Adventist Heritage

From: Adventist Risk Management, Inc.
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Sent: Thursday, December 06, 2012 9:46 AM
To: Adventist Heritage
Subject: [Spam:****** SpamScore] A Client That Inspires

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By John Dougan, Sr. Risk Control Specialist for Adventist Risk Management, Inc.

[Image: Adventist Risk Management logo and text: Providing Risk Management Solutions for the Seventh-day Adventist® Church.]

[Image: A sticky note with 'DO IT!!' written on it, pinned to a corkboard.]

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The crisp blue skies and early morning light cast a warm glow across the silos, fresh cut grass, and distant buildings as we approached Oakwood University. For a workday, it did not get any better than this. As we soon discovered, however, those skies not only brought promise of a new, uplifting day, but they also reflected the outcome for each of the three days we walked Oakwood’s campus to complete a risk assessment of operational and physical conditions.

Positive attitude is a crucial element to the success of any job, endeavor, or goal. It is important at every level of administration and throughout an organization. When the heart and mind are optimistic, that attitude bursts free like water over a dam and touches everyone. Those individuals, in turn, generally react positively and affect others. The sky was clear and dry when we arrived, but Christ-driven waters flowed throughout Oakwood’s campus from department to department and influenced educational goals, safe operations, aesthetics, and the condition of facilities, as well.

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From the physical plant director’s opening prayer, to the review of the previous risk control survey report, it was obvious Oakwood University, its administration, faculty, and staff had a positive and proactive desire for a well-maintained and safe campus. Of 52 previous recommendations, 42 were completed, five were no longer applicable due to changes in operations or building renovations, and five were on hold, but scheduled for completion with upcoming renovation projects.
A well-maintained campus requires a commitment toward funding preventive maintenance efforts. Oakwood University has that commitment and fully understands that preventive maintenance is less expensive than reactive measures that are necessary if a roof, vehicle, HVAC unit, or other equipment fails as a result of poor maintenance. They also understand that a well-maintained facility is a safer facility.

Did we find conditions that need attention on Oakwood’s campus? Yes. But the attitude and the response toward completion of previous recommendations left little doubt that prompt attention would be given to recommendations made during the current survey. When a possible issue was discussed, we also found not a defensive response, but a desire to know more—to learn more.

Throughout the visit, the physical plant director made calls to maintenance staff to immediately address some safety issues. He and other staff took notes and sometimes took care of problems on the spot (like the immediate removal of an “illegal” toaster oven by a men’s dormitory dean). When the plant services director was told that the final report would be weeks away, he expressed an urgent desire to begin much sooner. “Can you send me your notes,” he asked. In over 20 years of safety work, I cannot recall ever receiving that request. You bet I will. And by the time the report is finalized and received at Oakwood University, I am certain a large percentage of the items will be completed, have a work order assigned or be part of an upcoming project. That’s just the way it is at Oakwood University.

By John Dougan, ARM, ALCM, ARM  
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