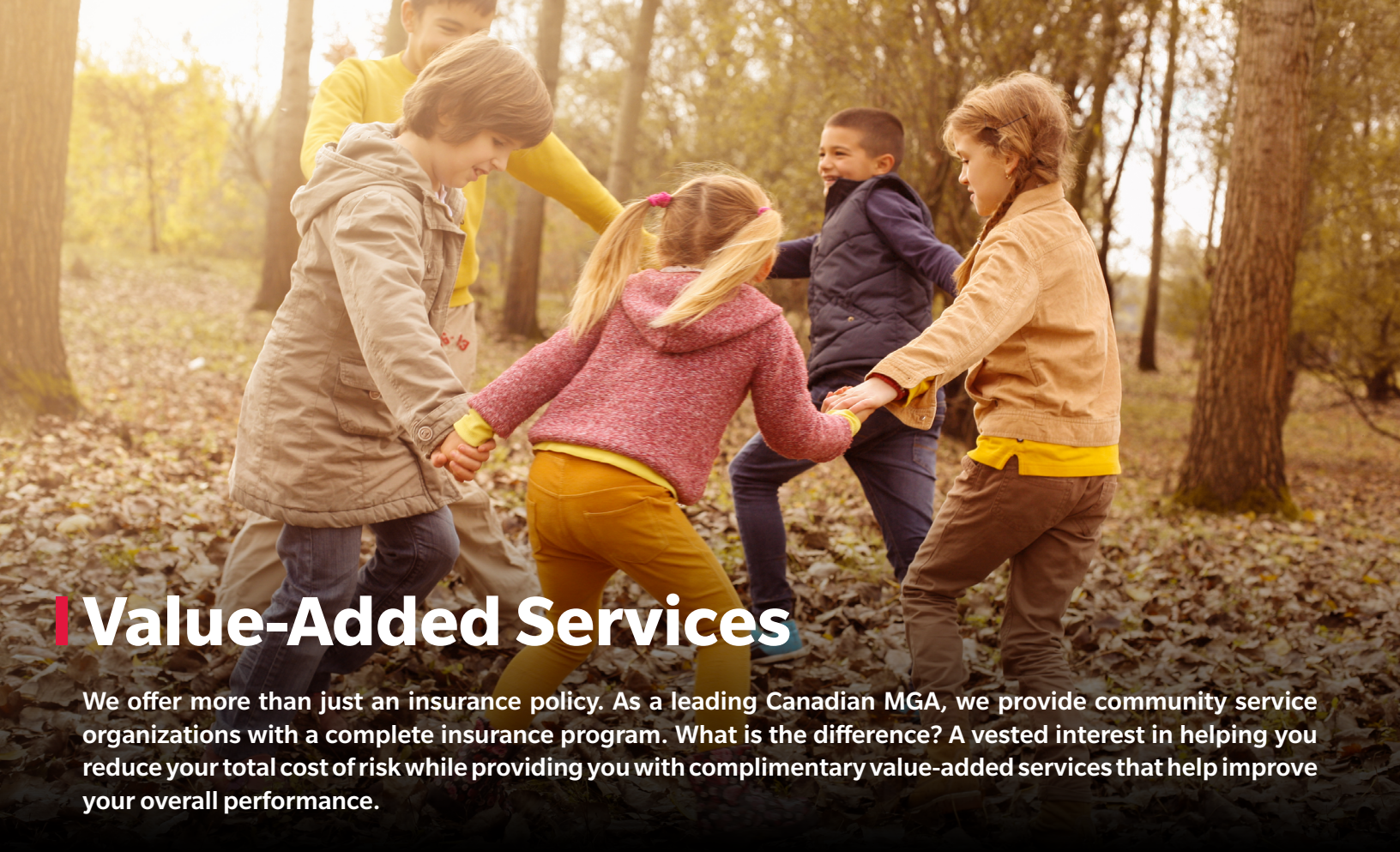


A group of five children are playing in a forest. They are holding hands and jumping over a small pile of leaves. The children are wearing jackets and pants. The background shows trees and a path.

# Value-Added Services

We offer more than just an insurance policy. As a leading Canadian MGA, we provide community service organizations with a complete insurance program. What is the difference? A vested interest in helping you reduce your total cost of risk while providing you with complimentary value-added services that help improve your overall performance.

## Risk Management Services:

### Asset Valuation and Risk Inspections

Our inspection and valuation services are a fundamental piece of our value-added offerings, built on a foundation of credibility, rigour and technical expertise. Using specialized software, thermal imaging cameras, and other advanced tools – including our Self-Inspection App – our team delivers detailed, facility-specific assessments to help identify potential risks and recommend actions to reduce the frequency and severity of incidents. Whether conducting full on-site reviews or supporting remote data collection, our inspections are tailored to meet the diverse needs of our clients, including liability-only exposures.

### Education

#### Seminars

IPE provides risk management seminars tailored to meet the specific needs of our clients. Our expert staff and key partners are here to support you with customized educational seminars and training sessions tailored to the unique needs of your organization and address topics that matter to you. Sessions can include topics such as: Managing Your Organization's Risk; Premise and Property Risk Management; Directors' and Officers' Liability - Managing your Risk and Insurance; Risk Management Considerations for Abuse Exposures; Documentation and the Claims Process.

### Education Centre

Your insurance and risk management learning destination and one-stop shop to keep you up to date on the education sessions we have scheduled.

### Risk Management Centre of Excellence

This online hub provides access to resources and templates designed to deliver critical information about the risks your organization can face. Use these tools to help you develop a comprehensive risk management roadmap.

### Reviews & Analysis

#### Contract Reviews

You will receive valuable feedback and insight on the suitability and effectiveness of liability provisions and insurance clauses in contracts and agreements, such as lease agreements, services agreements and event contracts.

#### Abuse Policy Template Reviews

Audit systems and processes will be reviewed to reduce potential losses by focusing on documentation, reporting and consistency with accepted standards and practices.

## Checklists & Guidelines

### Checklists

Checklists can be a valuable yet simple risk management tool. Some of the checklists available include:

- Activity Risk Assessments
- Incident Reports
- Preventing Workplace Violence
- Fire Drill Program

### Privacy Guidelines

It is important to put in place steps to avoid privacy issues. Privacy guidelines for each province in Canada can be provided to help ensure that any personal information you have in your custody is kept confidential and secure.

### Policy and Procedure Guidelines

Children's Aid Societies require unique policies and procedures. We can help with:

- Guidelines for Staff Training
- Guidelines for Abuse and Vicarious Liability
- Guidelines for Staff Carrying Clients in Vehicles
- Guidelines for Volunteers

### Cyber Risk Preparedness

Cyber is a developing risk that many organizations aren't prepared for. Cyber education and the implementation of specific policies and procedures can assist greatly with preparedness and mitigation.

### Driver Training

Fleets and individual drivers can receive comprehensive driver training through the use of seminars, tools and guidelines that assist with everything from pre-employment checklists and driver management policies to defensive and cooperative driving education.

### Day-to-Day Risk Advice

We review various risk inquiries throughout the term and provide valuable feedback on how to mitigate and manage those risks. Examples of these risk inquiries include considerations for event management, advice on needle drop-off depositories, field trips, fencing and signage for sports pads, and volunteers. Additionally, we conduct thorough investigations into legislative changes and how they can impact your organization.

## Claims Services:

### Expertise

Our technically proficient claims team has hundreds of years of combined experience. Our understanding of the complex landscape of children's services allows us to better service your unique claims requirements. We are able to assist every step of the way and provide an after hours claims service to make sure you are always supported.

### In-House Claims Management Services

Your claims will be handled better. We have in-house claims authority; others may not. Why does this matter? You'll experience faster turnaround, one point of contact, reduced frustration, better claims resolution and improved expense management.

### Extensive Knowledge Network

We have developed an extensive network of lawyers, adjusters and other experts with in-depth experience in a wide variety of fields. We are able to connect you to a professional in our network that will ensure you get the information you need.

## Connect with Us

1-800-265-4000 | [intactpublicentities.ca](https://intactpublicentities.ca)  
[connectwithus@intactpublicentities.ca](mailto:connectwithus@intactpublicentities.ca)