

For the Board Meeting of: 8/19/2021

Executive Summary

For most of the month of July we continued with virtual interior inspections and on-site exterior inspections. As of the last week of July as the province went ahead with third stage implementation, we were able to return in person to in person interior/exterior inspections. This decision was discussed at a department level as well at the management level. Of course, mask wearing when with the insured remains mandatory but the inspectors were also supplied with a box of self-test kits. They are required to perform these tests on themselves two times a week. The transition back to going inside homes also required us to change all of our correspondence as we had been promoting contactless inspections. In addition, we are able to indicate to the insureds that our inspectors are all fully vaccinated. We know not everyone will be comfortable with our inspectors inside their homes yet, so we continue to offer our virtual option on request. With the third stage implemented and the arrival of summer, the guys are also taking some well-deserved vacation time. They completed 97 inspections in the month of July. The back log currently sits at 1290.

Update on Major Goal(s)

Cross training should be starting in August. I have had several conversations with the staff now and everyone seems to be genuinely looking forward to the program. It also looks like whatever cross-training requires, we will be able to do it in person without zoom.

Looking Ahead

With Cognition in good shape, the Loss Prevention department are going to be receiving training by Barb. Our needs at this time are viewing only and training should be able to be completed in an afternoon. We have started full farm and commercial as of August. Basically, we are back to "somewhat" normal in the loss prevention department. I think the cross-training will begin with our department so I can get a feel for its implementation. Hopefully talk of a fourth wave is just talk and we can continue moving forward.

Respectfully Submitted,

Bryce Clarke

“We make a difference in our communities.”

We are proud of the communities we are part of. We go out of our way to support them and make a lasting difference.