC-H  
sondra.k.faul@uth.tmc.edu

#### **Vice President/Asst. Secretary**

Victor Pivetta  
Houston ISD  
vpivetta@houstonisd.org

## FROM THE PRESIDENT'S DESK...



Happy New Year!

I hope everyone's holidays were enjoyable and exceeded all of your expectations. I also hope that one of your New Year's resolutions is to attend more Houston Chapter meetings. We value your presence and want to see you there.

We accomplished some very important objectives in 2006. It is so rewarding to be part of an organization that works as hard as the Houston Chapter does. Along with our other goals, we were able to establish an endowment at the University of Houston, award scholarships to very deserving students, sponsor ARM classes, enable online payment for dues and meetings, and participate with Wellsprings and CPCU to bring holiday cheer and a visit from Santa to children who might otherwise miss out on that special time of the year. It was because of your generous support that these goals were achieved and we should all be very proud. Thank you so much for your contribution to these efforts. I hope to continue the trend in 2007. We have a great Board with many years of experience as well as a wonderful membership so I am sure we will once again have a very successful year.

This is your Chapter and we need and value your support and suggestions. As we begin to plan events for the year, we will be asking for committee volunteers and ideas. Please let one of the Board members know if you are interested in participating. Your involvement is the key to the success of the Chapter.

I am honored to serve as your President this year and will do my best to live up to your expectations. Our first meeting of the year is January 17<sup>th</sup>. I hope to see everyone there.

*Cindi Vickers*

## 2007 Directors

### **Chapter Liaison**

Christine Sparks, ARM  
TOTAL American Services, Inc.  
christine.sparks@total.com

### **Education**

Nancy Stucky  
GPM, Inc.  
acunavlaw@aol.com

### **Job Placement**

Barbara Lewis  
Jacobs Engineering Group  
barbara.lewis@jacobs.com

### **Legislation**

Marty Timpano  
Sysco Corporation  
timpano.marty@corp.sysco.com

### **Membership/Attendance**

Ella Andrews  
Friedkin Companies, Inc  
eandrews@friedkin.com

### **Public Relations/Newsletter**

Carol S. Barnes, ARM  
Baylor College of Medicine  
cbarnes@bcm.edu

### **RIMS Delegate**

Mary E. Isbell  
Friedkin Companies, Inc.  
misbell@friedkin.com

### **Web Master**

Nikolas G. Kapatos  
Sterling Bancshares, Inc.  
nick.kapatos@banksterline.com

### **Past President**

Virgil Mead, ARM  
Group 1 Automotive  
vmead@group1auto.com

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January Speaker-Tom Saunders, P.E.

S.E.A. Ltd.

Topic - Expert Capabilities Seminar

“How an Expert Can Help Investigate Your Claims”

This one-hour seminar is designed to familiarize the Claims Professional with the procedures and methods for how an expert can assist in the investigation and potential litigation of claims. It will include a discussion of expert qualifications, the types of investigations in which experts commonly assist, as well as a review of case studies in several disciplines where the use of an expert has been key. There will also be a discussion of the methods the expert can use to effectively communicate the results of the investigation during the litigation process.

The training will assist the Claims Professional in recognizing what types of cases in which the use of an expert can be especially beneficial, as well as what to look for in the selection of an expert.

One hour CE credit is offered for Agents & Adjusters

See the Chapter web site for registration form (the link is at the end of this document.).

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## 2007 RIMS Houston Chapter Officers & Directors

The following slate of Officers & Directors were approved by a majority vote of those deputy members present at the December Chapter Meeting, then installed in their respective offices by Bob Card, Key Energy Services, Inc., Deputy Member and former Board Member. Everyone agreed by responding, with a vocal “eye” to the questions presented by Bob to be honest, hardworking and promote the profession of Risk Management (they also promised to play hard too.)

**President**-Cynthia Vickers, ARM, El Paso Corporation

**First Vice President**-Ginny Penzell, ARM, El Paso Corporation

## 2007 Associate Directors

### Education

Wayne Dauterive, CIC, CRM, ARM, RF  
Terrace Risk Management Services  
wayne@terracerisk.com

### Membership

Robert W. Covington, AIC  
Jacobs Engineering Group  
robert.covington@jacobs.com

## Meeting Dates

January 17, 2007

February 21, 2007

March 21, 2007

April 18, 2007

Annual conference in New Orleans  
April 29 - May 3, 2007

May 16, 2007

June 20, 2007

July 18, 2007

August 15, 2007

September 19, 2007

October-Fall Conference TBA

November 14, 2007

December 12, 2007

**Vice President Treasurer**-Thomas Mace, Nabors Industries Inc.

**Vice President/Secretary**-Sondra K. Faul, CIC

The University of Texas HSC-H

**Vice President/Assistant Secretary**-Victor Pivetta, ARM, Houston ISD

**Membership/Attendance**-Ella Andrews, Friedkin Companies, Inc.

**Associate Director/Membership**-Robert W. Covington, AIC

Jacobs Engineering Group

**Public Relations/Newsletter**-Carol S. Barnes, ARM

Baylor College of Medicine

**Job Placement**-Barbara Lewis, Jacobs Engineering Group

**Chapter Liaison**-Christine Sparks, ARM

TOTAL American Services, Inc.

**Education**-Nancy Stucky, GPM, Inc.

**Associate Director/Education**-Wayne Dauterive, CIC, CRM, ARM, RF  
Terrace Risk Management Services

**Legislation**-Marty Timpano, Sysco Corporation

**RIMS Delegate**-Mary E. Isbell, ARM, CPCU, Friedkin Companies, Inc.

**Web Master**-Nikolas Kapatos, Sterling Bancshares, Inc.

**Past President**-Virgil Mead, Group 1 Automotive

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## Education Committee

Sondra Faul

Education Director, 2006

2006 was a very busy year for the area of Education. Continuing Education credits were offered to those who attended the February monthly luncheon and then again in October at the Fall Conference. Two different ARM classes were taught during the year and a big thank you goes out to Jim Drew for teaching those classes for the Chapter. In September the Education Committee was privileged to present four scholarships in the amount of \$1,000 each to the children of members.

Our Fall Conference took place in October and through the generosity of our members enough funds were raised to put a \$40,000 endowment in place at the University of Houston, Bauer College of Business. Each year this endowment will fund two scholarships in the amount of \$2,000 each. The scholarships will go to students who are involved in learning more about Risk Management. In December the two scholarships were awarded to Corinna Gabriel and Clinton Nguyen. Both students will be recognized at the January luncheon and UH will be presented with the \$40,000 check so that the endowment can be put in place.

I want to thank my Education Committee Members: Nancy Stucky, Terry Turon, Helen Allensworth, Jacqueline Huerta, and Connie Foland. All of the students we interviewed gave 110% so it was very hard to make a choice.

I feel very privileged to have been a part of such great accomplishments in 2006.

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## Have Experience? Will Travel!

Carol S. Barnes

Pack your bags and get going! The first week of November came barreling up very fast. It seemed like it was two years away when I got the email from Ben Faust, President of the Sigma Chapter of Gamma Iota Sigma\* at Temple University, in August. He congratulated me on being chosen as their Risk Manager in Residence. It had been three maybe four years since I had sent my application in to the Spencer Educational Foundation for their program. Didn't know if I could still do it. But I made up my mind that I could and off to Philly I went.

I talked to one of the professors the Friday before I was to fly out on Monday and she asked how much time could I use up in her three hour class. I gulped and agreed to an hour. Wow how would I do that? Anyone who knows me knows that I do a pretty good job of talking and can always give people an earful of information on the profession that I love. Her class was specific to healthcare risk management and she wanted me to talk about everything else that we do in a risk management office at a health care organization. They had to shut me up because class was ending.

The Risk Manager in Residence Program was designed for two-three day classroom participation (I had three days scheduled until I had dinner with the professors when one talked me into a fourth day at their remote Ambler campus.). Spencer has had such a good response from both the schools and risk managers that they have added a one day program. Something that the busiest of persons can fit into a tight schedule or combine with a few days vacation like I did. Applications for 2007 must be in by February 7<sup>th</sup>; here is the link so you can get started:

<http://www.spencerred.org/Content/NavigationMenu/Spencer/RiskManagerInResidence/RiskManagerInResidence1.htm>

I went to the first class for the hour, about 10 classes for 15 minutes each and 2 for the entire 40 minutes. All but the first were Q (professor) & A (me) on specific topics that the students were studying. Also I gave a 40 minute speech, to the Gamma Iota Sigma members at their weekly meeting, on Tropical Storm Allison/Hurricane Katrina (they also got hit by TSA several days after it left our area.) I heard a gulp from the audience when I asked them what they would do if they were one semester from graduation and the “**whole**” school was shut down like Tulane University during Katrina. Temple has a total student population of about 34,000 there were about 200 at this meeting. They were quite impressed that BCM was able to absorb the entire Tulane medical school so the doctors could graduate on schedule.

I really enjoyed the students and have a new outlook on those that will be running the risk management and insurance world in 10-20



Ben Faust - Carol Barnes - Dr. Rob Drennan



years. Some of those kids will be doing it in five years.

Dr. Rob, the faculty advisor, is a Texan so he made me feel at home away from home. I knew he had Texas roots from all of the Dallas Cowboys mementos. I was also honored to be presented with an Associate Membership in Gamma.

\*The **Sigma Chapter of Gamma Iota Sigma**, is a professional risk, management, insurance and actuarial science fraternity at the Fox School of Business, Temple University, Philadelphia, PA. It won the Edison L. Bowers Award for the seventh year in a row at the Annual Gamma Iota Sigma Annual International Management Conference. The Sigma Chapter also received awards recognizing Alumni Relations, Chapter Management, Public Relations and Membership Development. **Dr. Rob Drennan**, chair of the risk, insurance and healthcare management department, is the chapter's faculty advisor.

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### *HOLIDAY PARTY 2006*

The holiday spirit was very evident this winter when the Houston Chapter of RIMS and CPCU had a wonderful party for Wellsprings, an organization for abused mothers and their children. On Saturday, December 9, the children and their mothers gathered in a house owned by Saint Andrews Presbyterian Church which was decorated by the RIMS volunteers. The children enjoyed decorating Christmas cookies with lots of colorful icing, making ornaments, decorating stockings, eating pizza and playing games in backyard. Santa (A.K.A. Mack Rogers) showed up to meet his excited guests and deliver gifts.

Also on hand were many extra helpers including Ginny Penzell, Pam Chavez, husband Carlos and daughter Lauren, Cynthia Vickers, Julia Macias, Kristi Rivera, Anne Keller, Julia Kovach and husband Richard, Jim Lyon and his family/friends, Michelle Mosher, Tim Hanlon and his family, Stephanie Childs and husband Bob, Shani Underwood and family, Amy Knable, Ella Andrews and daughter Tiffany and Terry Turon. Some helpers, such as Mark O'Rear and Sondra Faul could not make the party but were very helpful in gift purchasing. All 23 children received several gifts from Santa thanks to the generous donations provided by the RIMS and CPCU Houston Chapters and RIMS members and associates.

For the past several years, the Houston Chapters of RIMS and CPCU have sponsored this holiday celebration which has enabled many of the children served by Wellsprings and their mothers to experience the only holiday celebration they will have each year.

As one volunteer remarked, "The annual holiday party is a great way for RIMS/CPCU and its volunteers to help bring the spirit of the season to the many children served by Wellsprings and their mothers."

For many of the children, this is one of the highlights of their holiday season. Thanks to all those who helped make this celebration happen.

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## Houston Job Postings

Manager, Corporate Risk Management  
Sr. Risk Management Specialist (Part-time) – Houston, Texas  
Director, Risk Management  
Occupational Health & Safety Manager  
Insurance Coordinator  
Claims Administrator, Property Damage  
Director, Insurance

**[See chapter website \(hot link at end\) for details.](#)**

Claims Manager/Litigation Paralegal

**[See RIMS.org Jobs Listing for details.](#)**

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## Welcome New/Renewed Members

### DEPUTIES

CII Carbon LLC, Ray Wheeler  
Sysco Corporation, Marty Timpano  
Baker Hughes Inc., Carla Sullivan  
Weingarten Realty Investors,  
Sharon Weaver and Steffen Jones  
Eagle Global Logistics,  
Mark Yarmolich and Marica Guerrero  
GlobalSantaFe Corp., Ken Smith  
Cemex, Inc., Tracy Fitzgerald  
American Bureau of Shipping, Michele Turgeon,  
Tesco Corporation, Brittlyn Bear  
Apache Corporation, Donald Brown  
Seagate Technology, Robert Palmer  
Shell Oil Company, Daniel Carter  
Mattress firm, Inc., Leslie Shaunty and Myra Esquivel

### ASSOCIATES

Phillip Reischman, Gallagher Healthcare Ins. Services  
Halbert Banks

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## VENDOR KORNER..



### **EMERGENCY INFORMATION FOR PROPERTY OWNERS**

#### **Winter Tips**

For anti-freezing hose bibs, the hose must be disconnected to make the faucet freeze-proof. Failure to do so will trap water in the faucet body, which then can freeze. If the hose is disconnected, the anti-freeze faucet can properly drain, and this will prevent freezing.

Water pipes which are exposed to freezing temperatures or drafts should be covered with insulation. Whenever possible it is best to drain systems not being used in severely cold weather. Small water pipes will freeze quicker than will waste or sewer pipes.

Never leave openings or garage doors ajar in severely cold weather because a cold draft can freeze water lines in minutes. Pipes located in unheated basements or garages should be insulated with a commercial covering.

Should a pipe break and water flow into your structure, immediately turn off water and call your restoration provider and insurance company. The tips below are suggestions for different items found within your structure.

### **Water Damage** **Carpets and Rugs**

With water damage, the goal is to speed drying of carpets and rugs. Remove rugs from carpeting, then position a fan to blow air over the surface. If your house was flooded, removal of carpeting may be necessary.

### **Electrical**

Disconnect power in affected areas and do not use your television or other appliances standing in water or on wet carpeting and rugs. Never use your vacuum cleaner to remove water.

### **Furniture**

Remove furniture in affected areas, and place plastic beneath the legs of larger pieces.

### **Floors**

Remove standing water as quickly as possible, using either a mop or towels.

### **Air Conditioning**

Air conditioning systems will accelerate the drying process; however, keep your thermostat at 72 degrees or higher, never below 72.

### **Art**

Remove all art, whether paintings, photography or prints, from wet walls and store in a safe dry place.

### **Ceilings**

If your ceiling is sagging, punch small holes to release trapped water and do not turn on ceiling fans or lights. As with any emergency, use common sense with water damage. Check for water seepage in clothing, luggage, and other fabrics and remember to remove books and magazine to a dry place. Continuous water damage cracks furniture, stains floorings, and corrodes appliances. In addition, molds will form over a period of time.

Bill Balke, CMH

**ACT Restoration Services, Inc.**

12610 W. Airport #120, Sugarland, Texas 77478

W: 281-565-9400; F: 281-565-9401; C: 713-248-4011

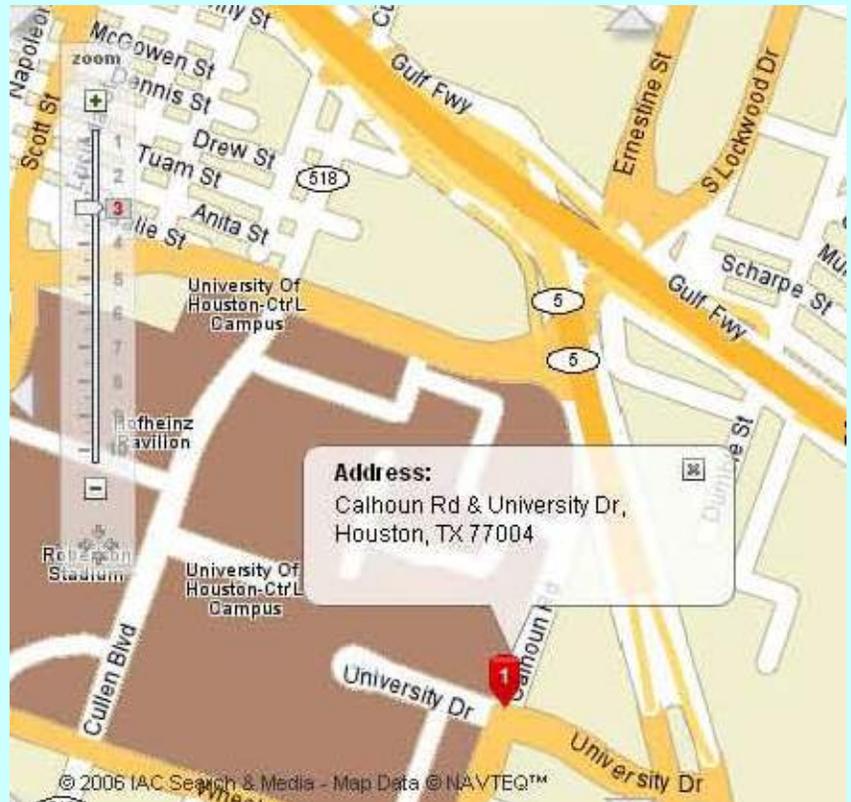
[bbalke@actrestoration.com](mailto:bbalke@actrestoration.com)

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

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# Meeting Location

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Copy and paste the link below to go to the map to find directions from your location to The University of Houston, Conrad Hilton Hotel

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<http://maps.ask.com/maps?l=lt%3D29.72604%7Clg%3D-95.3403%7Cal%3D0%7Ccx%3D-2221590%7Ccy%3D-726011%7Czm%3D4%7Cvt%3D0~lt%3D29.71905%7Clg%3D-95.33891%7Cad%3DCalhoun%20Rd%20%26%20University%20Dr%2C%20Houston%2C%20TX%2077004%7Csd%3D0%7Cdm%3D0~#1>

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**ARM 56 Registration form was emailed separately. It is available on the web site or contact Nancy Stukey-2007 Education Director.**

**Please also see our Chapter Website for additional information:**  
<http://www.rims.org/ChapterWebsite/RIMSChapter.cfm?CWID=6652>