

AAHA Business Insurance Program Announces New Market Access With Travelers Insurance

We are pleased to announce the addition of a leading insurance carrier—Travelers Insurance—to the AAHA Business Insurance Program. This new partnership enhances your access to the most competitive rates available. A new principal carrier is advantageous not only because the rating structure for workers' compensation and business property/liability varies state-by-state, but also because the rating structure varies geographically within each state. It is unlikely that one carrier can be competitive in every instance, and an additional insurance provider reduces that gap. HUB International Midwest Limited also worked with Travelers to match the policy forms to the products underwritten by The Hartford. This includes tailored coverage for veterinarians such as protection against property damage caused by patients, no subrogation against your clients when their pets injure your employees, and mobile loss of income coverage. And in addition to coverage, Travelers and The Hartford offer comparable service, benefits, and features such as loss prevention and risk management resources. Travelers' claim motto is Delivering on the PromiseSM—the promise to be there for you when you do experience a loss. For more information or a quotation, please call the AAHA Business Insurance Program at 866-380-AAHA (2242).

BUSINESS INSURANCE



BONUS ISSUE!

news for you

PRODUCED BY HUB INTERNATIONAL MIDWEST LIMITED
FOR THE AAHA BUSINESS INSURANCE PROGRAM

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The EEOC and Your Practice— What You Need to Know

Are you aware of the employment-related charges that you are susceptible to as a veterinary practice owner? In 2009, 93,277 charges were filed against employers alleging the violation of the Federal laws prohibiting the discrimination of employees. If an employee believes discrimination occurred in the workplace in regards to race, color, religion, sex, national origin, age, disability, or genetic information they can file a Charge of Discrimination with the U.S. Equal Employment Opportunity Commission (EEOC).

Most employers with fifteen or more employees are covered by these Fed-

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Congratulations to Shawn Heyes, the raffle winner of our Garmin GPS at the AAHA Yearly Conference in Long Beach! Shawn is the Practice Manager at Limerick Veterinary Hospital, an AAHA-accredited hospital in Limerick, Pennsylvania and stopped at the AAHA Business Insurance Program booth to discuss the practice's business insurance needs.

Property Claims

Knowing Your Duties Helps You and Your Insurance Carrier

Information provided by The Hartford

Every veterinary practice owner knows that it is important to secure insurance for your building and its contents so that you will be covered in the event of a loss. What many do not take into consideration, however, is that after you remit payment for the policy, you still have duties to perform. Both you and the insurance company, especially in the event of a property loss, have legal obligations to fulfill. Understanding your policy—the contract between you and the insurance company—reporting incidents promptly, obtaining proper documentation, and preventing further damage from occurring to your property will streamline the claim process for both you and the insurance company.

Prompt Reporting

Increased 'Lag Times'—the number of days between when an incident occurs and when it is reported—can effect the cost of the claim. Report a property claim immediately after the loss, describing when and how the incident occurred, and identify witnesses and/or persons involved in the loss. Your claims adjuster may also have recommendations to assist you, such as calling your local DEA office if controlled substances are stolen from your clinic.

Documentation

Documentation plays an important role in the claims process. One of the best ways to document the value of a piece of property is by maintaining receipts, photographs and obtaining appraisals. Take photos of valuable items such as radiograph and ultrasound equipment, endoscopes, and of each room in the clinic for your records. Photos help provide good "before and after" comparisons. After your property has been damaged or stolen, all you will have to rely on is your documentation. Maintain backup or duplicate records in a separate, secure location to ensure your documentation is not destroyed in a loss.

Prevent Greater Damage

You must take reasonable action to prevent greater damage from occurring. For example, if a portion of your clinic's roof is damaged from high winds, place a tarp over the damaged area. If the roof is not protected for a period of time before repairs can be made, the next storm may create even more damage.

Work with Your Claims Adjuster

Once you have contacted the insurance carrier to report the loss, an adjuster may visit the location where the damage occurred. The adjuster may request additional documentation, recommend alternative methods of repairing the damage, request that you obtain estimates, and/or make arrangements for payment. Sometimes the claim handling process can be conducted entirely by phone.

Get to Know Your Policy

While the experience of submitting an insurance claim can be nerve-racking, the process can be more readily tolerated with a proper understanding of your insurance coverage and what information must be provided to document the loss. Your insurance policy will be a valuable asset at the time of a loss. Be sure your coverage will respond appropriately. To report a claim, please call the toll-free phone number listed on your policy.

Provide Feedback

Your satisfaction with the claims process and outcome is important to the AAHA Business Insurance Program and the insurance company. Please talk to your adjuster if you are dissatisfied with the handling or progress of your claim. If your dissatisfaction is not resolved, please notify the AAHA Business Insurance Program office. Your comments, both positive and negative, are needed to help refine the claims process.

Employment Practices Liability Claims

Open and Closed AAHA Business Insurance Program Claims

Disabled Former Employee Files EEOC Charge

Dr. A's kennel assistant was injured while working at the clinic and had filed a workers' compensation claim. The employee never returned to work, later filing a disability discrimination charge with the EEOC alleging the clinic failed to accommodate the employee's new disabilities. Dr. A filed an EPL claim, and the insurance carrier found no validity for the allegations. To close the EEOC charge, Dr. A agreed to pay the kennel assistant \$1,500. The settlement and legal fees for the carrier-assigned legal counsel did not exceed Dr. A's EPL policy retention of \$5,000.

Employee Fired While on Leave

Dr. B received a letter from Employee C, a former long-term employee alleging wrongful termination and breach of contract. While Employee C was on family medical leave, other employees alleged that Employee C created a negative working environment. Dr. B then terminated Employee C, while Employee

Employee C was still on family medical leave. Dr. B's EPL insurance carrier negotiated a settlement with Employee C for \$7,000. Dr. B paid the EPL policy retention of \$5,000 and the insurance carrier paid the remaining \$2,000 of the settlement and \$11,234 in defense fees.

Employee Fired While on Jury Duty

Dr. D's practice hired a new employee who, prior to the start date, received a jury summons for a trial that started two weeks later. During the first two weeks of employment, the employee exhibited poor performance and did not meet the position expectations. While the employee was serving jury duty, Dr. C terminated the employment. The employee then filed suit against Dr. D alleging wrongful termination for serving on a jury. Dr. D's carrier investigated the case and determined the timing of termination would be difficult to defend. The carrier settled with the employee for \$23,000 in addition to paying \$24,219 in

legal defense fees. Dr. D's practice paid its full policy retention of \$5,000 in additional defense costs.

Office Manager Files EEOC Charge

Dr. E's practice terminated the office manager due to numerous complaints from other employees. The former employee filed an EEOC charge alleging disability discrimination and wrongful termination. Dr. E's EPL insurance carrier provided defense counsel and investigated the allegation, finding no validity to the charge. Dr. E's defense counsel submitted a position statement to the EEOC and is currently awaiting the commission's response.



EEOC and Your Practice Continued from page 1

eral laws, which means that current, former, and prospective employees can file employment grievances with the EEOC for protection and enforcement of Federal anti-discrimination laws. The fact that the EEOC accepted a charge does not mean that the government accuses you of discrimination. The charging party has alleged that the employer has discriminated against him or her and it is the EEOC's responsibility to investigate the matter to determine whether there is reasonable cause for the accusation. If a charge is filed against you, you may be asked to submit a statement of position, provide requested information, permit an on-site visit, and have employees available for witness interviews.

Mediation and Conciliation

The EEOC offers a mediation program in which a neutral third party assists the opposing parties to reach a voluntary, negotiated resolution of a charge of discrimination. The program is free, voluntary, and confidential. The process avoids lengthy and unnecessary litigation, and settlements reached are not admissions of a violation by the employer. If the charge is ineligible for mediation it will move on to investigation, during which settlement can be reached at anytime. Finally, the EEOC offers conciliation as the last opportunity to resolve the charge informally. Conciliation is also a voluntary process, counter-offers may be presented during negotiations, and agreements reached will avoid the cost and animosity of litigation. The commission's

investigations usually take up to six months to complete, but cases that go through mediation are completed in about three months. And when mediation, conciliation, and other informal methods do not produce a resolution, the EEOC may engage in litigation against the employer.

EEOC Resources

The EEOC provides training, technical assistance, outreach and education programs as preventative measures to assist employers, employees, and stakeholder groups in understanding and preventing discrimination. Visit www.eeoc.gov for more information including recordkeeping requirements and ordering free posters.

Source: www.eeoc.gov

Where Do I File My Flood Claim?

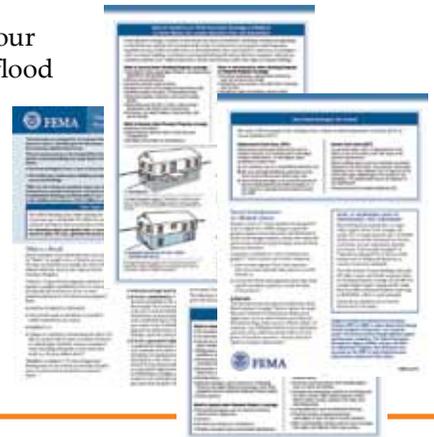
The source of your damage determines which policy will respond, so it's important to understand how these different sources are defined and categorized within your insurance portfolio. The National Flood Insurance Program (NFIP) defines a flood as a temporary condition of a partial or complete inundation or accumulation of surface water covering two or more acres or two or more properties of normally dry land area. Take this quick insurance quiz to test your knowledge. *Are you covered?*

Damage Source	Which Policy?			Answer
🔥 Overflow from a body of water	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Flood
🔥 Sprinkler system	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Business Property
🔥 Rapid accumulation of rain	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Flood
🔥 Water main break	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	City's Liability
🔥 Bursting pipe	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Business Property
🔥 Sewer or drain back-up	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Business Property (need special endorsement)
🔥 Sewer or drain back-up resulting from a flood	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Flood
🔥 Surface water caused by melting snow and ice	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Flood
🔥 Fire hydrant	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	City's Liability
🔥 Mudflow (flowing mud on normally dry land)	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Flood
🔥 Rain damage after a tornado	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Business Property
🔥 Building collapse resulting from flood erosion	<input type="checkbox"/> Flood	<input type="checkbox"/> Business Property	<input type="checkbox"/> City's Liability	Flood



Please note that flood coverage is excluded from your business owner's policy. Don't wait to purchase a flood policy after a claim occurs; it will be too late and your claim will be denied. Call the AAHA Business Insurance Program immediately at 866-380-AAHA (2242) for a copy of the official FEMA document outlining details of the NFIP's flood policy or to discuss purchasing flood coverage.

Policy conditions exist which may limit or even exclude coverage in certain circumstances. All claims are subject to investigation by an adjuster. Please refer to your policy for a descriptive explanation of policy terms, conditions, and exclusions.



AAHA Business Insurance Program

Call 866-380-AAHA (2242) today for a coverage evaluation.

P.O. Box 1629, Chicago, IL 60690-1629

Fax: 866-381-AAHA

aaha@hubinternational.com www.aahainsurance.org Fax-on-Demand: 866-920-AAHA

Business Property/Liability

Flood

Umbrella Liability

Workers' Compensation

Commercial Automobile

Special Coverage for Mobile Practices

Employment Practices Liability

Safety and Loss Control Resources



Broker and Consultant:

HUB International Midwest Limited

HUB International Midwest Insurance Agency (CA)



**This newsletter contains only a general description of coverages and does not include all the benefits and limitations found in the policies. Coverages may vary. All references to coverage are subject to the policy's conditions and exclusions. The insurance policy and not this newsletter will form the contract between the insured and the insurance company. Loss control content is provided for information purposes only. It is not intended to be a substitute for individual legal counsel or advice on issues discussed in this newsletter. For resolution of a specific legal issue or business concern, consult your attorney.*

