



# SOCIETY OF PUBLIC INSURANCE ADMINISTRATORS OF ONTARIO

## 2011 SPIAO Conference - MAY 29, 30 & 31, 2011

BLUE MOUNTAIN RESORT  
COLLINGWOOD, ONTARIO

### Sunday, May 29, 2011

4:00 p.m. to 4:25 p.m.

### Event:

**Registration**

4:25 p.m. to 4:30 p.m.

**Welcome / Opening Comments / Sponsor Acknowledgement.**

Brian M<sup>c</sup>Enhill, President SPIAO

4:30 p.m. to 5:45 p.m.

**William Blakeney**, Blakeney, Henneberry, Murphy & Galligan Barristers & Solicitors,  
**A Guide to E&O and General Liability (CGL) Issues.**

With the rapid increase in class action lawsuits, exclusions claims against Professional E & O and CGL policies are increasingly common. Attend this session and learn how to effectively manage these liabilities.

- ❖ Understanding the scope of Professional E & O and CGL coverage;
- ❖ Examining exclusion claims against professional E & O and CGL policies;
- ❖ Top tips for minimizing liability risks and avoiding litigation;
- ❖ Examining coverage under Claims Made and Occurrence Based Policies.

6:00 p.m. to 7:30 p.m.

**Dinner and Team Building Exercise**

7:30 pm to 11:30 p.m.

**Reception/Team Building Finale**

### Monday, May 30, 2011

### Event:

7:30 a.m. to 8:45 a.m.

**Breakfast**

8:55 a.m. to 9:00 a.m.

**Opening Announcements**

### **PAY OR DENY**

9:00 a.m. to 10:15 a.m.

**Charles Painter**, Paterson MacDougall, LLP,  
**Case Overview, Legal Update, MMS update.**

This session will discuss the recent Developments with the MMS and Liability of Road Authorities. Learn about recent cases with respect to the interpretation of the Minimum Maintenance Standards, the constitutional challenge being brought attacking the MMS and the handling and investigating highway non-repair cases. In addition, Charles will talk about the recent Charter damages being awarded, flood

claims – the Stratford settlement, recent cases being taken forward to the Court of Appeals and more from an experienced municipal liability lawyer. Charles has firsthand experience in the Court of Appeals where he has taken several recent and very contentious matters to trial and is willing to share the results and his experience with our Society. With this seasoned solicitor, our Society will have plenty of opportunity to ask questions as they relate to this topic and more, so bring your concerns and questions and be ready to interact with our speaker!

**Monday, May 30, 2011**

**Event:**

10:15 a.m. to 10:30 a.m.

**Coffee Break and Networking**

10:30 a.m. to 12:00 p.m.

**George Wilson, Sr. Risk Control Consultant, Travelers Canada,  
Risk Assessment Programs – Property and Facility Risk Assessments.**

How to develop and employ an effective Risk Inspection Program to assist and aid your Sr. Management Team in the evaluating and prioritizing of Risks and Exposures that can threaten the average operation in Property and Casualty. Developing a Risk Inspection Program may appear to be a daunting exercise; but the key elements and resources one needs to be in place for a successful program are often in place, they just needed to be recruited to the challenge of championing the Property and Casualty loss and cost centre's (6, 7 and 8 digit loss centre's). Walk with us through a Property – Casualty Survey as we explore the risks, exposures and threats; and explore controls and control options that can be employed to protect your key assets (your People, Buildings, Equipment, Core Services, and the Community).

- ❖ How to employ Codes and Regulations (a valued asset) as a control “bench mark” in managing and reducing your risk of loss;
- ❖ How to employ loss history to fine tune your program and help your team champion those losses (reduced frequency of and/or severity of loss); and
- ❖ Explore the really big win that only a well documented Risk Inspection Program can provide.

12:00 p.m. to 12:15 p.m.

**Conference Group Picture** – Attend this picture to show your boss you really did attend the conference. Picture will be posted on the internet.

12:15 p.m. to 1:30 p.m.

**Lunch and Networking**

**PAY OR DENY**

1:30 p.m. to 3:00 p.m.

**Nancy Au, Manager, Sports & Recreation, Pearson Dunn Insurance Inc.  
Facility User Group Program**

If you have people using your facility, you may be at risk for claims. Nancy will introduce you to a reasonably priced alternative which will shield your primary policy from attack and also protect those renting your facility. As one of the fastest growing user programs around, the Facility User Group Program offers a number of different coverages for the facility owner as well

as the person doing the rental. Nancy will explain the finite details of the program and explain how this type of coverage is a sound risk management tool for your organization while deflecting the cost of risk and exposure to the persons making the rental. This win-win risk management program not only protects the users but protects the primary policy of your organization. Nancy will conclude with some common claim scenarios that you can avoid by implementing this type of program.

**Monday, May 30, 2011**

**Event:**

3:15 p.m. to 4:45 p.m.

**(A) Leisure and Networking.**

This is your opportunity to discuss issues and questions in an informal setting regarding public entity risk management. What you have learned may help a colleague, or you can learn from the experiences of others while in a Q & A environment. Experience is better shared than preserved.

**OR**

**(B) Spa Treatment**

If you would rather spend some time at the Blue Mountain Spa, feel free to contact the spa directly to book your appointment.

Kalola Boutique & Spa  
Blue Mountain Inn  
110 Jozo Weider Blvd, Second Floor, Suite 204  
Collingwood, Ontario  
Phone Number: 705-443-5808

Manicures & Pedicures range from \$45 to \$80  
For full listing of services and prices to to [www.kalola.ca](http://www.kalola.ca)

3:00 p.m. to 6:00 p.m.

**(C) “Best Ball Golf Tournament – 9 Holes”**

Coordinator – Brian McEnhill

Enjoy the features of the Resort by joining in for 9 holes of best ball golf. This event is weather dependent, and is open to registered delegates and their spouses/partners. This year, Paterson MacDougall LLP will be sponsoring the golf tournament so expect a little treat when you get there and make sure you chat with their representative.

***PLEASE NOTE: The cost is \$65 per person and is payable in addition to the workshop registration fee. Please indicate on the registration form if you and/or your spouse/partner wish to participate.***

**Golf must be reserved by SPIAO– the golf course is NOT able to accommodate last minute requests.**

**\*\*\* There will be designated tee-off times – check with SPIAO registration. \*\*\***

6:30 p.m. to 9:30 p.m.

**Dinner and an evening of Entertainment.**

*Join us for an evening in Las Vegas as Showvision presents our Casino Night. You will have the chance to go "ALL IN" without losing your house in the process. There will be professional and polished dealers running blackjack, Texas Hold'm poker, and Roulette so make sure you come, get your funny money and gamble till you're broke. The dealers will be there to help you learn and understand the game all the while listening to the Double A Jazz Trio. Anthony Abbantageli heads the trio with his guitar in a variety of ensembles ranging from folk to rock and blues to jazz.*

**Tuesday, May 31, 2011**

**Event:**

7:30 a.m. to 8:45 a.m.

**Breakfast**

8:55 a.m. to 9:00 a.m.

**Opening Announcements**

**PAY OR DENY**

**Tuesday, May 31, 2011**

**Event:**

9:00 a.m. to 10:30 a.m.

**James H. Bennett**, Madorin, Snyder LLP

**Keeping Your Exposure to Roads and Sidewalk Liability to a Minimum**

Claims arising from the maintenance and repair of highways, roads and sidewalks are a rising concern for municipalities. Recent developments in the Case Law will be discussed, and how they can affect claims moving forward. What are the Standards of Care? – Minimum Maintenance Standards (MMS), other municipalities, industry standards & guidelines, and expert evidence. Understanding the importance of policies, procedures and record keeping. What are the defences that municipalities have? Effective Risk Management - Strategies for minimizing risk of claims and reducing liability.

10:30 a.m. to 10:45 a.m.

**Coffee Break and Networking**

10:45 a.m. to 12:00 p.m.

Liz Pearson

Registered Dietician & Bestselling Author.

**Avoiding Dietary Villains & Choosing Nutritional All-Stars.**

We live in a fast-paced, hectic world. For many people eating on the run, skipping meals and frozen dinners are a way of life. The result is often a nutritional catastrophe - a diet filled with harmful ingredients that are damaging to health. Salt has been called one of the deadliest ingredients in

the food supply. Too much saturated fat increases not just the risk of a heart attack, but the severity as well. Trans fats are nasty and some organizations believe sugary foods, like soft drinks, are so detrimental to health they should carry warning labels. A busy lifestyle, however, is no excuse for a lousy diet. This seminar is about avoiding dietary villains and choosing nutritional all-stars. You'll find out what foods to eat more of and what foods to eat less of. You'll get the latest research on disease-fighting superstars like blueberries, pomegranate juice, broccoli, green tea and dark chocolate. The information is sensible and it's definitely doable. It's full of label reading guidance, fast food survival tips, best dining out options, snacking recommendations and more. It makes meal planning easy and serves up great advice for the supermarket.

12:00 p.m. to 12:05 p.m.

**“Closing Remarks”**

12:05 p.m. to 1:30 p.m.

**Lunch / Conference adjourns**



# SOCIETY OF PUBLIC INSURANCE ADMINISTRATORS OF ONTARIO

**2011 SPIAO CONFERENCE**  
Sunday, May 29 to Tuesday, May 31, 2011  
Blue Mountain Resort, Collingwood, Ontario

\*\*\*\* REGISTRATION FORM \*\*\*\*  
(Please complete and return prior to **April 30, 2011**)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Name of Guest (if any): \_\_\_\_\_

Attach Business Card

<b>Registration Fees ( May 29 – 31<sup>st</sup> )</b>	<input checked="" type="checkbox"/> (One time \$200 reduction for members for 2011)
Member or Designate	( ) \$180.00
Non-members	( ) \$445.00
<b>Guest(s) (each)</b>	( ) \$200.00
<b>9-Hole Golf -Delegate</b>	( ) \$65.00
<b>9-Hole Golf -Guest</b>	( ) \$65.00
<b>TOTAL DUE</b>	

**Registration Fees:** The registration fee includes meals and admission to all of the business events planned for the full Conference, including taxes. It does NOT include your accommodations.

**Accommodations:** NOTE Arrange accommodations directly with Blue Mountain Resort. Phone 1-877-445-0231.

- Guests are entitled to utilize all facilities at the Resort. Guest fees include attendance all meals and social functions during the Conference.
- Be sure to advise the Resort that you are with the Society of Public Insurance Administrators of Ontario and Reference Number CRES1138223 to obtain the group rates.**

\*\*\* Note all bookings must be completed by April 30, 2011 \*\*\*

NO LAST MINUTE REQUESTS OR CANCELLATIONS ACCEPTED

Dietary Restrictions/Special Diet: Please advise the Resort directly.

Other: All telephone, incidental expenses and alcoholic beverages purchased are the responsibility of the registrant.

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Other: If you have any other requests, please explain: \_\_\_\_\_

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Additional Information: For more information please contact Brian McEnhill at (519) 759-4150 ext. 2286 or Lucy Montalbano (905) 771-2543

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Please make cheques payable to the **Society of Public Insurance Administrators of Ontario** and return with completed registration form to:

Nancy Taylor  
c/o The Municipality of Clarington  
40 Temperance Street  
Bowmanville, ON L1C 3A6  
Fax: (905) 623-4169

Phone (905) 623-3379 ext 2602 or E-mail [ntaylor@clarington.net](mailto:ntaylor@clarington.net)

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**NO Last Minute Requests or Cancellations Accepted**

**SPIAO Must Pay the Resort Fees**

**'NO-SHOWS' ARE RESPONSIBLE TO SPIAO  
FOR THE FEES**

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# *SPIAO 3<sup>rd</sup> annual*

## ***Shoot the Risk! CONTEST***



### Rules:

- 1. You may submit up to two photos.*
- 2. Photos must be original. (I.e. NOT something from the internet or 'photo-shopped'.) It can be taken anywhere in the world.*
- 3. Submit your 4" x 6" colour photos when registering at the Conference. (Maximum 2 per member)*
- 4. Put your name on the back of the photo.*
- 5. All photos will be displayed in the seminar room.*
- 6. Ballots will be provided to all attendees for voting before 3 p.m. Monday.*
- 7. Winners (of fabulous prizes) must be present when winners are announced on Tuesday at lunchtime.*

*2 prizes will be awarded*

***"Most Risky"***

*and*

***"Best Picture"***