

RISK CONTROL

Reduce Risk. Prevent Loss. Save Lives.



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Risk management tools for companion care providers

Travelers always strives to provide our program customers with the best possible products and services. For instant access to information that can help you as an insured, be sure to take advantage of your exclusive access to Risk Control's Customer Portal at travelers.com/riskcontrol.

Companion care services loss exposures

Companion care businesses must manage a wide range of exposures associated with employees, client environments and driving responsibilities. Whether the services are provided at a client's home or at a senior residence center, the exposures can vary. Obviously this depends on an organization's size, services offered, seasonal conditions, and relationships with clients.

Hazards, such as those associated with auto accidents; slips, trips and falls; and sprains and strains; are common to most organizations. Other hazards, however, are unique to the industry, including those associated with services provided to clients at their homes. These could include helping with housekeeping, assisting with daily living, entertaining (reading or crafts) or performing physical therapy duties.

Risk Control website

The secure Risk Control Customer Portal on our website contains more than 1,000 products and services, many of which can assist companion care service organizations in controlling their loss exposures. Other website highlights include:

- Education Center
- Newsletters
- Topic or Industry TravSources®

- Travelers Virtual Risk ManagerSM
- Products and Services Database

(You must register on the Risk Control website to access the tools on the Risk Control Customer Portal.)

Education Center

Our Education Center provides quick access to our training resources, including Webinars, computer-based training (CBT), DVDs and Supervisor Talks. Examples include:

- Rear-End Collisions– CD/CBT
- Driving Safely: Autos, SUVs and Pickups – DVD/CBT
- Preventing Slips, Trips and Falls – Webinar
- Return-to-Work Best Practices – Webinar
- REACT Accident Analysis – Webinar
- Driver Management Series – Webinar



Newsletters

Keep up-to-date on current risks and safety issues by registering on our website to receive our electronic newsletters.

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Topic or industry TravSources

TravSources are a collection of risk management resources and web links related to a specific topic or industry. The following are a few of our TravSources that may be of value to behavioral care businesses:

- Fleet TravSources
- Post-Injury Management TravSources
- Accident Investigation TravSources



- Safety committees – structure and organization
- Safety and health management program
- Workers' compensation best practices risk management guide
- Slips, trips and falls risk management guide
- Risk control eGuide for small businesses
- Winter weather checklist

You can find any of the resources mentioned here by entering part of the title into the keyword search.

Travelers Virtual Risk Manager

Travelers Virtual Risk Manager is an online self-assessment tool that can help identify safety and risk management performance gaps and delivers a customized action plan to assist in addressing safety and risk management needs. This tool assesses four key exposure areas common to many businesses:

- Safety management
- Fleet safety
- Post-injury management
- Slip, trip and fall protection



Website log-in instructions

Visit our website at travelers.com/riskcontrol and click on the "Log In" button on the top menu bar. You will need your business email address or policy number to register. For additional information, read our [Registration Quick Guide](#).

Products and services database

Keyword search: This search feature, located near the top right-hand corner of our site, allows you to search our entire database of more than 1,000 products and services for technical bulletins, checklists/forms, guides, sample safety programs, and more.

Advanced search: Our advanced search feature, located next to the keyword search, allows you to locate these same 1,000-plus resources by category or topic. Some examples of resources of interest to companion care businesses in our database include:

- Employee screening and selection management guide
- Motor vehicle records guide
- Vehicle accident reporting and investigation
- On-the-spot vehicle accident report



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