



ARCHDIOCESE OF REGINA

Insurance Manual

PREPARED BY:

Acera Insurance

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Parish Insurance Manual

Introduction

In March 1997, twenty episcopal corporations in the four western provinces and (at the time) two territories implemented a collective arrangement (the Group) to purchase property insurance. Historically, the corporations had purchased their insurance separately and there was a wide disparity in coverage and in cost.

Effective March 2003, the Group formalized the program into a reciprocal insurance exchange under the name "Asset Protection Insurance Exchange/Assurance de Réciprocité pour la Protection des Actifs" (APEX). A reciprocal insurance exchange is a contractual arrangement amongst "like minded" entities pursuant to which they agree to share risk. A reciprocal is regulated in the same manner as insurers; however it is limited to insuring only its participants, not the general public. The stated objective of APEX is to secure equitable, comprehensive and cost-effective insurance coverage for its participants.

Through APEX we insure all of our properties and our equipment. We also have separate liability insurance that we purchase for the Diocese, through Acera Insurance Services Ltd., for all of our parishes and other properties and operations.

Contact List

General Enquiries

Chelsey Kress– Financial Officer

A: PO Box 1546 Stn. Main, Regina, SK

T: 306-352-1561

F: 306-545-0510

E: ckress@archregina.sk.ca

Claims

APEX Claims

A: 100 – 1500 Hardy Street, Kelowna, BC V1Y 8H2

T: 1-888-668-4441 ext. 3695

F: 1-888-212-6115

E: apexclaims@acera.ca

Emergency Claims (After hours)

To report urgently, after hours, please call Acera Insurance at 1-888-668-4441 or 1-800-670-1877.

Property Insurance

Description of Coverage

The following summary is general in nature. Please refer to the office of the financial administrator for specific details.
The Property policy provides insurance protection on your physical assets in the event of an insured loss.

Property Insured:

Property of Every Description owned or which you are responsible to insure including but not limited to (subject to policy sub-limits):

- Buildings (church, halls, and rectories)
- Contents (including fixtures, fittings, and musical instruments)
- Glass (including stained glass)
- Signs
- Precious metals (including chalices, etc.) Limit \$150,000
- Property temporarily removed
- Property in transit
- Property being constructed, renovated, and repaired
- Newly acquired property subject to a \$2,000,000 limit with 60-day reporting

Property Not Insured:

Excluded property includes, but is not limited to:

- Aircraft, watercraft, and licensed motor vehicles
- Property illegally acquired
- Monies and securities
- Headstones
- The personal effects of any staff member including, but not limited to, priests

Losses Covered

Your insured Property of Every Description is protected against All Risks of direct physical loss or damage, including but not limited to:

- | | | |
|----------------|--------------------------------|----------------|
| • Fire | • Vandalism and Malicious Acts | • Freezing |
| • Lightning | • Explosion | • Sewer Backup |
| • Windstorm | • Collapse | • Theft |
| • Hail | • Smoke Damage | • Flood |
| • Water Escape | | • Earthquake |

Property Insurance

Losses Not Covered

Among the risks excluded by the policy are losses or damage caused by:

- Wear and tear including gradual deterioration
- Explosion or rupture of owned pressure vessels
- Electrical arcing of electrical panel
- Subsidence
- Losses due to terrorism
- Losses due to computer viruses
- Losses due to mould

Extensions of Coverage

The main additional extensions included in the policy wordings include:

- Loss of revenue and extra expense
- Professional fees (accountants, engineers, architects, etc.)
- Consequential loss (temperature change)
- \$100,000 Valuable papers and records
- \$100,000 Accounts Receivable

Vacancy Conditions

Locations that are vacant, unoccupied, or shut down for more than 60 consecutive days must be reported to the insurance company. Coverage will revert to Named Perils unless:

- Heating system is shut down, water supply is shut off and water pipes, toilets, radiators, piping and water heaters are drained and shut off; All doors and windows are locked and secured, and the premises are checked weekly (and documented in a written log).

Or

- Heat in building is maintained to a minimum of 10C to all parts of the building during heating season, and the premises is checked daily.

Or

- The property is registered with APEX as a “seasonal building”, seasonal buildings are buildings operated for their intended occupancy, but for less than twelve (12) months of the year. Summer chapels, camps and shrines would be examples of seasonal buildings.

Full details of the restriction are outlined in Endorsement #19 of the policy wording.

Locations which are vacant for more than 90 days will be valued as Actual Cash Value, after 180 days the coverage will be reduced to Debris Removal only unless:

- The location has been reported to the insurer as a seasonal location.

Property Insurance

The policy includes the following sub-limits of coverage:

- Fire fighting expenses----- **\$100,000**
- Valuable Papers----- **\$100,000**
- Professional Fees ----- **\$50,000**
- Jewels, jewellery, precious metals or stones ----- **\$150,000**
- Business Interruption – per location ----- **\$500,000**

Except as otherwise purchased by an individual location

- Fine arts on an agreed amount basis as scheduled
- Watercrafts cannot exceed 8 metres in length
- First party pollutant clean-up removal ----- **\$100,000.**

This coverage will only apply if reported to the insurer within 180 days of the earlier of:

- The date of the direct physical loss or damage or the end of the policy period

- \$100,000,000 Aggregate Limit for earthquake
- \$100,000,000 Aggregate Limit for flood
- \$100,000,000 Maximum any one loss, all other losses
- By laws coverage limited to 10% of the scheduled building value subject to a maximum of \$500,000.
- Asbestos removal expenses limited to that particular part of the Insured property that suffers an insured direct loss

Basis of Loss Settlement

If you suffer an insured loss, the policy will pay to repair or replace the damaged property with new property of like kind and quality. We have extended the policy to provide additional extensions such as:

- Standard EIO Inflationary Increase Clause
- No same site restriction
- Fine Arts on an agreed amount basis as scheduled
- Partial Replacement Cost
- 10% Margin Clause
- Actual Cash Value
- Debris Removal

Deductibles

- \$500,000 "Per Episcopal Corporation" any one loss except:
- With respect to earthquake; NU, NT & YT 10% of insured value, minimum \$250,000; AB, SK & MB 3% of insured value, minimum \$250,000; and BC: Zones W1, W2, W3 15% of insured value, minimum \$250,000 and Zones W4, W5 10% of insured value, minimum \$250,000 and Zone W6, W7 5% of insured value, minimum \$250,000
- Contains an Aggregate Deductible Limit of \$6,000,000 excluding Flood and Earthquake claims
- Once the Aggregate Deductible Limit has been exceeded; the maintenance deductible is \$25,000
- If a location includes multiple, non-contiguous locations, then a separate deductible will apply per loss.

What is the purpose of an Aggregate Deductible Limit?

The purpose of the aggregate deductible limit is to eliminate uncapped deductible exposure and reduce risk. The Aggregate Deductible Limit is a stop-loss form of risk retention for the reciprocal exchange of APEX.

Property Insurance

Valuation Options

All properties are insured on a replacement cost basis unless stated otherwise. The policy provides for alternative valuation methods however, buildings must be insured for replacement cost unless approved by the Bishop.

Replacement Cost (RC)

Covers the cost to repair, replace or reconstruct using materials of like kind and quality and for like occupancy without deduction for depreciation.

- Replacement cost is not payable until the damage has been repaired or replaced.
- Replacement Cost does not apply to:
 - Paintings, etchings, pictures, tapestries, statuary, marbles, bronzes, antique furniture, rare books or other articles of art, rarity or antiquity.
- All properties are insured on a replacement cost basis unless stated otherwise.

Partial Replacement Cost (PRC)

In the event of a **partial** loss, settlement will be on the basis of replacement cost with no depreciation, up to the amount of insurance specified for that location.

In the event of a **total** loss, settlement would be the declared amount. If the structure is not rebuilt, settlements will be made on an Actual Cash Value basis.

Actual Cash Value (ACV)

Takes into account the cost to replace, less any depreciation or obsolescence. The condition immediately prior to the loss, the resale value and the normal life expectancy will be taken into consideration when determining depreciation.

Debris Removal (DR)

Covers only the cost to clear debris from the site after an insured loss.

Property Insurance

Sample Loss Settlements

Example 1

Church is insured for \$200,000. Fire damages the altar area, with heavy smoke damage to sanctuary and vestibule. Cost of repairs is \$50,000. Depreciation of 20% or \$10,000 can be applied to the floor coverings, painting, and furnishings.

Policy A

Replacement Cost Coverage

Policy will pay full \$50,000 cost of repairs, subject to applicable deductible.

Policy B

Partial Replacement Cost

Policy will pay full \$50,000 cost of repairs, subject to applicable deductible.

Policy C

Actual Cash Value Coverage

Policy will pay \$40,000 towards repairs (\$50,000 less \$10,000 depreciation), subject to applicable deductible.

Example 2

Same church, insured for \$200,000. This time, the fire destroys the building and contents. Cost to reconstruct the building and replace contents is \$300,000. ACV has been determined to be \$150,000.

Policy A

Replacement Cost Coverage

If the church rebuilds, the policy will pay up to \$200,000 towards repairs and replacement. Any costs over \$200,000 are un-insured. If they chose not to rebuild, the policy will pay \$150,000 ACV.

Policy B

Partial Replacement Cost

The policy will pay \$200,000 to rebuild and replace, or \$150,000 if you do not rebuild.

Policy C

Actual Cash Value Coverage

The policy will pay \$150,000 regardless of whether you rebuild.

Equipment Breakdown Insurance

Description of Coverage

The following summary is general in nature. Please refer to the office of the financial administrator for specific details. Equipment Breakdown coverage protects you against the sudden and accidental mechanical breakdown of equipment.

Property Damage

Coverage Form:

Comprehensive excluding production machines and including electronic equipment

Property Valuation:

Repair or Replacement

Limit Per Accident:

\$65,000,000

Deductible:

"Per Episcopal Corporation" any one loss

Sub-limits:

- Ammonia Contamination: ----- \$500,000
- Expediting Expenses: ----- \$500,000
- Fungus Clean Up or Removal: ----- \$50,000 (Annual Aggregate)
- Hazardous Substances: ----- \$500,000
- Professional Fees: ----- \$500,000
- Water Damage: ----- \$500,000

Business Interruption

Coverage Form:

Actual Loss Sustained

Limit:

\$2,000,000

Waiting Period:

24 hour

Extra Expense

Limit:

\$100,000

Waiting Period:

24 hours

Service Interruption

Included within 1,000 metres of the insured's location(s) excluding the perils of lightning; wind or hail; weight of ice or snow; riot; civil commotion; vandalism; impact of vehicles, aircraft, missiles or by objects falling from missiles; smoke; collapse; rising water or flood; or by a deliberate act or acts by the supplying utility to shed load to maintain system integrity

Equipment Breakdown Insurance

Coverage Extensions

- By-laws: ----- **Included**
- Civil Authority:----- **4 weeks**
- Data & Media: ----- **\$50,000**
- Errors & Omissions: ----- **\$500,000**
- Green Standards Endorsement ----- **Included**
- Stock Spoilage ----- **\$10,000**

Additional Exclusions/Restrictions

- Fungus
- Contractual Acceptance
- Impact of aircraft, spacecraft or land vehicles, riot, smoke, and leakage of fire protective equipment
- Compliance with applicable trade sanctions laws
- Territorial Restriction
- Malicious Programming

General Liability Insurance

Description of Coverage

The following summary is general in nature. Please refer to the office of the financial administrator for specific details.

Premises, Property & Operations

- Slip and fall types of injury on the premises
- Food Poisoning

Personal Injury

- False arrest
- Wrongful detention or imprisonment
- Humiliation, mental anguish, and abuse
- Discrimination
- Libel, slander, and defamation of character

Products & Completed Operations

- Products sold by or through the insured
- Operations or activities performed or sponsored by the insured

Employer's Liability

Provides coverage for suits brought by an employee or volunteer for work related injuries where Workers' Compensation benefits are not purchased.

Contingent Employers' Liability

Provides coverage for lawsuits brought by employees for work related injuries if Workers' Compensation rules do not apply under certain circumstances.

Voluntary Compensation

This cover provides a nominal loss of wages benefit to an injured employee or volunteer who is accidentally injured while performing an activity on behalf of the insured. Coverage applies on a voluntary basis so there is no need of a lawsuit.

Medical Payments

The limit provided, \$2,500 per person/\$25,000 per accident provides the cost of first aid treatment regardless of fault, unless the person is otherwise insured. Coverage applies to volunteers as well as third parties. Employees are not covered by this extension.

Tenants Legal Liability

Coverage is provided, to a limit of \$1,000,000, for legal liability for damages that are done to premises that you rent.

General Liability Insurance

Non-Owned Automobiles

This extension provides coverage on behalf of the Episcopal Corporation for third party liability claims arising from the use of automobiles that the Episcopal Corporation does not own. Examples of this would be employees or volunteers using their cars on your business. Should they be involved in an at fault accident while on your business, the Episcopal Corporation would be protected from lawsuits by this policy.

Employees and Volunteers as Additional Named Insureds

This extension provides coverage for employees and volunteers while they are acting on your behalf against claims made by third parties.

Employee Benefit Liability

This extension covers negligence in the administration of your employee benefits programs.

Hired Automobile

Protection is provided for physical damage coverage only (collision and comprehensive) for vehicles rented on a short-term basis by employees or volunteers if rented in the name of the Episcopal Corporation. Coverage is subject to a limit of \$50,000 and a deductible of \$1,000.

Church Counseling Liability

Protection is provided on behalf of the insured and its ministers for alleged or actual errors, omissions, faulty advice, or professional misconduct in their church counseling. The extension includes defense costs and extends to cover whether a counseling fee is charged or not and whether the counseling is done for members of the church or those not connected to the church.

Limits of Insurance

The General Liability, Church Counseling and Physical and Sexual Abuse policies include a per occurrence and annual aggregate limit of \$2,000,000. If an excess policy has been purchased, then higher limits would apply.

Physical & Sexual Abuse Coverage

Claims made form, retroactive March 01, 1997.

Losses not Covered

Some types of losses that are not covered by the liability policy are:

- Use of automobiles, except for non-owned and hired automobiles as previously described.
- Use of aircraft or watercraft.
- Gradual Pollution.
- Intentional acts except those attempted to prevent injury to others or damage to property.
- War and radioactive contamination.
- The personal liability (as opposed to work-related) of any employee or volunteer including, but not limited to, priests.
- Damage to property you own or that is in your care, custody, and control.

Pooled Excess Liability Coverage

Excess Abuse Coverage

APEX has a policy for \$6,000,000 of Physical and Sexual Abuse coverage excess of a minimum of \$4,000,000 of underlying coverage.

The carrier is HDI Global SE. They are rated A (stable) by AM Best and A+ by Standard and Poor's.

Coverage comes with a retroactive date of October 01, 2019 which means that they will not cover claims arising out of an incident that took place prior to that date. The limit is per occurrence and annual aggregate for the group.

Excess General Liability

The same carrier has in place a layer of \$5,000,000 excess of a minimum underlying of \$10,000,000.

This limit is also per occurrence and annual aggregate is shared by the group.

Online Form Links

Forms

Form Name

Certificate of Insurance - Property
Certificate of Insurance – Liability
Property Change Request

URL

<https://forms.office.com/r/6Ee3Mv36jR>

QR CODE



Form Name

Incident Report – Injury

URL

<https://forms.office.com/r/NTtDiyF5QA>

QR CODE



Form Name

Incident Report – Property

URL

<https://forms.office.com/r/VQNiUaNLKr>

QR CODE



Certificates of Insurance

Requesting a Certificate of Insurance

Certificates of insurance (COIs) are issued to provide proof of insurance coverage when requested by a third party. Please review the following guidelines when submitting a request:

Property Certificates

If a mortgagee, loss payee, or lender requires proof of insurance:

- Forward the **original request email from the third party** to Acera, OR
- Provide a **copy of the contract or agreement** requiring the certificate.

Liability Certificates

When requesting a certificate for an event or activity, please provide as much detail as possible, including:

- Description of the event
- Approximate number of attendees
- Whether alcohol will be served
- Copies of contracts, permits, or rental agreements

For **camps**, please also provide:

- A **list of camp activities** participants will be engaging in
- The **contract or agreement**

Important: We require the **legal name and mailing address** of any organization or entity that must be listed as an **Additional Insured** on the certificate.

Third-Party Use of Church or Parish Property

If a third-party group (e.g., renters, community organizations) is using your church, hall, or other parish property:

- It is **strongly recommended** that you request a certificate of insurance from the group.
- The certificate should name the Archiepiscopal Corporation of Regina **as an Additional Insured**.

This step is considered best practice in **risk management**. While not strictly required, it provides valuable protection against claims arising from the third party's negligence during their use of parish property.

Facility User Program

As of January 1, 2019, the former Party Alcohol Liability (“PAL”) program was moved to an online portal hosted by Ecclesiastical Insurance. The portal can be found at: <https://apex.insurecert.com/facilityuserprogram>. If you do not see your parish listed and you would like to access the program, please contact Rodrigo Palmas at rodrigo.palmas@acera.ca or 250-860-2426 ext. 1033.

Claims Reporting & Processing

The timely, equitable and cost-effective processing of all claims is a priority for the APEX program. To achieve this objective, the APEX has entered into a claims management agreement with Acera Insurance Services. Under the terms of this agreement Acera will manage the processing of all claims. Acera will provide a liaison between the APEX office, the Diocese and the loss location.



In the Event of Property Damage

In the event of a loss, please complete the **Notice of Loss** form here: <https://forms.office.com/r/VQNiUaNLKr>. The Diocese will forward a report to Acera. Once the report is filed, a Acera representative will contact you to advise you of the necessary actions to be taken.

IN THE EVENT OF AN EMERGENCY

Please phone Acera at 1-888-668-4441 and ask for APEX Claims Department. They will take the necessary information by phone and provide advice on steps to be taken. The Notice of Loss form can be submitted later.



If Claim is under Deductible

Please report all claims to the Diocese. It is important for APEX to maintain records for these claims and the amount spent on repairs in order to evaluate true claims costs for the group. This will also assist with developing a profile of frequent losses and areas where risk management or other deductibles might be required.



Liability Claims (Incident Report / Notice of Injury)

- Do not accept liability in any situation for Third Party property damage or bodily injury.
- You may sympathize with and extend reasonable care to the injured party, but in no circumstances should you make any comments as to fault.
- If you are asked to make some compensation to a Claimant, simply advise them that you will refer the matter to your insurance company for appropriate handling.
- Important to obtain names and addresses of any witnesses, as well as written statements from employees or volunteers who may have been directly involved in a reportable situation.
- Treat any serious injury as a potential claim.

Document as much information as possible immediately after the incident, including photos of the exact location if possible (i.e. stairs, parking lots). Memories become less reliable with the passing of time and many claims are not formally reported until many months or even years following the incident.

Refer to the Risk Management Information Manual as it relates to Liability Claims for more detail.

APEX Claims Process Outline

Members of APEX can expect the below order of events to take place when claims occur. This is an outline of an insurance claims handling process focused on the roles and responsibilities of each party including the APEX member (policyholder), claims administrator (Acera Insurance), and the claims adjuster with target dates and key activities. A video explaining this process can be found here:

<https://vimeo.com/993026785/a68c8843ac?ts=0&share=copy>

- Day 1-3:
 - Initial Notification: The policyholder notifies Acera Insurance of the claim.
 - Acknowledge receipt: The insurance company acknowledges receipt of the claim.
 - Assignment: The claim is assigned to a claims adjuster by Acera Insurance.
- Day 4-7:
 - Initial Investigation: The claims adjuster starts gathering information and evidence related to the claim, including policy information and claim details.
 - Contact policyholder: The claims adjuster contacts the policyholder to gather additional information and discuss the claims process.
- Day 8-14:
 - Inspect damaged property: The claims adjuster inspects the damaged property to assess the extent of the loss.
 - Obtain estimates: The claims adjuster seeks repair or replacement cost estimates.
- Day 15-45:
 - Evaluate coverage: The claims adjuster evaluates the policy coverage to determine if the loss is covered.
 - Notify policyholder of coverage decision: The claims adjuster informs the policyholder of the coverage decision within 30 days of the initial notification.
- Day 46-75:
 - Negotiate settlement: If the loss is covered, the claims adjuster negotiates a settlement amount with the policyholder.
 - Approve payment: The insurance company approves payment for the covered loss within 60 days of the initial notification.
- Day 76-90:
 - Issue payment: The insurance company issues payment for the covered loss to the policyholder or repair vendor within 90 days of the initial notification.
- Day 91-120:
 - Follow up: The claims adjuster follows up with the policyholder to ensure that the loss has been properly resolved.
 - Close file: The claims adjuster closes the file if the loss has been resolved to the satisfaction of both parties within 120 days of the initial notification.

Note: This is a general outline and the actual process may vary depending on, the type of claim, and the jurisdiction, and availability of claim documentation. The target dates may also vary depending on the complexity of the claim. The adjuster's activities and timing are emphasized in this outline to provide a clear focus on meeting key deadlines.

Notes

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