

**POOLING**  
**TODAY**  
PRESENTED BY AGRIP/CAJPA/NLC-RISC

*Member Services  
Expansion in  
Response to the  
Pandemic*



# Presenters

Megan Chorlton - Director of Member Services & General Counsel,  
MIABC

Contributors:

Janet Selby - Executive Director, NBSIA

Rachel Carlson - Loss Control Manager, LMCIT



# When risk pools excel: Serving members through a global crisis

POOLING

**TODAY**  
PRESENTED BY AMERICAN HEALTH CARE

# Identifying Member Needs



Contacts - Governance - Marketing - Sales - Service - Workflows - Reports

### Tickets

319 Tickets

All pipelines

Actions My view Done 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 All view view

| TICKET NAME                              | TICKET OWNER                   | TICKET STATUS | ASSIGNED TO | ASSIGNED BY | CREATE TIME  |
|--|--------------------------------|---------------|-------------|-------------|--------------|
| COVID-consent form for minors            | Susan Ackerman (sackerman@...) | Closed        | J.          | C.          | Jun 17, 2020 |
| Template COVID-Welvan-Adult              | Susan Ackerman (sackerman@...) | Closed        | J.          | C.          | Jun 17, 2020 |
| FW: Village of Radium Facility User L... | Marisa Sen (msen@miabc.org)    | Closed        | J.          | V.          | Jun 17, 2020 |
| Rebate Policy                            | Susan Ackerman (sackerman@...) | Closed        | p.          | P.          | Jun 17, 2020 |
| Sport Groups insurance                   | Susan Ackerman (sackerman@...) | Closed        | M.          | -           | Jun 17, 2020 |
| FW: MIABC's COVID-19 Think Tank ...      | Megan Chorlton (mchorlton@...) | Closed        | b.          | W.          | Jun 16, 2020 |
| Assumption of Risk - Infant home         | Megan Chorlton (mchorlton@...) | Closed        | K.          | W.          | Jun 16, 2020 |
| Special events held with City parks      | Susan Ackerman (sackerman@...) | Closed        | S.          | F.          | Jun 16, 2020 |
| Facility User Group Agreements and ...   | Susan Ackerman (sackerman@...) | Closed        | K.          | S.          | Jun 16, 2020 |
| liability protection arena rental agn... | Susan Ackerman (sackerman@...) | Closed        | J.          | N.          | Jun 16, 2020 |
| RE: Reopening policy?                    | Megan Chorlton (mchorlton@...) | 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"> <li>• Reopening plan webinar and think tank session</li> <li>• Reopening plan toolkit</li> <li>• Reopening plan discussion forum</li> <li>• Templates for acknowledgement of risk and facility use agreement addendum templates</li> </ul>  |
| Look for common issues across municipalities and help create some templates or tools.   | <ul style="list-style-type: none"> <li>• Mutual Aid Agreement template</li> <li>• Acknowledgement of risk and facility use agreement addendum templates</li> </ul>   |
| Online training courses for council/boards  | <ul style="list-style-type: none"> <li>• LGLA partnership series for elected officials</li> </ul>  |
| Develop resource for staff to determine how to best communicate with residents during the pandemic  | <ul style="list-style-type: none"> <li>• Webinar sessions on pandemic risk management and communicating with the public</li> <li>• Blog posts on communication strategies for frontline staff</li> </ul>   |
| 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"> <li>• Blog posts on reducing service levels properly during pandemic</li> <li>• Legal department webinar on the policy defence and reducing service levels properly during a pandemic</li> <li>• Sample policy wording for council to reduce service levels during pandemic</li> <li>• Review individual service level reduction policy amendments</li> </ul> |
| Policy development templates  | <ul style="list-style-type: none"> <li>• Expediting the timeline of the policy development service</li> </ul>  |
| Online training for staff   | <ul style="list-style-type: none"> <li>• COVID-19 webinar series</li> <li>• Think Tank Series</li> <li>• Consider developing additional online training such as New Contact Orientation, Regional Seminars, short training videos</li> </ul>   |
| Consider how grants can be used in 2020 to address COVID-19 concerns  | <ul style="list-style-type: none"> <li>• Blog post on grant use</li> </ul>   |
| Ministerial Order re mutual aid agreements  | <ul style="list-style-type: none"> <li>• Mutual Aid Agreement template developed by Casual Legal Advice Program</li> </ul>   |
| Offer operational-specific think tank sessions where all LGs can talk about current issues  | <ul style="list-style-type: none"> <li>• Think Tank Series</li> </ul>  |

# 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





## 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

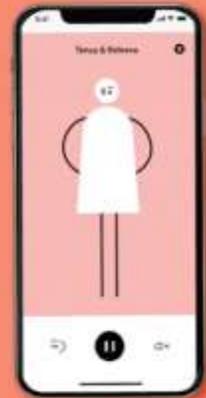
- Teaches & supports proven cognitive & behavioral techniques
- Highly personalized to each individual
- Referenced in American College of Physicians guidelines



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





**Important note:** For a limited time, qualifying members can receive up to 90% 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.

|  |   |
|--|---|
|  <p>Automatically renew all current coverage the member has with CIS.</p>                       | <h3>HOW IT WORKS</h3> <p>For those who select Rapid Renew, CIS will:</p> <ul style="list-style-type: none"> <li>• Auto-renew all May 15, 2020</li> <li>• Skip proposals</li> <li>• Only renew current coverage; new coverage will require the usual underwriting process</li> <li>• Continue to bill for a payroll split for workers comp or reinsurance contribution</li> <li>• Keep all agents and members in currently assigned accounts, and update equipment through the online Change Location of the website</li> </ul> <p><i>Liability rating factors will not be updated</i></p> |
|  <p>Liability, Personnel services and national and services budget figures renewed by CIS.</p> |   |
|  <p>Workers' Comp: Each class code payroll figure is renewed by CIS.</p>                      |   |
|  <p>Frequency: Buildings, contents, and property in the open values renewed by CIS.</p>       |   |

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