



Member Services Expansion in Response to the Pandemic



Presenters

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MIABC

Contributors:

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When risk pools excel: Serving members through a global crisis



Identifying Member Needs



Contacts - Conversations - Marketing - Sales - Service - Workflows - Reports -

Tickets

319 Tickets

All pipelines

Actions Import Close tickets

All tickets My open tickets Unassigned tickets COVID-19 + Add view All views

Search Ticket owner Create date Last activity date Priority More filters Clear All Table actions Save view

<input type="checkbox"/>	TICKET NAME	TICKET OWNER	TICKET STATUS	ASSIGNED TO	ASSIGNED BY	CREATE DATE
<input type="checkbox"/>	COVID-consent form for minors	Susan Ackerman (sackerman@...)	Closed	J.	C.	Jun 17, 2020
<input type="checkbox"/>	Template COVID-Weliver-Adult	Susan Ackerman (sackerman@...)	Closed	J.	C.	Jun 17, 2020
<input type="checkbox"/>	FW: Village of Redburn Facility User L...	Marissa Sen (msen@villageofredburn.org)	Closed	J.	V.	Jun 17, 2020
<input type="checkbox"/>	Rebert Policy	Susan Ackerman (sackerman@...)	Closed	P.	P.	Jun 17, 2020
<input type="checkbox"/>	Sport Groups insurance	Susan Ackerman (sackerman@...)	Closed	M.	-	Jun 17, 2020
<input type="checkbox"/>	FW: MIABC's COVID-19 Think Tank ...	Megan Charlton (mcharlton@...)	Closed	b.	W.	Jun 16, 2020
<input type="checkbox"/>	Assumption of Risk - Infant forms	Megan Charlton (mcharlton@...)	Closed	E.	W.	Jun 16, 2020
<input type="checkbox"/>	Special events held with City parks	Susan Ackerman (sackerman@...)	Closed	S.	F.	Jun 16, 2020
<input type="checkbox"/>	Facility User Group Agreements and ...	Susan Ackerman (sackerman@...)	Closed	E.	S.	Jun 16, 2020
<input type="checkbox"/>	Liability protection arena rental agn...	Susan Ackerman (sackerman@...)	Closed	J.	N.	Jun 16, 2020
<input type="checkbox"/>	RE: Reopening policy?	Megan Charlton (mcharlton@...)	Closed	-	M.	Jun 15, 2020

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Help

Member Concern	MIABC Response
Assistance with reopening recreation centers and adequately controlling risk.	<ul style="list-style-type: none"> • Reopening plan webinar and think tank session • Reopening plan toolkit • Reopening plan discussion forum • Templates for acknowledgement of risk and facility use agreement addendum templates
Look for common issues across municipalities and help create some templates or tools.	<ul style="list-style-type: none"> • Mutual Aid Agreement template • Acknowledgement of risk and facility use agreement addendum templates
Online training courses for council/boards	<ul style="list-style-type: none"> • LGLA partnership series for elected officials
Develop resource for staff to determine how to best communicate with residents during the pandemic	<ul style="list-style-type: none"> • Webinar sessions on pandemic risk management and communicating with the public • Blog posts on communication strategies for frontline staff
Members face sudden reduction in revenue and are struggling with how much risk they take on financially vs staffing levels which is creating problems meeting service levels.	<ul style="list-style-type: none"> • Blog posts on reducing service levels properly during pandemic • Legal department webinar on the policy defence and reducing service levels properly during a pandemic • Sample policy wording for council to reduce service levels during pandemic • Review individual service level reduction policy amendments
Policy development templates	<ul style="list-style-type: none"> • Expediting the timeline of the policy development service
Online training for staff	<ul style="list-style-type: none"> • COVID-19 webinar series • Think Tank Series • Consider developing additional online training such as New Contact Orientation, Regional Seminars, short training videos
Consider how grants can be used in 2020 to address COVID-19 concerns	<ul style="list-style-type: none"> • Blog post on grant use
Ministerial Order re mutual aid agreements	<ul style="list-style-type: none"> • Mutual Aid Agreement template developed by Casual Legal Advice Program
Offer operational-specific think tank sessions where all LGs can talk about current issues	<ul style="list-style-type: none"> • Think Tank Series

Providing members with the best advice



California Schools JPA

Risk Management Round Tables

Timely topics

Advice and recommendations

Outside experts

Opportunity to ask questions and share best practices




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SERVING AND STRENGTHENING VERMONT LOCAL GOVERNMENT

Volunteer Risk Management

[Printer-friendly version](#) [PDF version](#)

Several members have asked whether grassroots volunteerism is covered by PACIF, while others are already working with volunteers. This page explains PACIF coverage considerations as they relate to volunteers and summarizes several best practices that we recommend implementing whenever you use volunteers.

Grassroots volunteerism that is not sponsored or directed by a municipality would likely have no coverage from PACIF. In many cases, it may not be necessary for a municipality to be directly involved in managing or directing volunteers, as community non-profit agencies and grassroots volunteers can be effective without municipal direction or intervention. These approaches most effectively transfer risk.

Still there are situations where it is important that the municipality be directly involved in sponsoring, supporting, and assuming operational control of volunteer operations. To effectively manage the risk of municipal volunteers, **we recommend that you:**

- Establish a policy that outlines volunteer tasks & duties and communicate the policy to volunteers.
- Have every volunteer complete an **agreement form** to make it easy for you to keep appropriate information about them on file. Customize your form as needed and include hold harmless language that has been reviewed by your legal counsel.

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Wellness, self care and mental health resources



Our solution is night and day

Digital therapeutics that feel more like entertainment than medicine

Poor Sleep

Sleepio

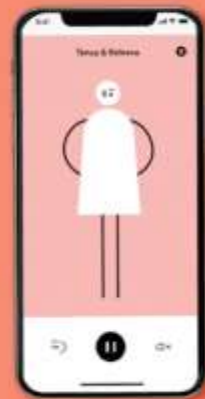
- Teaches & supports proven cognitive & behavioral techniques
- Highly personalized to each individual
- Referenced in American College of Physicians guidelines



Worry & Anxiety

daylight

- Teaches & supports proven cognitive & behavioral techniques
- Created with leading researchers from UCLA
- Built with experts from Pixar and Radiolab



Big Health

NBSIA health website

Insert Janet Selby recording



Providing members financial support



COVID-19 testing costs



POOLING
TODAY
PRESENTED BY AQUAPOLIS INCORPORATED



Safety and Loss Prevention Grants

Double the power of your safety budget.



Important note: For a limited time, qualifying members can receive up to 100% reimbursement on COVID-19 related safety and loss prevention purchases. To take advantage of this benefit, please complete the COVID-19 Grant Application.

Every year, we reimburse members for hundreds of thousands of dollars in safety and loss prevention purchases. This has empowered them to make landmark improvements and obtain resources that would have been otherwise out of reach.

The program reimburses up to 50% of the cost of purchases that help reduce the risk of a loss or improve the safety of your facilities.

Evolving our services



Rethinking field services

Insert Rachel Carlson recording



2020 RAPID RENEW

Due to the challenges facing members as a result of the Coronavirus, CIS is offering 2020 Rapid Renew, a streamlined renewal process.



Automatically renew all current coverage the member has with CIS.



Liability, Personnel services and medical and services budget figures determined by CIS.



Workers' Comp: Each class code payroll figure is entered by CIS.



Property: Buildings, contents, and property in the open values entered by CIS.

HOW IT WORKS

For those who select Rapid Renew, CIS will:

- Auto-renewable May 15, 2020
- Skip proposals
- Only renew current coverage; new coverage will require the usual sales process
- Continue to file for a payroll audit for workers comp to renew the contribution
- Keep all reports and members to continuously update accurate schedules of premium, acts, and credits required through the website. Changes occur on the website.

Liability rating factors will not be audited

To participate, simply click the Rapid Renew on our Online Renewal page on or after April 15. This program is only offered for the 2020 renewal.



Takeaways

Member services time and again must adapt to members' needs

Solve for what members are telling you what the needs are not what you “think” the needs are

A crisis can force a pool to think about services differently, seize the opportunity to provide solutions



Thank you!

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