



Robert May is the owner of Mainstream Unlimited. A consulting firm for private and municipal agencies in the areas of Risk Management and Organization Behavior. He is the former Risk Management Program Manager for the California Joint Powers Insurance Authority (California JPIA). His responsibilities at California JPIA included providing risk management guidance to Authority members and to five regional risk managers. Prior to joining the California JPIA, Bob worked for over thirty years in the California fire service. He has conducted training in the areas of organizational behavior, labor relations, strategic planning, and career development. Bob has also conducted leadership training for city councils and special district boards to help in the understanding of council/manager form of governance. He has a broad depth of municipal and special district experience. Bob has conducted several regional trainings for CSAC-EIA in Active Shooter, Workplace Violence, Crisis Management and Incident Management. He conducted training on organizational team building and organizational behavior and provided guidance in litigation employment matters including reviewing internal investigation reports. Bob holds a Certificate in Professional in Fraud Identification and Workers' Compensation Claims Administration. He has been a guest lecture about Crisis Management and Workplace Violence.

EXPERIENCE

As Risk Management Program Manager at CJPIA, Bob oversaw and directed activities of the Authority's Strategic risk management efforts, worked with members, oversaw member action plans, and coordinated matters on public policy and operational issues. He conducted training on organizational team building and organizational behavior and provided guidance in litigation employment matters including reviewing internal investigation reports. Bob also conducted leadership training for city council and board members. Bob provided guidance in litigation employment matters including reviewing internal investigation reports.

Prior to becoming the program manager, Bob was a senior risk consultant with CJPIA where he performed on-site loss control evaluations and general risk management services for members, served as liaison between the Authority and members and advised members on complex legal and regulatory matters related to member risk and losses.

Bob served as Fire Chief where he had select safety responsibilities for the Burney Fire Protection District, and prior to that held a similar position for the Big Bear Lake Fire District. As Fire Chief at Burney Fire Protection District, he conducted risk management analyses for District facilities, developed and implemented the District's Injury and Illness Prevention Program and had wide-ranging fiscal and strategic planning responsibilities. Bob is also a certified Emergency Medical Technician. Bob was part of a Bickmore team that conducted a threat and vulnerability assessment for Kamehameha Schools in Hawaii.

EDUCATION

Certified Professional in Fraud Identification - The Institutes

Workers' Compensation Claims Administration - The Institutes

Juris Doctor Degree - Citrus Belt Law School, Riverside, CA

Juris Doctor Degree - Peninsula University, Mountain View, CA

Bachelor of Law Degree - Peninsula University, Mountain View, CA

Associates of Arts Degree - Victor Valley College, Victorville, CA

Workplace Violence Awareness & Prevention – Don't be a Victim

Workplace violence, whether a violent criminal act or verbal threat, affects employees throughout the workforce. In view of this, Mainstream Unlimited has crafted a four-hour course that can be customize for your workplace.

This course is designed for Healthcare Providers, Social Services and all other General Staff with the intent of satisfying the requirements set forth in General Industrial Safety Order Section 3342 for Healthcare providers; General Industry Safety Order 3203, Injury and Illness Prevention Program and the OSHA General Duty Clause.

Each program will be customized to fit the need of your organization and will consist of a pre-meeting audit of your WPV prevention policy and inclusion of relevant information into the presentation.

The program itself will be interactive and delve into Workplace Violence including behaviors, again an overview of your agencies WPV policy, and practical application in a highly agitated situation with emphasis on how to defend against an active aggressor/violence.

The basic learning objectives are as follows:

- Understand the basics of Workplace Violence
- Understand behaviors (factors contributing to the escalation of violence) that can lead to Workplace Violence
- Understanding workplace risks that employees may encounter
- Understand the employee's role in preventing violence in the workplace
- Understand measures that can reduce the effectiveness of Workplace Violence and An Active Aggressor





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biem47@outlook.com
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800.831.5529 or 760.221.8205

Services Provided

24/7 Critical Incident Support/Response Communication - Phone and/or Email Response

Address critical incident questions as they arise; including Situation Assessment; Tactics and Actions Implementation; Create/Deliver Public Announcement media, radio, bulletins, etc.; Deployment of Outside Resources to Member Site; Coordination of Special Services, such as: medical and funeral expenses, family travel and lodging, etc.; and other services as needed.

- Situation Specific Assessment
- Tactics and Actions Implementation
- Create/Deliver Public Announcements – media, radio, bulletins, etc.
- Deployment of Outside Resources to Member Site
- Coordination of Special Services: medical and funeral expenses, family travel and lodging, etc.
- Crisis Management Team assistance

24/7 Critical Incident Support/Response Communication – In-person Response

Provide on-site assistance at agency location because of a crisis/event.

Critical Incident Management Training/Development

On-site Training to include Critical incident communication(s), such as:

- Crisis Management/Response
- Media relations management
- Drills/Tabletop exercises
- Crisis Management Team

Seminar-type discussion, using case studies, small-group exercises, video vignettes, and common employee threats, workplace violence scenarios, domestic violence in the workplace, outsider threats, facilities threats, and cyber threats.

Discuss best practices for workplace threat management. Leave with real action plans, become more familiar with two Threat Assessment Team checklists, and create empowered responses.

- Other proprietary training courses



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PIO or Communications - Phone Consultation

Provide support services to newly-assigned or untrained spokespeople, PIOs or department heads on how to deal effectively with the media, to include:

- Pre-Incident Preparation
- Post-Incident Debriefing
- Recovery Services
- Incident Closure Report
- After Action Reports
- Other related services, as needed

All site security/vulnerability assessments

a. On-site service to conduct an initial, limited facility and operations evaluation for selected major Agency Departments/facilities, and report findings

1. Identify Department/facility specific issues regarding the worksite, and recommend possible security and critical incident solutions

2. Identify procedural and staffing issues for the Department/facility, and recommend possible security and critical incident solutions

b. Recommend/develop security and critical incident response procedure for the Department/facility

1. Include generic, best-practice procedures including "active shooter", and satisfy the unique challenges of the Department

c. Conduct meetings with Department/facility management to determine what can be done, approve recommended procedures, and how to proceed with training

d. On-site workplace security and critical incident response training for the specific Department staff.

1. Desktop or classroom presentation of appropriate security and critical incident response principles and procedure for the Department/facility

2. Demonstration of selected scenarios, and a hands-on exercise putting the principles and procedure into practice.



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Workplace Security and Emergency Plan Review & Development

- Review existing plans
- Make recommendations, to include:
 - Emergency Operations Center Response(s)
 - Police & Fire Interactions
 - Public Works Support
 - Report writing
 - Pre-site document review & preparation
 - Development of Customized Training