



PPO 101

February 21, 2018

8:00 am – 8:30 am	Registration and Continental Breakfast
8:30 am – 8:35 am	Welcome and Overview David Chandler and Roy Rahn
8:35 am – 10:15 am	Human Resources Recruitment, Hiring, Best Employee Practices, Termination Anne Laguzza and Gary Bradley
10:15 am – 10:25 am	Break
10:25 am – 11:35 am	Insurance Shaun Kelly
11:35 am – 11:55 pm	Safety Laws & Compliance Shaun Kelly
11:55 pm – 12:25 pm	Break / Lunch Served
12:25 pm – 12:45 pm	Professionalism and Customer Service Roy Rahn
12:45 pm – 2:00 pm	Contracts & Legal Pitfalls Jaimee Wellerstein
2:00 pm – 2:10 pm	Break
2:10 pm – 3:20 pm	Administration, Pricing, P & L Management, Profitability Safety (Operational) Mike Smidt
3:20 pm – 3:30 pm	Break
3:30 pm – 4:30 pm	BSIS Compliance and Audit David Chandler
4:30 pm – 4:45 pm	Q&A / Closing