



## Other Loss Prevention Activities

**Contract Review:** NORCIX helps communities review contracts and can pay for the development of professionally reviewed agreements for the performance of contracted services. Sound contracts reduce vulnerability to legal action. Water and sewer and garbage contracts, request for proposals, public works and construction contracts can be reviewed. With the assistance of legal counsel, NORCIX continually adds to the NWTAC's online resource library.

**Inspection Software on Tablets:** With 3G and 4G service coming to more NWT communities, NORCIX is investigating development of an inspection program for use on smart phones and tablets. Inspection apps are in wide use in British Columbia and already in use in one NWT community. Apps are simple to use, with no paperwork. Completed inspection reports can be saved and sent electronically. The system is being tested to eliminate deficiencies.

**Bylaws, Policies and Procedures:** The NWTAC has an on-line resource library of bylaws, policies and procedures, including policies on General and Financial Administration, Human Resources, Compensation and Leave Management and Occupational Health and Safety.

**Posters and Advertising:** Anti-vandalism posters were distributed to all the communities, to increase awareness of the damage of vandalism and reduce senseless acts. Advertising has been placed to remind the public to be careful of potholes, since advertising has proven to be a defense against legal action in some jurisdictions.

**Lessons from Losses:** NORCIX distributes bulletins to members, highlighting losses involving such topics as property, liability, auto and criminal losses. *Lessons from Losses* include details of the loss event, what led to the loss and how-to steps for avoiding similar losses.

**Legislation and Standards:** The NWTAC regularly participates in the review, amendment and update of NWT legislation and regulations that have an impact on community governments. NWTAC participates on the technical committee and working groups for the Canadian Standards Association for the development of standards for building snow loads, thermo siphons used in building construction, community storm water management and permafrost degradation to building foundations.

**Safety Videos:** NCIP offers a suite of more than 80 short safety videos on one disc, for use in staff training. Three disc sets have been sent to every community, and can be resupplied on request.

**Community Mapping:** The GNWT's Geographic Information System (GIS) shows the location of all roads, buildings, lakes and vegetation in the NWT. Discussions are underway to expand the GIS to identify community government buildings. This would enable NORCIX to determine the total insured values of property in an area and the distances between properties. The system can be accessed at <http://gis.maca.gov.nt.ca/Website/index.asp>



## Community Owned Affordable Insurance

The Northern Communities Insurance Program (NCIP) is a made-in-the-North insurance plan, owned by the members. The Northern Communities Insurance Exchange (NORCIX) is a self-insurance fund that is run under the NCIP and is also owned by insurance program members.

NCIP and NORCIX are committed to reducing losses for all communities through a variety of programs. By practicing Loss Prevention, communities safeguard their investments.

### Appraisal Program and Inspections

The NWTAC's contracted appraiser performs onsite visits to inspect community buildings and assets and set their insurance value.

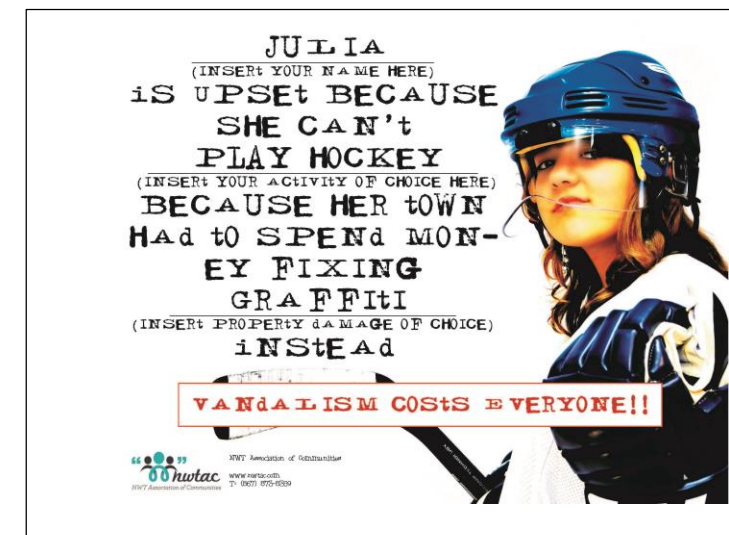
During the summer of 2013 and 2014, the appraiser is visiting all communities to update their appraisals and gather additional data required for the Asset Management Program. The appraiser inspects each community government building to identify hazards or conditions that need to be corrected.

Each hazard is photographed with notes and included in the recommendations contained in the appraisal report.

If the hazard is serious, the inspector will advise the community at the time of inspection and make recommendations for corrections.

#### NCIP insurance services

- Provide broad liability and property insurance coverage at stable and best value costs
- Stabilize insurance rates to ensure financial certainty for members
- Help communities prevent claims through risk management



### Contact Insurance Program Manager Ron Dennill for More Information

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# Loss Prevention

## The Key to Risk Management

Preventing losses protects each community's financial investment in the Northern Communities Insurance Exchange (NORCIX) and safeguards community assets, whether it's a recreation complex, hamlet office or water treatment plant. The Northern Communities Insurance Program (NCIP) and NORCIX are committed to reducing losses for all communities.

## Asset Management Program

Well maintained buildings, equipment, road surfaces, water treatment plants and waste management sites reduce the potential for losses and insurance claims.

In March 2013 the Northern Communities Insurance Program began developing an Asset Management Program tied to the Appraisal Program within NORCIX. The Appraisal Program was expanded to gather additional information to help communities develop their Asset Management Plans

Asset Management information helps communities:

- make decisions on the maintenance and sustainability of their infrastructure
- decide on the amount of funding required to maintain infrastructure
- schedule maintenance or replacement of building components

Since NORCIX pays insurance claims, reducing losses and claims safeguards the assets of the fund, and avoids increases in rates. Reducing losses ensures a healthy community-owned insurance fund. Asset Management is the key to success in Loss Prevention.

During the summer of 2013 and 2014 the NWTAC's contracted appraiser is performing site visits on all communities to update their appraisals and gather the additional data required for the Asset Management Program. This additional data includes:

- GPS co-ordinates for all buildings

- Assessment of the overall and general housekeeping condition of each building
- Life cycle estimates of buildings
- Life cycle of major components of the building such as exterior roof covering, windows, doors, flooring, heating system, exterior siding, electrical, plumbing etc.
- An assessment of where each asset and its major components stand in its life cycle
- Tables showing the current and future cost of replacing each component at the end of its life cycle
- Tables showing the recommended annual contributions required to properly maintain each building

Additional products will be developed for communities, including:

- Maintenance inspection schedules and forms for buildings, mobile equipment and vehicles
- Smart Management Practice Guides

In 2010, NORCIX established an incentive fund to help communities develop and carry out their own Loss Prevention programs.

\$1.5 million was set aside for three years, with each community eligible for a share proportional to the percentage of premiums they contribute to the total NORCIX premium. The fund has been extended for three more years, with \$2million dollars available until 2016. Funds are paid to communities in 25 per cent disbursements, as the community completes each stage in a series of Mandatory Activities.

To receive the funds, communities must:

**Take the Loss Prevention Workshop**, staged in the community by the NWTAC. The workshop is designed to be taken by all staff, to:

- Create awareness and understanding of Loss Prevention
- reduce the frequency and cost of claims in key NORCIX risk areas i.e. Liability, Property, and Automobile losses;
- Perform a work-through inspection of a community facility to learn what is required for an inspection

25% of funds paid

**Perform inspections on all major buildings** owned by the community, to identify property and liability hazards that could cause a loss. Inspection forms are submitted to the NCIP office for review.

25% of funds paid

**Correct hazards identified during the inspection.** In most cases, the identified hazards are housekeeping issues corrected at little or no costs.

25% of funds paid

Once the Mandatory Activities have been completed, Communities can use their funds for other loss prevention activities such as:

- Paying costs incurred in reviewing and updating bylaws
- reviewing current contracts
- reviewing or establishing policies and procedures
- having vehicles and equipment inspected
- further training for fire department personnel
- costs to provide further training for staff.

The final 25 % payment is credited to communities each year on their insurance renewal, for the overall good claims history of the program.

