

Credit Union Insurance Services Association

Newsletter

A Message from your Executive Director

Dear CUISA Members and Corporate Partners,

To say that my first few months with CUISA have been interesting would be an understatement, week two saw the announcement from ICBC about the move to the Enhanced Care model in 2021, and a month later we were hit with the COVID-19 pandemic, which as you all know has resulted in the cancellation of the 2020 CUISA Conference & Trade Show. Your board is deliberating on when and how we will hold our AGM, which must be held this calendar year to comply with the BC Societies Act.

During this time, I have had a chance to connect with many of you by phone and email, I have heard how you have been supporting your staff, each other and most of all your clients. You have adapted and overcome adversity, not without its challenges, but you have persevered.

I am in almost daily contact with ICBC and regularly communicate with Insurance Council. Please do not hesitate to reach out to me if you have issues or concerns, and please continue to tell me what is working and what is not under ICBC's BCP so that I can raise issues with ICBC's senior management.

I have had the opportunity to witness the unique partnerships that CUISA represents, which is refreshing in these uncertain times, and while we may be physically distanced, it is important that we remain connected. Be kind, be calm and stay safe.

Sincerely,

Dave Jevons
Executive Director (CUISA)

Contact Us

CUISA

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Vice President – John Sullivan

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When we can all travel again, let's move forward together.

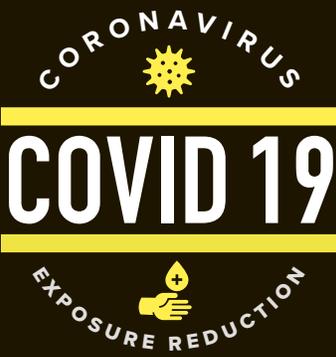
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CERTIFIED TECHNICIANS

SPECIALIZED PRODUCTS
& EQUIPMENT



EXPERIENCE YOU CAN TRUST

For years, ServiceMaster Restore has been cleaning and disinfecting homes and businesses that have experienced contamination from various risks and exposure to infectious diseases. We provide effective protective measures for our staff and customers, and we take the proper security and privacy measures into consideration when delivering our services.

Should you have a confirmed or suspected case of COVID-19; ServiceMaster Restore is here to help. We are qualified and equipped to deliver the required services to deep clean and disinfect your property to public health standards. We are available 24/7 to respond to your urgent post-exposure cleaning requirements and to restore your peace of mind.

Based on the type of property and scope of work, there are several factors to be considered for your post-exposure cleaning. We rely on our experience and a scientific, common sense approach to provide you with the effective disinfection services required.

GENERAL SCOPE FOR POST-EXPOSURE CLEANING

- Approved cleaners and registered disinfectants
- Containment
- Use of personal protective equipment
- Hand cleaning of all horizontal surfaces
- Cleaning of exposed vertical surfaces
- Detailed restroom cleaning
- Food prep areas (if applicable) cleaned per health code
- Broad scale disinfection
- Air scrubbing
- Mechanical system(s) cleaning



Need pre-cautionary cleaning services for your peace of mind?

In these unprecedented times, our team of brands are ready to respond with effective and customizable solutions. We are fully equipped to provide you with the pre-cautionary and specialty cleaning services you need.

READY TO RESPOND



1-800-RESPOND
ServiceMasterRestore.ca

There are no known products that claim to kill this particular strain of COVID-19, our products meet the Health Canada Emerging Pathogen Standard as likely effective against COVID-19, based on previous Coronavirus strains. We can only guarantee a temporary reduction in possibility of spread in object to person contact.



We value your partnership more than ever

At Echelon, we understand that in order to get through these uncertain times, we must work together. We remain committed to supporting you and your customers every step of the way.

Please visit <https://echeloninsurance.ca/broker/covid-19> for our latest updates. We will get through this together!

echelon
Insurance



Why offer your clients Pacific Blue Cross *Personal Health Insurance?*

The BEST Retirement Plan

Only Pacific Blue Cross offers your clients the most coverage available to British Columbians. Unlike other plans on the market, your clients can adjust their coverage as their needs change.

Save 10%

Only Pacific Blue Cross rewards your clients' healthy choices with 10% savings through our Healthy Blue Living discount.



Offer your clients BC's #1 health benefits provider:

- Plans designed by British Columbians for British Columbians
- Only Pacific Blue Cross gives 10% off for individuals who live a healthy lifestyle
- Our Retiree plan offers the most coverage, choice and flexibility for British Columbians
- Only Pacific Blue Cross offers Members a Burnaby walk-in centre and 700+ local employees
- Not-for-profit, which means we invest back into B.C. to improve health outcomes in our communities
- Only Pacific Blue Cross offers a Dental Only plan for those who don't need health coverage

If you have any questions regarding our Personal Health Insurance, please feel free to contact **Andre Rahal** at **604 419-2140** or **arahal@pac.bluecross.ca**.





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ON SIDE RESTORATION RESPONDS TO COVID-19

THE AGILE PIVOT

After word of the coronavirus broke, On Side Restoration quickly shifted into high gear creating their COVID-19 Response Centre Committee (CRC). This cross-functional team directs On Side's COVID-19 (C-19) safety operations to support our collective new reality. Warehouse/office safety protocols were developed and deployed, while office teams were swiftly set up to work from home. To accomplish this, On Side easily leveraged its versatile online project management system eClaim. This platform allows all employees to stay on track and connected with each other, including key stakeholders, at the click of a button. Remote working at its best, pandemic or not.

As organizations began to witness the devastation that C-19 was having around the world and potentially in their own facilities, On Side started receiving calls for C-19 decontamination services. Below are two very meaningful projects that the company has felt privileged to be a part of.

C-19 GHOSTBUSTERS AT YOUR SERVICE

COVID-19 was a big threat at a senior's home in Northern Alberta. One call and 24 hours later, the On Side crew arrived fully dressed in their protective clothing to decontaminate the large facility. Sometimes staff even wore more than one Tyvek suit at a time to ensure that no cross-contamination took place. Full PPE in turn led many of the residents and healthcare workers to lovingly refer to On Side personnel as "Ghostbusters".



Upon On Side's arrival at the home, a sense of relief washed over the residents and caregivers who had been struggling for quite some time to operate safely. In no time, all parties were on a first name basis. On Side cleaned 49 resident rooms as well as all common areas. The job took approximately 1250 hours (2 weeks) and 12 staff, 8 operating at a time. Now with the project under wraps as of May 2nd, the very dedicated On Side team feels very proud of the methodical decontamination work and training they were able to provide. Among the guidance that was shared, On Side instructed on the ins and outs of high touch surface cleaning and safe operating practices to avoid the return of C-19 in their building. On Side truly values the "Restoration Superstars" title bestowed on them by the home's operations staff.

TERMINAL EQUIPMENT OPERATIONS MUST CONTINUE

The first late-night call to On Side meant an overnight, 9-hour, 20 person shift. Now 77 pieces of equipment continues to be cleaned on a weekly basis. On Side's detailed and systematic cleaning means the terminal can keep their business functional and operators safe. Equipment includes bulldozers, trucks of all sizes, 60 foot high cranes and more. Through it all the On Side team was game to climb to record heights, set up temporary lighting measures to keep up with demand and work through dark hours to ensure the client had their gear ready to go for their next business day. Coal roads, height concerns and the large expanse of the property continues to keep the team on their toes, ensuring safety is top of mind at all times.



40 YEARS STRONG IN INFECTIOUS CLEANING

On Side Restoration has offered infectious control cleaning and decontamination services for over 40 years. Now with C-19, the company continues to offer grid-focused cleaning that allows for systematic decontamination of all surfaces. Given their experience and level of expertise in this arena, On Side is able to move fast and get any organization back to their standard business functions quickly.

DO YOU HAVE COVID-19 concerns at your facility that On Side Restoration could assist you with?

Call them DAY or NIGHT at 1-888-663-6604. www.onside.ca

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The COVID-19 pandemic has had a major impact on our personal and professional lives.

Together we quickly implemented new procedures to serve customers by phone and email. Our strong partnership and your adaptability have enabled us to continue providing the insurance services that British Columbians rely on.

Thank you for your resilience and commitment to serving customers during this time.

