



The Hanover Risk Solutions

Hanover Risk Solutions is committed to providing outstanding value-added services.

Hanover's Risk Solutions website is an extension of service to our policyholders. It enhances our ability to serve more customers by providing access to loss control tools and value-added services, 24 hours a day.

Hanover Risk Solutions offers resources and establish vendor partnerships in areas of interest to our Charity First Policyholders.

Featured Resources

Hanover's Human Services Page:

<https://www.hanover.com/businesses/business-customer-resources/hanover-risk-solutions/human-services>

- Unlimited & Free E-learning courses on:
 - Client Protection: Hanover's E-Learning series of six courses designed for Human Services organizations
 - Safe Driving Decisions Series: Three modules that address many situations likely in Human Services organizations
 - Organizational Fleet Safety Program: Interactive self-assessment of fleet management best practices
 - Employment Practice Liability: Four-part series for managers of all levels of your organization
- Water Smart Sensor Program: This new sensor technology is free to your clients and easy to install. This smart sensor can detect and alert policyholders to flooding, possible pipe freezes, temperature changes, and more.
- Freeze Prevention: Freeze prevention plans can be vital to preventing damage and operational delays from broken pipes. This e-learning course can help highlight areas of concern and how to prepare them for winter cold.
- IoT Sensors: Monitor your property 24/7 to prevent moisture damage, with an easy to install sensor kit system that helps pinpoint problems before they go too far.

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The Hanover Risk Solutions (Continued)

Other Resources available

Client Protection

- Applicant Screening Course
- Bullying Prevention Course
- Child Protection Part 1 Child Abuse and Neglect Course
- Child Protection Part 2 Prevention and Response Strategies Course
- Mandated Reporter Responsibilities Course
- Preventing Abuse of Elders Course

Employment Practices Liability

- Course I - The Fundamentals of EPLI claims
- Course II - Policies and Procedures, The Managers Role
- Course III - Common Complaints and Prevention Strategies
- Course IV - Addressing a Complaint

Auto and Fleet Safety

- Defensive Driving – Passenger Management
- Transportation of Elderly and special needs passengers
- Sample Safety Program – non-regulated fleet

Worker and Client Safety

- Home healthcare workers safety checklist for employees
- OSHA Guidelines for preventing workplace violence for healthcare and social workers
- Preventing burns and scalding injuries from water systems
- Preventing staph / MRSA infections
- Public Swimming Pools
- Sample Slip Trip and Fall Prevention Program

Discover the Hanover Difference

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