

### Grain Dryers: Understanding & Investigating Agricultural Systems



### Plus...

Air BNB Income... How should it be treated in a personal injury matter

### and...

An Update on EDR "Black Box" Sources from Passenger Cars



### **Chapter Spotlight**

Get to Know the...

**Windsor Chapter** 

The OIAA is a proud supporter of

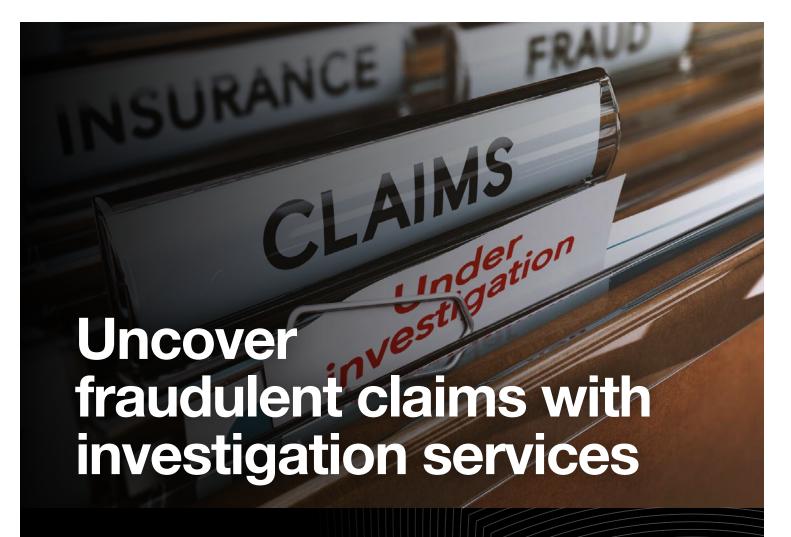


Follow OIAA on









GardaWorld's investigation services support insurance companies with

Surveillance

Statements and interviews

Accident reconstruction and collision analysis

**Activity checks and inquiries** 

Financial crime investigations

Locating property or persons

To learn more about our services, contact us:

1-877-398-0334

intakeinvestigation@garda.com

garda.com/investigations

**GARDAWORLD** 



Vol. 88 - No. 6 - FEBRUARY 2024







# **CONTENTS**

#### **Grain Dryers:**

Understanding & **Investigating Agricultural** Systems

#### **Air BNB Income:**

How should it be treated in a personal injury matter when calculating Income **Replacement Benefits** ("IRB's") or Income Losses though tort?

#### **An Update**

EDR "Black Box" Sources from Passenger Cars

### **REGULAR FEATURES**

President's Message	4
OIAA Executive Council	5
Chapter Spotlight	17-20
OIAA Chapter Executive	40
Advertisers' Index	39

### WHAT'S HAPPENING

Save the Date	15
Holiday Party Sponsors	30
Claims Conference	35

# 25

#### **Material Change in Risk**

A Warning for Insurers.

### **STAY CONNECTED**

Visit us at www.oiaa.com

- @0IAA0fficial
- @oiaa\_social
- @o.i.a.a\_
- WP Radio Podcast Apple iTunes:WP Radio www.soundcloud.com/wpradio
- WP TV YouTube channel



e are already done January; can you believe it, I can't. It feels like time is just flying by. So much happened this month. The weather has been crazy to start the year off, and I got to get on the slopes for the 1st time in 5 years. I felt pretty good, I didn't fall or crash but they were pretty small runs (just don't tell anyone).

We are in planning mode yet again, we have so many things happening in all of the chapters and the OIAA & Kawartha Durham Chapter are co-hosting a Family Fun Night in Oshawa, where the Oshawa Generals are playing the Kingston Frontenacs. I am very excited to see the Fronts and Generals play, I love College Football and the OHL, because these guys are still trying so hard to make it to the Big Show.

The players give 110% every shift and the excitement is through the roof. So please come join us on Tuesday, February 6, 2024, at 6.30 PM, in Oshawa. Details and tickets are available on OIAA.com.

We are having a 50/50 draw, a raffle for free tickets and a Jersey raffle as well. Also an all you can eat buffet in the suite.

After Tuesday, you are going to be able to buy tickets, sponsor and attend our next event. The Celtic Kitchen Party. This event is happening in the wonderful

Kingston, Ontario. We will be kicking it up at the Hardway Cider Company, on Wednesday, March 13th, doors open @ 6.30 PM.

Live music throughout the night and the Main Event is The Celtic Kitchen Party, they put on an amazing show with Traditional Celtic Rock. You are definitely not going to want to miss this event. You will have the Luck of the Irish.

Then we have our Claims Conference, Blue Jays game, and lastly our Golf Tourney, those details are just around the corner. Until February 5th, stay safe and stay warm.

**Terence Doherty, Accident Reconstructionist-Level 3 President, Ontario Insurance Adjusters** Association

E-mail: President@oiaa.com Phone No.: 613-650-7880



### OIAA - EXECUTIVE COUNCIL 2023 - 2024



TERRY DOHERTY, CFEI President Aviva Canada Inc. (613) 386-5513 FAX: 1-866-805-8585 E-mail: terry.doherty@aviva.com



SHAWNA GILLEN, CIP **First Vice-President** AIG Insurance Company of Canada (416) 596-3060 E-mail: Shawna.Gillen@aig.com



JENNIFER BROWN, CIP **Second Vice-President Definity Financial** (226)-753-1139 FAX: (866) 239-0231 E-mail: jennifer.brown@definity.com



CARRIE KEOGH, BA Hons. Secretary Gore Mutual 1-800-265-8600 ext. 2545 FAX: 1-800-601-9773 E-mail: ckeogh@goremutual.ca



**EMILY FEINDEL** Treasurer AIG Insurance Company of Canada (416) 596-3917 FAX: (855) 453-1063 E-mail: emily.feindel@aig.com



KYLE CASE, FCIP, CRM Past President The Co-operators 1-877-682-5246 ext. 272453 E-mail: Kyle\_Case@cooperators.ca



SHERI TURNER Georgian Bay Delegate West Wawanosh Mutual Insurance Company (800)265-5595 ext 883 Email sheri,turner@wwmic.com



CHRISTINE ANDREWS, CRM, FCIP **Hamilton Delegate** Sage Claims Solutions Inc. (905) 389-4522 E-mail: Christine@sageclaims.ca



JASON SAUCIER. CIP. ACS Kawartha/Durham Delegate QBE - Canada | European Operations (416) 587-3192 E-mail: Jason.Saucier@ca.gbe.com



KAYLA HELMOND, CIP Kitchener-Waterloo Delegate Gore Mutual 1-844-974-4673 ext. 4240 FAX: 1-800-601-9773 E-mail: KHelmond@GoreMutual.ca



MICHELE FIELD, FCIP **London Delegate** Trillium Mutual Insurance Company (519) 291-9300 ext. 5713 FAX: (519) 291-1800 E-mail:mfield@trilliummutual.com



ROB FIORIDO, CIP Niagara Delegate Portage Mutual Insurance (289) 974-0211 FAX: (289) 937-4919 E-mail: rfiorido@portagemutual.com



MIKE BOTTAN, CIP, CFEI **Northern Delegate** Crawford and Company Canada Inc. (705) 647-6781 FAX: (705) 647-6783 E-mail: Mike.bottan@crawco.ca



MARGARET MACKENZIE Ottawa Delegate Travelers Canada (613) 780-6498 E-mail: MAMACKEN@travelers.com



**DUNCAN SOUTHALL Thousand Islands Delegate** P.C.A. Adjusters Limited (613) 344-2395 FAX: (613) 544-3487 E-mail: duncans@pca-adj.co



CLAIRE RICHARDSON, BA, CIP **Thunder Bay Delegate** Sedawick (807) 345-7676 ext.1 E-mail: claire.richardson@sedgwick.com



NATALIE BARROW, CIP | Claims Adjuster **Toronto Delegate** Sedgwick Canada Inc DIRECT 905.709.5072 | CELL 437.424.3471 E-mail: Natalie.Barrow@sedgwick.com



SHERRY DESAI, CIP, CRM, ACS **Toronto Delegate** AIG Insurance Company of Canada (416) 646-3722 FAX: (855) 326-5546 E-mail: shery.desai@aig.com



ZOHAIR M. NASSUR, BBA, AIII, CertCII, CertCILA, GIE **Toronto Delegate** Sedgwick Canada Inc (437) 286-1791 E-mail: zohair.nassur@sedgwick.com



PETER REIDIGER, CIP Windsor Delegate ClaimsPro (226) 782-1469 E-mail: peter.riediger@scm.ca

### **OIAA - EXECUTIVE COUNCIL COMMITTEES 2023 - 2024**

COMMITTEE NAME	CHAIRPERSON	COMMITTEE MEMBERS
COMMUNICATIONS		
Without Prejudice Editorial	Jennifer Brown	Carrie Keogh, Natalie Barrow
Without Prejudice Articles	Christine Andrews	Natalie Barrow, Emily Feindel
WP Radio	Terry Doherty	Natalie Barrow
Advertising-Sales - WP, Website, Links	Michelle Fields	Jason Saucier
Media Relations	Sherry Desai	
Website	Sherry Desai	
Social Media	Emily Feindel	Sherry Desai
GTA Membership	Toronto Delegates	
EDUCATION		
Speakers & Meetings	Christine Andrews	Rob Fiorido
Seminars & Education	Jennifer Brown	All Committee Members
Adjuster Training	Emily Feindel	
Strategic Planning	Jennifer Brown	Mike Bottan
Bursary	Mike Bottan	Christine Andrews, Duncan Southall
CONFERENCES	·	
Toronto Claims Conference	Christine Andrews	OIAA All Members
Career Fair - In association with Claims Conference	Shawna Gillen	Sheri Turner, Natalie Barrow

COMMITTEE NAME	CHAIRPERSON	COMMITTEE MEMBERS				
BENEVOLENT & COMMUNITY	BENEVOLENT & COMMUNITY					
Charity & Gifts	Terry Doherty					
John E. Lowes - Insurance Institute	Emily Feindel					
INDUSTRY						
Licensing	Zohair Nassur					
Industry Liason	Terry Doherty					
ASSOCIATION OPERATIONS						
Chapter Liaison	Terry Doherty					
Membership	Carrie Keogh	All Chapter Delegates				
Discipline	Kyle Case					
Constitution/Incorporation	Shawna Gillen	Sr. Exec.				
Handbook	Claire Richardson	Sr. Exec.				
Mentoring (Ways and Means)	Terry Doherty	Sr. Exec.				
Nominating	Kyle Case					
Vendor Relations/Sponsorship	Emily Feindel	Sr. Exec.				
ENTERTAINMENT						
Christmas Party & PP Night	Emily Feindel	Carrie Keogh, All members				
Golf Tournament	Sheri Turner	Duncan Southall, Terry Doherty				
OCTOBER Kick Off@K1 Speed Mississauga	Christine Andrews	All members				

### FOR THE MAGAZINE



JENNIFER BROWN Managing Editor



CARRIE KEOGH, Associate Editor



NATALIE BARROW, Associate Editor Articles



### Official Journal of the Ontario **Insurance Adjusters Association**





MICHELE FIELD, Advertising Manager



**CHRISTINE ANDREWS Articles** 

expenses, personal injury and wrongful death, stock & contents, liability losses, subrogation and income replacement benefits.



Eric Edwards, P.Eng., Mr. Eric Edwards is a professional engineer employed by HRYCAY Consulting Engineers Inc. His area of expertise is motor vehicle accident investigation and reconstruction. During Mr.

Edwards' time with HRYCAY Consulting Engineers Inc. he has been involved with completing hundreds of investigations and reconstructions throughout Canada and the United States.



Matthew Arbour, P.Eng., Mr. Matthew Arbour is a professional engineer employed by HRYCAY Consulting Engineers Inc. His area of expertise is motor vehicle accident investigation and reconstruction as well

as vehicle fire origin and cause. He has been invited to present lectures and has authored Technical Papers on numerous subjects including computer simulation and modeling, electronic data recorders (EDR) and others. Mr. Arbour also has extensive knowledge regarding the design, build and commissioning of both on and off road vehicles and heavy equipment.



#### **Pearl Rombis**

Over the years, Pearl has practiced in many areas of civil, commercial, and insurance litigation. Since 2004, her practice has focused on a diverse range of insurance defence and overage litigation.

Her clients have included Canadian, US & UK insurers and re-insurers, LawPRO, selfinsured corporations, hospitals, and individuals (professionals & dismissed employees). Pearl also enjoys handling commercial litigation and employment dispute & wrongful dismissal claims.

"WP" is published monthly except July and August. Every reasonable effort is made to ensure accuracy of articles and advertisements but the Association expressly limits its liability to printing of retraction or correction. The opinions expressed in all articles unless otherwise specified represent the views of the authors and are not necessarily endorsed by the Association, the editorial staff or the Executive Council. Contents of "WP" are copyrighted and may not be reproduced without written consent of the Association. The magazine is distributed free of

members of the OIAA. For change of address or enquires regarding distribution, please contact

charge to all active and associate

us at: membership@oiaa.com

For information regarding the OIAA Privacy Policy, please refer to our website at www.oiaa.com For information on advertising specifications, costs, production of ads or ad placement, please contact Michele Field.

For submission of proposed articles please contact Christine Andrews or Natalie Barrow.

E-mail: wp@oiaa.com

### CONTRIBUTORS



**Owen Langford** 

Owen, raised on a grain farm in Bradford, Ontario, established a strong work ethic and agricultural expertise early on. With an electrical engineering technician diploma, he embarked on a successful

career as a licensed electrician. Owen's professional journey evolved further into fire and explosion investigations with Roar Engineering, where he seamlessly integrates rural and urban expertise, showcasing adaptability.



**Amanda Henderson** B.Com., CPA, CMA, CFF Amanda is a Senior Manager/Vice President at MDD Forensic Accountants' Hamilton office. Amanda has a wealth of experience in forensic accounting and damage quantification. She

specializes in accident benefits for employed and self-employed individuals, personal injury and wrongful death, business interruption, stock & contents and fidelity claims.



Katrina Zalenko **BMOS, CPA, CMA** Katrina joined MDD Forensic Accountants in 2007. She is a Senior Manager/Vice President in the firm's London, Ontario office. As an experienced forensic accounting professional,

Katrina performs economic damage quantification in areas such as business interruption, extra

### Grain Dryers: Understanding & Investigating Agricultural Systems

By:: Owen Langford, Fire & Explosion Investigations



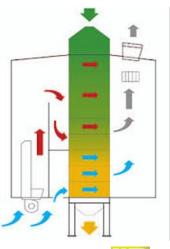
rain drying is an integral part of the agricultural business - it plays a vital role in preserving grain quality during storage, thus maintaining its market value during storage and transportation. Grain dryers also allow farmers to continue harvesting operations for extended periods despite the high moisture content of grain during wet seasons.

There are multiple styles of grain dryers, most with the capability to dry all different grain varieties. Millions of tons of wheat, soybeans, and corn are dried yearly. The steady operation of this equipment through harvesting season requires proper maintenance and knowledge of these systems to avoid failures, fires, and explosions.

#### **Grain Dryer Operations**

Multiple styles of grain drying cater to the individual operator's workload, budget, and size of operation.

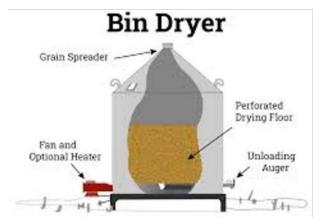
Continuous Flow: Most commonly used at medium to large scale grain storage facilities where large amounts of commodity are stored. The constant flow is typically in operation for days to weeks by consistently feeding the dryer from the top and letting gravity and warm air do the work. Corn, for



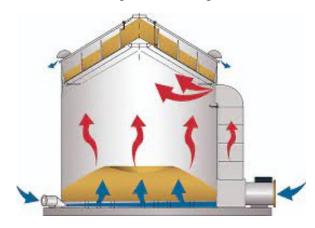
February 2024

example, would be introduced at the beginning of the drying process with a moisture content between 18% and 30%, and the process would be finished with the goal of a 14-15% moisture content. Different moisture and temperature goals can be reached by varying the heat and speed at which the grain is dried.

**Batch Drying:** As the name states, these systems only process a grain batch per drying cycle. There are multiple types of batch dryers, including circulating batch dryers, high-temperature bin dryers, batch column dryers, roof dryers, and batch dryers with stirring devices. These operations require more supervision and labor per bushel than the other dryer types.



In Storage Drying: These drying operations have a drying chamber at the top of the storage bin. Wet grain is loaded into the drying chamber, and moisture is forced up and exhausted through roof vents through both heated and ambient air. Once the grain has been dried to the specific moisture level, it is released to the storage and cooling area.



#### **Grain Dryer Construction**

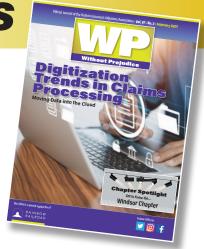
No matter the design, all grain dryers use the same principle: Heat air and force that air through the product to remove moisture and circulate cold air to return grain to a storable temperature. It is a simple concept that requires a complex control system to

### WP - Call for Articles

Submit an article to **WP** Magazine for publication consideration. Share your industry knowledge and information with more than 2,500 active adjusters.

Accompany your article with advertising to effectively maximize your business opportunities. Full-time **WP** advertisers will get the benefit of a rolling banner on our OIAA website. All advertisers will get the added bonus of one shout-out on each of our OIAA social media networks

being Facebook, Twitter and Instagram for each month they put an advertisement in the **WP**.



Any inquiries and information regarding promoting your business while supporting the OIAA, please contact us at: wp@oiaa.com

Jen Brown, WP Managing Editor

Natalie Barrow, WP Associate Editor

Carrie Keogh, WP Associate Editor

operate, monitor, and maintain safety.

Heating System: Burning chambers are typically fueled with either propane or natural gas. Biomass is being explored as a potential alternative, but due to supply requirements, they often cannot sustain the constant fuel requirement during busy drying seasons.

**Air Handling:** All dryers will have fans to circulate air throughout. Depending on the size of the equipment, these motors can range from 0.5 to 50hp.

Control System: These complex electrical designs control and monitor all aspects of the grain dryer. It comprises relay logic, motor control, temperature control, network monitoring, safety, and data collection. Often controlled by a PLC, it is responsible for the status of the grain being processed by monitoring temperature probes relaying air temperature and grain temperature. These automated systems help control flow and temperature to maintain the desired moisture goal.

Programmable Logic Controller (PLC): PLCs are industrial computers designed and configured to

control manufacturing processes. They provide feedback on the grain drying process and monitor safety and alarms.

#### **Variable Frequency Drive (VFD):**

Controlled by the PLC, the VFD can operate motors at precise speeds to maintain proper grain flow. In continuous flow systems, the VFD is an integral component to maintain the amount of time grain moves through the dryer's heating and cooling portions.

Heat Monitoring: Temperature probes provide feedback to the PLC and operator by monitoring temperature at the beginning and end of the drying cycle. The PLC also monitors temperature probes to identify unsafe temperatures that often generate fires.

#### **Causes of Fires & Explosions**

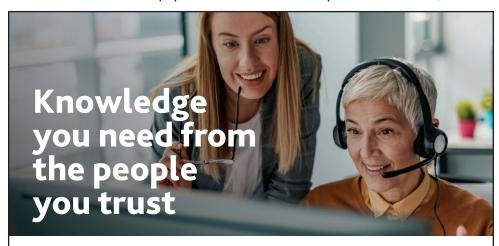
Grain drying systems pose inherent risks, notably fires and explosions, due to combustible dust, high temperatures, and confined spaces. Understanding causes like dust accumulation, electrical failures, thermal decomposition, and spontaneous combustion is crucial for protecting people and property.

#### **What Is Thermal Decomposition?**

The process in which organic matter undergoes chemical breakdown or decomposition due to exposure to high temperatures. Regarding corn, this involves the breaking down of organic molecules present in corn into simpler compounds when exposed to heat. The heat-induced decomposition can lead to the release of gasses and the formation of simpler substances, which, when combined with oxygen, may contribute to combustion and the generation of heat and flames.

#### **Common Electrical Failures**

The grain-drying electrical systems are complex and are a common source of ignition. Because the equipment is installed and operated outdoors, there



As a claims adjuster, building a strong team is essential to help you fairly assess the losses sustained by injured parties and businesses. We provide enhanced services that insurance professionals depend on as they pertain to:

- Accident Benefits
- Tort and Personal Injury Claims
- Stock loss
- Business interruption
- Forensic/Fidelity Investigations
- Extra expense

With over 100 offices coast to coast, BDO has the industry knowledge and expertise to help you promptly resolve claims.

**Alan Mak** 416-865-0210 amak@bdo.ca Janet Olsen 416-233-5577 jolsen@bdo.ca Chetan Sehgal 416-775-7812 csehgal@bdo.ca

Assurance | Accounting | Tax | Advisory www.bdo.ca/injurylossaccounting



are frequent failures to be aware of. Corrosion and physical damage due to weather conditions may develop weaknesses and failure points throughout the electrical system, resulting in arcing. This equipment runs for days to weeks with constant vibration due to motors, augers, belts, moving grain, and high concentrations of airflow. Although manufacturers design equipment to resist these effects, failures occur with age and improper preventative maintenance. Loose wire connections, resulting from vibration, invite high-resistance heating and arcing. Pair that with loose cable seals and pass-throughs to electrical junction boxes, and you introduce liquids and dust into the ignition equation. Equipment in rural environments has a high probability of rodent activity. Rats, mice, and even raccoons commonly chew wires, which can result in arcing and the disconnection of sensing, which may remove safety features integrated within the equipment.

Along with chewed wires, rodents are often attracted to the heat and shelter that the dryer provides. Look for nests and other foreign materials that may provide fuel or ignition sources within the dryer. And finally, power surges & lightning. The control system comprises many electrical devices using both high voltage (600VAC) and sensitive low voltage equipment (0-24VDC). Although most systems are installed with surge protection, this equipment is susceptible to damage and failures. It is essential to inspect all control panels for signs of equipment failure and check PLC faults and alarm reports to identify the first location of potential failure.

#### **Other Failures to Consider:**

- Combustible Dust: Accumulation of fine particles, such as corn dust, which can ignite and lead to explosions.
- High Temperatures: Excessive heat during drying may trigger thermal decomposition and combustion.
- Mechanical Failures: Equipment failures, such as overheating bearings or friction, create fire conditions.
- Poor Ventilation: Inadequate airflow leads to the buildup of combustible gases and increased fire risk.

- ◆ Ignition Sources: The presence of open flames, hot surfaces, or sparks that can initiate combustion in a dust-laden environment.
- Lack of Maintenance: Insufficient cleaning and maintenance increase the likelihood of hazardous conditions.
- Flammable Gas: The release of flammable gases during the drying process, posing an explosion risk.
- ◆ Equipment Overloading: Overloading the drying system beyond capacity, causing stress and potential electrical or mechanical failures.
- Human Error: Improper operation, negligence, or inadequate training contributing to safety lapses.

#### **Grain Dryer Safety Practices**

To prevent grain dryer fires, regularly clean and maintain equipment to avoid dust buildup, ensure proper ventilation, and use effective dust management systems—train personnel on safety procedures to reduce human errors and promptly address electrical issues. Adhere to recommended drying capacities and avoid overloading the system to prevent mechanical stress and failures. These measures collectively contribute to a proactive and streamlined approach to fire prevention in grain dryers, protecting people and property.

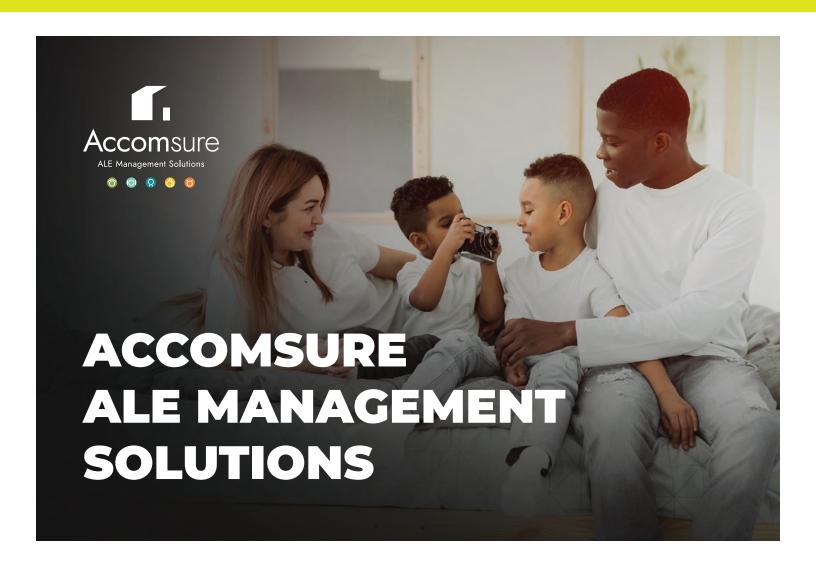
#### **About the Author**



#### **Owen Langford**

Owen, raised on a grain farm in Bradford, Ontario, established a strong work ethic and agricultural expertise early on. With an electrical engineering technician diploma, he embarked on a successful career as a licensed electrician. Owen's professional journey evolved further into fire and explosion investigations with Roar Engineering, where he seamlessly integrates rural

and urban expertise, showcasing adaptability and a steadfast commitment to public safety.



### Free up precious time for your adjusters to focus on their claims

- Immediate and long-term accommodation arrangements
- Indemnity control
- Personalized ALE solutions tailored to your policyholders
- Canadian company assisting Canadians

#### **Full ALE collection, including:**







Rental furniture



Rental Homes



boarding



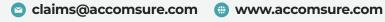
**Transportation** coordination



Moving services

**SUBMIT A CLAIM:** 

**1.888.212.5815** 





### **Air BNB Income:**

### How should it be treated in a personal injury matter when calculating Income Replacement Benefits ("IRB's") or Income **Losses though tort?**

By: Amanda Henderson and Katrina Zalenko



ince its founding in 2008 Air BNB has grown to have a net worth of \$95.76 billion; it has over 4 million listings worldwide - more than the top five hotel brands combined. Its market presence is unprecedented and only continues to grow.

What happens when one of a claimant's sources of income is from Air BNB for an IRB or income loss. How is this treated for the purposes of determining income and/or income losses.

Conceptually, Air BNB income is different than rental

income generated by a typical landlord/tenant relationship due to the services provided. Air BNB hosts provide an accommodation hosting service that includes fully furnished lodging, linens, cleaning services and washroom/kitchen supplies whereas a landlord generally provides a vacant property for use.

This begs the question, should Air BNB income be considered active self-employment income as if the claimant is running a business or is Air BNB income simply passive rental income?

As accountants, we typically refer to the Canada Revenue Agency (CRA) to determine how income is reported for income tax purposes which is used to guide our understanding of how to correctly interpret this income for the purposes of determining a loss of income calculation.

The CRA is not clear on whether Air BNB income is rental income or self-employment income. Rather they set out guidelines for the business owner to determine which category they fall under. Per the CRA website, the test depends on the services that are provided to the tenants:

- "In most cases, you are earning an income from your property [rental income] if you rent space and provide basic services only. Basic services include heat, light, parking and laundry facilities.
- If you provide additional services to tenants, such as cleaning, security and meals, you may be carrying on a business [self-employment income]. The more services you provide, the greater the chance that your rental operation is a business.
- The operator of a rooming or lodging house, hotel or motel would normally be considered to be carrying on a business where, in addition to the basic services that relate to the operation and maintenance of the property, extra services such as the supply of cleaning and maid services, linens, washroom supplies, dining facilities, etc., are provided for the convenience and comfort of guests.
- In most cases, the CRA will consider your income

to be **rental income from property** if you rent space and provide only basic services such as:

- heat
- utilities
- parking
- laundry facilities

However, your income may be considered to be selfemployment business income if you provide other services to tenants, for example:

- meals
- security
- cleaning<sup>3</sup>

When we think of rental income in the passive nature, we think of a landlord renting an empty unit to tenants. The tenants furnish the unit (in most cases), supply their own cleaning services, supplies, etc. This is typically clear cut both from the CRA's perspective and when calculating both IRB's and income losses.

Let's consider a motel. A motel is generally considered to be operating a business, income from which would be reported as self-employment income not rental income. Now let's consider the similarities between an Air BNB and motel considering the above CRA definition. Both provide fully furnished lodgings, linens, washroom supplies and cleaning services. Thereby implying that Air BNB income may be self-employment income.

However, we also need to consider the differences between Air BNB and a motel operation. The following are other considerations that need to be considered for Air BNB income:

<sup>&</sup>lt;sup>3</sup>CRA source: https://www.canada.ca/en/revenue-agency/programs/about-canada-revenue-agency-cra/compliance/ platform-economy/sharing-economy.html#toc2 2



588 Edward Avenue, Unit 49, Richmond Hill, ON L4C 9Y6 P 905-737-0111 F 905-737-4046 (Guelph Region) P 519-827-1757

#### Professional Engineers experienced in dependable service to the Insurance Industry

- · Forensic and Building Science Engineering
- Structural Investigation and Design
- · Permit Drawings and Specifications
- Code Compliance Review
- Cause Analysis
- Litigation and Appraisal Support
- Fire / Explosion / Vibration Damage
- Vehicle Impact
- Building Failures / Collapses
- Leakage / Condensation
- Slip / Trip and Falls
- Stormwater Management / Drainage
- Wind / Tornado Damage

















<sup>&</sup>lt;sup>1</sup> https://stockanalysis.com/stocks/abnb/market-cap/

<sup>&</sup>lt;sup>2</sup> https://thespaces.com/airbnb-now-bigger-worlds-top-five-hotel-brands-put-together/

- What space is being rented? Is the owner renting;
  - ➤ A completely furnished home;
  - > A portion of a home; or,
  - ➤ Just a room?
- Does that change what services are provided?
- ◆ Is the unit being rented only when the owners are away or is it available for the entire year?
- ◆ Does the owner's involvement in the operations play a role?
  - ➤ The owner of an Air BNB can still work full time while operating the Air BNB unit, similar to that of the landlord / tenant relationship.
- How is the income being reported for tax purposes.
  - ➤ If Air BNB income is reported as rental income, should we consider it to be passive?

Answers to the questions above, may lead you to determine that the income is passive in nature and, therefore, excluded from the analysis.

Sometimes the claimant is unable to continue to operate their Air BNB business due to their injuries such that the income or profitability is impacted. If that is the case, one may argue that the losses from this impact should be considered in the calculations despite potentially being more passive in nature. This argument is more easily considered in a personal injury tort matter where each situation is analyzed based on the impact the injuries have on the claimant and where projections are changed to reflect what would have occurred but for the incident. However, under an IRB situation, pre-loss and post loss income are defined based on a set formula with no ability to distinguish between the impact the injuries had on the income earned, except for distinguishing between passive and active income. Therefore, this impact may only be captured if the income is considered active.

#### Summary

Currently, there do not appear to be any cases that deal directly with this issue and how this income should be treated is not clear, so we leave the decision in the hands of the insurers or litigators we report to; but we expect that this issue will arise in the courts at

some point. Whichever method is considered (include Air BNB income or exclude) it is important to stay consistent and understand how this will impact future

If you have any questions or wish to discuss personal injury matters with a Forensic Accountant, please feel free to contact the writers or any representative at MDD Forensic Accountants.



**Amanda Henderson** B.Com., CPA, CMA, CFF **Senior Manager/Vice President** Amanda is a Senior Manager/Vice President at MDD Forensic Accountants' Hamilton office. Amanda has a wealth of experience in forensic accounting and damage quantification. She specializes in

accident benefits for employed and self-employed individuals, personal injury and wrongful death, business interruption, stock & contents and fidelity claims.

Amanda has a wide range of industry experience and has worked in the retail and wholesale, healthcare, real estate, restaurant, agriculture and hotel and hospitality sectors. In addition, she has been engaged on assignments related to business owners such as contractors, tradespeople, taxi drivers and teaching professionals.

Amanda has conducted and participated in numerous seminars and workshops on a variety of topics.

She earned her Honours Bachelor of Commerce degree from McMaster University.

ahenderson@mdd.com Phone: 905-523-6363 ext. 301



Katrina Zalenko BMOS, CPA, CMA Senior Manager/Vice President Katrina joined MDD Forensic

Accountants in 2007. She is a Senior Manager/Vice President in the firm's London, Ontario office.

As an experienced forensic accounting professional, Katrina performs

economic damage quantification in areas such as business interruption, extra expenses, personal injury and wrongful death, stock & contents, liability losses, subrogation and income replacement benefits.

Katrina's industry experience includes retail and wholesale, manufacturing, agriculture, hotels, hospitality, livestock and trucking. She has also worked on assignments related to taxi drivers, real estate agents, medical professionals and small business owners.

Katrina is a graduate of the University of Western Ontario where she received her Bachelor of Management and Organizational Studies degree.

kzalenko@mdd.com

Phone: 519-432-1123 ext. 102

### MARCH

ST. PATRICKS DAY CELEBRATION KINGSTON, ON



### MAY

TORONTO BLUE JAYS BASEBALL GAME TORONTO, ON



### **APRIL**

ANNUAL CLAIMS CONFERENCE TORONTO, ON



### JUNE

ANNUAL GOLF TOURNAMENT NEWMARKET, ON



### GET MORE INFORMATION AT WWW.OIAA.COM



- **&** SABS Claims
- **Dependency Analysis**
- **Economic Loss Claims**
- Commercial Losses
- Fraud Investigation
- Litigation Experts



### h out to our team

London - 785 Wonderland Road South, Suite 220, ON N6K 1M6 | t: 519.673.3141 Toronto - 20 Bay Street, Suite 1100, ON M5J 2N8 | t: 416.840.8050

davismartindale.com



### **XPERA RISK MITIGATION** & INVESTIGATION

You expect high performance. At Xpera, we deliver. Advanced technology. Innovative solutions. Over 500 investigators and 24 offices across Canada.

#### Property & Casualty Insurance Investigations

Surveillance | Photographic and Video Evidence | Xpera Forensic Imaging Services (XFIS) Technology | Open Source Intelligence (OSINT) | Witness Interviews and Statements Litigation Support and Trial Preparation Financial Background and Motive Analysis Special Investigations Unit | Location of Individuals | Primary Insurance

888 842 8112



### **EMERGENCY SECURITY MANAGEMENT**

Security concerns impact your business 24/7. You need a provider that moves as fast as you do. That's why our specialized team of security professionals is available anywhere, anytime. With the latest technology, and boots on the ground across Canada, ESM is ready when you are.

Site Security | Disaster Scene - Fire Watch | Catastrophic Event Response | Visitor Management Technology | 24/7/365 Live Answer Emergency Number | WHMIS, CPR, NFPA 601 fire-watch scene security trained.

esmsolutions.ca 888 842 8109







### **OIAA Windsor President's Message**

I would like to give thanks to Laurie Walker and Peter Riediger for their time and contributions to our chapter. We could not have pulled off our events without your help! While we had a successful year with good turnouts at our events, we are still looking for volunteers to fill our Chapter executive. Please contact Peter, Laurie or me if you are interested in joining our Chapter executive team. It would be a rewarding experience.

Our Christmas lunch had a great turnout with over 100 attending singing Christmas carols and sharing claim

stories and laughs. We were able to raise \$1,000,00 for the Downtown mission and we also donated a truckload of canned food goods.

The Windsor Chili cookoff was an interesting event with a new champion from a local pub being crowned. Hooligans took the trophy, but they will be hard pressed to retain it at our next cookoff! There were many different styles of chili and all the cooks left having had a good time and empty crock pots. It was a real toot!

Our biggest event as always was our Golf Tournament. We sold out and all the holes filled with foursomes. The Drivin for Deb Tournament raised \$11,611.11 for the Windsor Hospice. It is always a fun tournament, and I am so proud of our chapter for their

generous donations. We played at the Kingsville Golf and Country Club. The course was very challenging and in mint condition. The food was fantastic, and we will be returning July 24, 2004. Mark your calendars!

We look forward to seeing you at our events and please contact us if you have any ideas for events and or would like to help our chapter.

William Humphrey **Windsor Chapter President** 

### We are Global Resolutions

Dispute Resolution Experts













45 St. Nicholas St., Toronto, ON T: 416 964 7497 www.globalresolutions.com



# Chapter Spotlight A look at the...

### WINDSOR CHAPTER GOLF OUTING





























### **Chapter Spotlight**

A look at the...

### WINDSOR CHAPTER CHILI COOK OFF



















### **Chapter Spotlight**

A look at the...

### WINDSOR CHAPTER HOLIDAY LUNCHEON

















### An Update on **EDR "Black Box" Sources from Passenger Cars**

By: Eric Edwards & Matthew Arbour



assenger cars have contained electronic data within their airbag control modules (ACM) since the mid 1990's and vehicle coverage has only increased as time has gone on to the point that today, almost every new vehicle on the road can be imaged (downloaded). In addition to ACMs, passenger cars have also contained fault information or diagnostic trouble codes (DTC) information that can be imaged using diagnostic tools for many years. More recently, some passenger cars are now able to have their infotainment systems imaged. This newer infotainment data now allows investigators to determine whether there was a cell phone connected to the vehicle and whether or not it was in use at the time of an accident.

#### Airbag Control Modules (ACM)

Airbag control modules (ACM) have been the main source of EDR data for passenger cars for over 30 years. Since these data sources first arrived on the scene, vehicle coverage for ACMs has increased with almost every new vehicle on the road today being supported to be imaged. The type and volume of data stored within these modules has also increased and become more sophisticated over time.

Originally, only delta-V data was available which shed some light on the actual impact experienced by the vehicle. Pre-crash data then began to appear and would normally provide approximately 5 seconds of information regarding vehicle speeds, brake status,

accelerator pedal % and more which assisted in explaining what the vehicle was doing leading up to a collision. More recently, some systems have begun to provide Advanced Driver Assistance Systems (ADAS) information and some ADAS modules are even able to be imaged through the same tools used for ACM imaging.

Time (sec)	4.9	4.4	-3.9	-3.4	-2.9	-2.4	-1.9	-1.4	-0.9	-0.4	0 (TRG)
Vehicle Speed (MPH [km/h])	51 [82]	51 [82]	51 [82]	51 (82)	51 [82]	61 [82]	51 [82]	51 [82]	51 [82]	51 (82)	61 (82)
Accelerator Pedal, % Full (%)	14.5	14.5	14.5	14.5	15.0	15.0	15.0	15.0	15.0	15.0	15.0
Percentage of Engine Throttle (%)	7.5	7.5	7.5	7.5	8.0	8.0	8.0	8.0	8.0	8.0	8.0
Engine RPM (RPM)	1,400	1,400	1,400	1,400	1,400	1,300	1,400	1,300	1,300	1,300	1,300
Motor RPM (RPM)	Invalid										
Service Brake, ON/OFF	OFF										
Brake Oil Pressure (Mpa)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Longitudinal Acceleration , VSC Sensor (m/sec*2)	0.000	-0.215	-0.215	-0.144	-0.144	-0.144	0,000	0.000	-0.072	-0.072	Invalid
Yaw Rate (deg/sec)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Steering Input (degrees)	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5

Figure 1: Example of ACM Pre-Crash Data

#### **Bosch Crash Data Retrieval (CDR)**

Bosch Crash Data Retrieval (CDR) is a single tool consisting of software and hardware which allows the user to image ACM data either on a vehicle through its onboard diagnostics (OBD) port or by connecting directly to the module. This tool covers the majority

of vehicles with ACMs which can be imaged. There are very few vehicles which are not supported by the Bosch CDR kit.



Figure 2: Bosch CDR Kit

#### Hyundai/Kia

Hyundai and Kia vehicles first began to have their ACMs supported to be imaged in the 2013 model year. Hyundai and Kia each have their own EDR tools known as Hyundai EDR and Kia EDR. These two tools are very similar and are required to image ACMs from Hyundai and Kia vehicles, respectively.



Figure 3: Hyundai and Kia EDR



Forensic Accountants

> Toronto Markham Montreal Vancouver Calgary



Forensic Accounting expertise in
Business Interruption Losses
Accident Benefits
Educational Seminars
Expert Witness/Appraiser
Inventory Losses
Fidelity Bonds

Learn more about our expertise • wmmi.ca

Visit wmmi.ca/IRBcalc to use our Online IRB / Interest Calculator.

#### Subaru/Mitsubishi/Nissan

Some Subaru and Mitsubishi ACM coverage was recently added to the Bosch CDR tool, however, there are some older model Subaru and Mitsubishi vehicles which require special tools to image ACM data.

Many Nissan vehicles which are not listed as being covered within the Bosch CDR tool are able to have their ACMs imaged by Nissan.

#### **Jaguar/Land Rover**

Jaguar and Land Rover have taken the approach that to access data from their ACMs you need to contact them directly. They will then image data from the vehicle itself or will ask to have the ACM sent to them for imaging.

#### **Tesla**

Tesla vehicles have their own EDR tool which is used to image data from their ACMs.

#### **Infotainment Systems**

The term "infotainment systems" refers in general to the equipment that is usually found in the center of the dashboard-mounted touch screen systems which allow access to climate control, radio controls, navigation, and other similar systems. Some of these systems have the ability to store data related to phone usage, text messages, GPS location tracking, hard brake type events and more. Each vehicle OEM provides differing types of data and coverage. Some vehicles are supported to have their infotainment systems imaged and some are not.

4/9/2019 12:30:13 PM	Local	17343238881 +18062032541	[Auto-Repty] fin driving rightnow- Fill get back to you take.	873ump_20190419_140 320_706
4162019 13608 PM	Local	17343238881 +12699011283	One minute please	8Taurip_20190419_140 320_705
4/16/2019 10:59:57 AM	Local	17343236861 +19415442265	Helio Brad will be out shortly	87dump_20190419_140 320_705

Figure 4: Example of Infotainment Text Message Data

SEAT BELT EVENTS							
EVENTTHRE	DEMMER	ACTION	CATE TIME	TWESTAMP TYPE	LATTICE	LONGITUDE	ALTRIDE
Seat Belt	Seetbelt Reminder is True	is buckled and/or detection activated	500019105118PM	Local	42,231177	-03.400622	
Seet Bert	Seathelt Reminder is True	is buckled and/or detection activated	50001973734 AM	Local	42.231168	-63.499627	
Seat Belt	Seathelt Reminder is True	is buckled and/or detection activated	5/3/2019 7:39:47 AM	Local	42.231321	63,466671	
Sout Bolt	Seatbelt Reminder is True	is buckled and/or detection activated	5/300197:39:47 AM	Local	42.231321	-03.400071	
Soul Belt	Seathelt Reminder is True	is buckled and/or detection activated	5/30019 8:08:24 AM	Local	42.231021	-63.486671	

Figure 5: Example of Infotainment Seat Belt Data

EVENTYPE	DOMPICA	ACTION	DATE TIME	THESTANP TYPE	LATTURE	LOWERTUDE	ALTITUDE
Hard Braking	Hard Braking, Wheel speed = 41.2 MPH, Decel = 4.45 Gts (emplied)	Above-0.45 Gs	5/10/2019 2:13:16 PM	Local	42,230851	453.4868	
Hard Braking	Hard Draking, Wheel speed = 31.7 MFH, Dicat = -0.55 Ch (implied)	Above -0.45 (Its	5/10/2019 2-13:17 PM	Local	42.230851	-63.4868	
Hard Braking	Hard Braking: Wheel speed = 26.5 MPH, Decel = -0.56 Gb; (implied)	Above-0.45 Ob	5100019-2-13-17 PM	Local	42,230851	-83.4868	
Hard Braking	Hard Braking: Wheel speed = 25.4 MP4, Decel = -0.46 (7s (implied)	Above -0.45 Chs	5/10/2019 2:13:17 PM	Local	42,230851	-83.4968	

Figure 6: Example of Infotainment Hard Braking Data

Currently, software and hardware provided by the Berla Company is the primary tool for accessing data from infotainment systems. Some systems can be imaged directly through a USB port within the vehicle while others require the removal and disassembly of

the infotainment ECU in order to directly access the circuit boards to access the data. To determine the likelihood that a vehicle's infotainment center can be imaged, you can download the Berla iVe mobile app. The vehicle's VIN or the year, make, model, and trim level will be necessary to determine if the vehicle is supported to be imaged or not.



Figure 7: Infotainment ECU Removal from Back of Screen



Figure 8: Imaging of Infotainment ECU

#### **Cameras & Forward Camera Modules (FCM)**

As cameras become more and more prevalent within vehicles as part of ADAS systems manufacturers such as Toyota, GM and Tesla have made video and/or video frames available from their camera systems. Data from these cameras can obviously be very helpful in determining what really happened during the course of an accident. Being able to determine if somebody really was cut off by the vehicle they rear ended or who changed lanes into who are more easily answered with video evidence.

The video from different manufacturers is accessed in different ways. GM vehicles use the Bosch CDR tool, Toyota vehicles use the Toyota TechStream tool and Tesla vehicles use an SD card installed within the vehicle as one of their methods for accessing data from their cameras. It is expected that more and more manufacturers will begin to provide access to data from their cameras in the near future.



Figure 9: Example of Video From 4 Tesla Cameras

It is clear that as technology within passenger cars continues to evolve with an aim by manufacturers to produce more autonomous driving vehicles that data sources will continue to also evolve and assist for uses they may have never been intended for. Accident reconstruction and product failure analysis definitely will welcome these additional data sources as they become available.

HRYCAY Consulting Engineers Inc. is based out of Windsor, ON with additional offices in Toronto, ON, Abbotsford, BC and Dartmouth, NS. The firm has investigated and analyzed many types of motor vehicle

accidents in all of the Canadian provinces, the Northwest Territories and all 48 of the contiguous US States. The firm's engineers have been qualified and have given expert testimony for both the defense and plaintiff in various cases.



### Eric Edwards, P.Eng.,

Mr. Eric Edwards is a professional engineer employed by HRYCAY Consulting Engineers Inc. His area of expertise is motor vehicle

accident investigation and reconstruction.

During Mr. Edwards' time with HRYCAY

Consulting Engineers Inc. he has been involved with completing hundreds of investigations and reconstructions throughout Canada and the United States.



#### Matthew Arbour, P.Eng.,

Mr. Matthew Arbour is a professional engineer employed by HRYCAY Consulting Engineers Inc. His area of expertise is motor vehicle accident investigation and reconstruction as well as vehicle fire origin and cause. He has been invited to present lectures and has authored Technical

Papers on numerous subjects including computer simulation and modeling, electronic data recorders (EDR) and others. Mr. Arbour also has extensive knowledge regarding the design, build and commissioning of both on and off road vehicles and heavy equipment.



## Not all accountants are MDD Forensic Accountants.

















With 5 offices in Ontario, our independent experts in economic damage quantification are available to assist locally and across Canada.

To find out how we can help you, contact us today.

**Matt Mulholland** CPA, CMA, DIFA, CFF mmulholland@mdd.com

**Brad Ebel** CPA, CA, CFE, CFF bebel@mdd.com

**Ephraim Stulberg** CPA, CA, CBV, CFF estulberg@mdd.com

Hannah McCannell CPA, CMA, DIFA hmccannell@mdd.com

Toronto: 416.366.4968

**Conor Paxton** CPA, CA, CBV, CFE, CFF cpaxton@mdd.com

Kingston: 613.389.3176 Ottawa: 613.366.6008

Martin Pavelic CPA, CMA, CFF mpavelic@mdd.com

Hamilton: 905.523.6363

Sheri Gallant CPA, CMA, CFF sgallant@mdd.com

Dave Robinson CPA, CMA drobinson@mdd.com

London: 519.432.1123



> mdd.com

 $\texttt{VANCOUVER} \cdot \texttt{CALGARY} \cdot \texttt{EDMONTON} \cdot \texttt{WINNIPEG} \cdot \texttt{LONDON} \cdot \texttt{HAMILTON} \cdot \texttt{TORONTO} \cdot \texttt{KINGSTON} \cdot \texttt{OTTAWA} \cdot \texttt{MONTREAL} \cdot \texttt{HALIFAX}$ 

### Material Change in Risk A Warning for Insurers

By: Pearl Rombis, Senior Litigation Counsel at Snowden Law Prof. Corp.



An insurer considering coverage denial for material change in risk must review all facts and have a strong factual basis required to meet test for "material" change.

n April 2023, the Saskatchewan Court of Appeal heard and dismissed with costs an insurer's appeal in Wynward Insurance Group v. Smith Building and Development Ltd., 2023 SKCA 57, affirming the trial decision at 2021 SK QB 54.

#### **Facts**

Policyholder Smith Building and Development Ltd. ("Smith Ltd.") owned a commercial building insured at the date of loss by Wynward Insurance Group ("Wynward"). Smith Ltd. rented units out to various tenants, including Regens Disposal. In 2012, before

vacating the premises, Regens subleased part of its premises to two subtenants, one being a motorcycle club called the Reapers Riders, which at some point, changed its name to the Heretics Motorcycle Club (the "Heretics"). When Regens vacated, the Heretics provided Smith Ltd. with three post-dated rent cheques but they never entered into a written lease agreement.

In February 2016, Smith Ltd.'s principal and business manager did a walkthrough of the premises. He found nothing out of the ordinary; the property was clean and in good order.

On April 13, 2016, the building was destroyed by fire. An investigation concluded the fire had been caused by an unknown arsonist. Nothing in the fire investigation implicated either Smith Ltd. or the

Heretics. Smith Ltd. submitted a claim to Wynward pursuant to its policy seeking indemnity for its losses. The maximum coverage under the policy was \$640,000.

Wynward assigned a senior claims examiner (the "examiner") to investigate and adjust the loss. He conducted certain post-loss internet and local media searches where he learned of alleged links between the Heretics and the Hell's Angels Motorcycle Club. He concluded the Heretics were affiliated with the Hells Angels, which he described at trial as a notorious motorcycle club with suspected links to criminal activities.

In a May 30, 2016 letter based on his investigation, and apparently without consulting the underwriter, the examiner denied coverage. The letter asserted Smith Ltd. (1) failed disclose a material change in risk due to the tenancy of "a motorcycle club related to the outlaw biker club 'Hells Angels'", and (2) failed to provide details of the subleases it entered into with the Heretics and another subtenant.

Smith Ltd. commenced an action against Wynward in contract and negligence for (a) the value of the

insured property, (b) business interruption losses, and (c) various costs and expenses.

As of the date of trial, the building had not been rebuilt.

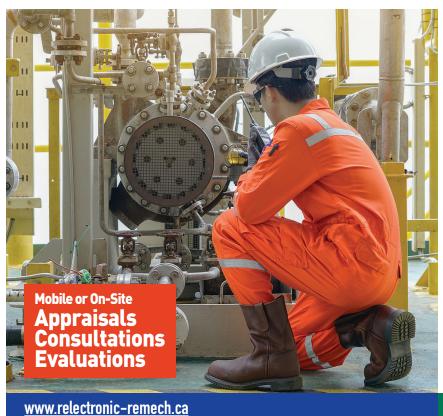
#### Saskatchewan King's Bench Trial Decision

The principal issues at trial were:

- 1. Whether a material change in risk was shown by the act of Smith Ltd. allowing the Heretics to be a subtenant: and
- 2. If not, given Smith Ltd. had taken no steps to rebuild, whether it was entitled to actual cash value ("ACV") or the more generous replacement cost value ("RCV").

For trial purposes, the parties agreed that ACV was \$406,000, RCV was \$812,000, the cost of debris removal was \$18,290, and the maximum coverage under the policy was \$640,000.

The trial evidence showed Wynward's underwriters prepared an inspection report in 2012. The underwriter expressed no concern with the presence of a motorcycle club on the premises and concluded





### Large loss recovery specialists for all claims

Electronic and Mechanical Failures • Lightning Claims • Restaurant Losses • Data Recovery

Waterloo (24/7 Emergency)	Mississauga <b>905-672-0947</b>	London	Barrie
1-800-465-9473		<b>519-884-8003</b>	<b>705-737-2002</b>
Montreal <b>514-227-0060</b>	Markham <b>905-258-0708</b>	Ottawa <b>613-789-9009</b>	Hamilton <b>905-540-4004</b>

claims@relectronic-remech.ca reclamations@relectronic-remech.ca

www.relectronic.ca/fr/

"Renew normally". When she testified at trial, the underwriter advised the Court that Wynward had no policies in place to ask about, nor had it queried Smith Ltd. about motorcycle clubs generally. Wynward also did not ask for criminal records or explore the character of Smith Ltd's tenants or subtenants.

In reviewing all of the insurer's evidence, the trial judge noted the examiner's testimony asserted Wynward only discovered Smith Ltd. had a motorcycle club tenant after the fire. This testimony was directly contradicted by both the underwriter's oral evidence and the written records. The examiner's fire investigation consisted of an internet search, the review of newspaper articles, and visits to specific weblogs. It seems he either overlooked the underwriting file or chose to ignore it. The denial was therefore based solely on social media research leading to the examiner's conclusion that the Heretics were an "outlaw motorcycle gang".

The trial judge found that Wynward had not led admissible evidence required to meet its onus to show if and when the Heretics were involved in the illegal activity which supported its coverage denial. The trial judge also concluded that Smith Ltd. was entitled to postpone rebuilding given the coverage denial until entitlement to coverage was determined in the litigation. Smith Ltd. was therefore granted judgment for the maximum RCV limit under the policy (namely \$640,000) and costs in the total amount of \$693,690.

#### **Saskatchewan Court of Appeal**

#### A. Material Change in Risk

On appeal, the Panel reviewed the evidence in the context of both the historic and as updated in 2020 Statutory Condition 4 of Saskatchewan's Insurance Act which requires a policyholder to "promptly give notice in writing to the insurer or its agent of a change that is:

- (a) material to the risk; and
- (b) within the control and knowledge of the insured."

The Panel cited the well-known legal principle established by the Supreme Court of Canada that a fact material to the risk is shown where "if the facts had been truly represented they would have caused a reasonable insurer to decline the risk or required a higher premium." The Panel, quoting from a Canadian Underwriter article, went on to state the objective nature of the test to be applied, as follows:

"The test of materiality is not what is material to the particular insurer, but what a reasonable insurer would have done or how a reasonable or prudent insurer would have reacted to the true facts...Thus, the fact that a particular insurer regards a fact as being material does not necessarily determine its materiality in objective terms."

The Panel upheld the trial judge in finding that Wynward had not demonstrated through admissible evidence that the presence of the Heretics in the insured premises was a fact material to the risk.

#### B. Obligation to Rebuild the Insured Premises

As noted, the trial judge awarded Smith Ltd. full RCV to the extent of the policy limit, or \$640,000. On appeal, Wynward argued that the trial judge erred in law when he concluded that Smith Ltd. was not required to rebuild within a reasonable period of time after the fire. Wynward argued that unless an effort to rebuild was shown, a policyholder could only recover ACV.

The Panel disagreed with Wynward and confirmed the trial judge's finding that Smith Ltd. was not obliged to rebuild the premises until it received confirmation of entitlement to proceeds under the insurance policy. In practical terms, the policyholder's rebuilding obligation was postponed until it received confirmation of the applicable basis for indemnity.

#### **Takeaways**

- 1. Claims personnel should always review the underwriting file and/or discuss with the underwriter(s) on the account before concluding that there was a failure to disclose a material change in risk.
- 2. An insurer denying coverage for this reason should have a strong factual basis for doing so, including both (a) subjective evidence from its underwriting department and (b) preferably independent objective evidence

- from a knowledgeable broker or competing underwriter, to best meet its onus for showing that the change in risk is "material"
- 3. Depending on the wording and facts in evidence, a policyholder denied coverage based on a failure to disclose a material change in risk may not be required to rebuild until litigation confirms entitlement under the policy.

Wynward Insurance Group v Smith Building and Development Ltd., 2023 SKCA 57 (CanLII),

https://canlii.ca/t/jx86s.



### Pearl Rombis Senior Litigation Counsel at Snowden Law Prof. Corp.

Over the years, Pearl has practiced in many areas of civil, commercial, and insurance litigation. Since 2004, her practice has focused on a diverse range of insurance defence and coverage litigation. Her clients have included Canadian, US & UK insurers and re-insurers, LawPRO, self-insured corporations, hospitals, and individuals (professionals & dismissed employees). Pearl also enjoys handling commercial

litigation and employment dispute & wrongful dismissal claims.

When wearing the hat of coverage counsel, Pearl drafts opinions, reservation of rights and position letters, and defence cost-sharing agreements. She has also represented clients in court applications, at trial and on appeal, in cases involving duty to defend, additional insureds, equitable contribution, breach of condition(s) and non-compliance, relief from forfeiture issues, and bad faith claims against insurers and independent adjusters. She has secured several very favourable costs awards for her insurer clients, at motions, applications, and trial. As defence counsel, Pearl has defended a wide array of complex and large loss casualty, property, and professional liability claims. Her caseload has included defending liability in wrongful death, occupiers', taverners, municipal and road design, product, construction/building developer/contractor negligence, defamation, property fire and water damage, railway derailments, environmental contamination, aviation and marine claims, and motor vehicle accidents. Pearl also defends insurers in commercial first-party property, Builder's Risk/COC, equipment breakdown, and professional liability/mitigation claims.

Pearl is an active learner and regularly attends and speaks at CLE events. She keeps abreast of legal trends by actively participating in various professional organizations, including CDL, WLAO, Lincoln Alexander School of Law, TMU's Law Placement Program, and LSO's Coach and Advisor Network.







### **TORONTO DELEGATE Election 2024**

We are looking for two forward thinking individuals that are based in the Toronto area.

> We are seeking nominations for two Toronto Delegates. The role is a 2-year term beginning July 31, 2024.

As a Toronto Delegate you will be responsible to actively recruit, engage, and educate adjusters in the GTA as to the benefits our organization provides. You will be eligible to work on a variety of committees such as our monthly WP publication, Canada's largest Claims Conference, Holiday Party or Training and Education to name a few.

If you are an OIAA member or know of an OIAA member interested in running for this position, please contact **Kyle Case** at kyle\_case@cooperators.com.

> Elections will be held on April 10, 2024. Go to oiaa.com for details.

# Thank Jou! to our generous



# SPONSORS







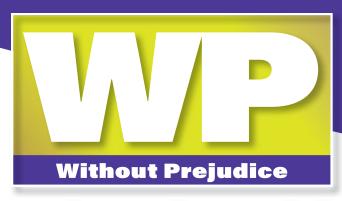












Official Journal of the Ontario Insurance Adjusters Association



### Advertise with us because...

The WP Magazine is the official journal of the OIAA (Ontario Insurance Adjusters Association).

- We have over 1,000 members.
- **WP** is fully digital and available to everyone.
- We currently have a social media following of over 3000
   Insurance people and you will receive further value as these editions stay on the website continuously.
- As a social member and advertiser in the WP magazine
   September 2023 June 2024 year, we will be pleased to offer you a free resource link on our website www.oiaa.com
- The cost to advertise in WP magazine to reach a large group of potential clients is extremely reasonable - see below.

Please give consideration to advertising in **WP** and contact me if you have a question or visit our website at **www.oiaa.com**.

I look forward to hearing from you.

Michele Field, WP Advertising Manager

Phone: (519) 291-9300 ext. 5713 E-mail: wp@oiaa.com

Social Member is a current member (with no outstanding membership dues) of either the Provincial Chapter (including Toronto) or the local chapters (Georgian Bay, Hamilton, Kawartha-Durham, Kitchener-Waterloo, London, Niagara, Northern, Ottawa, Thousand Islands, Thunder Bay, and Windsor).

In order for a business to qualify for the discounts outlined below, at least 5 employees of the business must be social members or if the business has less than 5 employees, all the employees must be social members.

### WP ADVERTISING RATES Prices are for space only - Sept 2023 to June 2024

			Member/	Social Membe	er Pricing	
Size	Single Issue	Five Issues	Ten Issues	Single Issue 15% discount	<b>5 Issues</b> 20% discount	10 Issues 20% discount
Full Page	\$645	\$610 per issue	\$590 per issue	\$550	\$490 per issue	\$470 per issue
2/3 Page	\$540	\$510 per issue	\$490 per issue	\$460	\$410 per issue	\$390 per issue
1/2 Page	\$450	\$425 per issue	\$405 per issue	\$385	\$340 per issue	\$325 per issue
1/3 Page	\$380	\$360 per issue	\$340 per issue	\$325	\$290 per issue	\$275 per issue
1/4 Page	\$305	\$290 per issue	\$270 per issue	\$260	\$230 per issue	\$220 per issue
1/6 Page	\$225	\$215 per issue	\$205 per issue	\$195	\$170 per issue	\$165 per issue

Ads must be submitted in Press Quality High-Resolution PDF or JPEG formats. The resolution of all images should be at least 300 dpi. For details on publishing schedule and dimensions of ads please go to www.oiaa.com

WP radio ads are available, Please contact Terry Doherty at: wpdigital@oiaa.com

# Thanks to Our Generous **HOLIDAY PARTY SPONSORS**





### HUDSON RESTORATION

FIRE | WATER | ENVIRO | CONTENTS







































*Servicemaster* Restore



## Introducing our New and Improved Website

olda.com

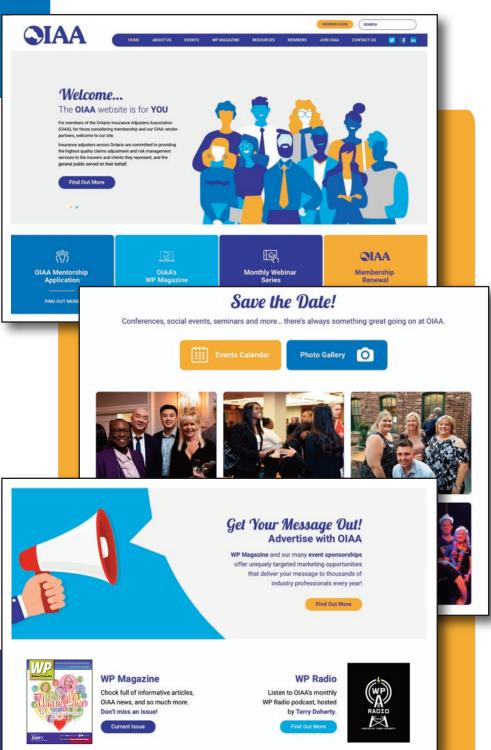
Better viewing experience

- More informative
- Easier to navigate
- More interactive and user friendly
- Enhanced photo gallery

Check it out today: oiaa.com

Your hub for adjuster related information.





**Opportunities Await You** 



# JOIN US **WE WANT YOU**

The OIAA provides professional development, networking, inside industry news and support to insurance adjusters across Ontario. By joining our 1500 plus network of active and associate members, you receive:

- Access to informative seminars and educational training
- Opportunities for your children or grandchildren to apply for one of three \$1,000 OIAA Education Bursary's
- Member pricing for professional development and social events
- Ability to collaborate with others through our Mentorship
- Participate in shaping claims adjustment and risk management services in Ontario

All Memberships (except Social) are \$50+HST per year. Social memberships are \$75+HST per year.

#### Renew your membership today!

To learn more please visit our website at: www.oiaa.com



## **OUR DIGITAL REACH**

621 **FACEBOOK FOLLOWERS** 

> 7217 TER FOLLOWERS

UNIQUE WP RADIO LISTENERS

3.216

LINKEDIN CONNECTIONS

**AND GROWING...** 

**QIAA** 

# Claims Conference

### APRIL 10, 2024 - METRO TORONTO CONVENTION CENTRE

### TRADESHOW EXHIBITOR **BOOTH REGISTRATION:**

Price: \$1,500 + HST

Includes access to trade show and seminars all day of the Conference. Online Registration: Opens September 5th, 2023 @ 10:00am.

### **CONFERENCE GENERAL REGISTRATION:**

Opens early 2024! Stay tuned for details by visiting www.OIAA.com

### SPONSORSHIP:

**Online Sponsorship Purchases:** Opens September 5th, 2023 @ 10:00am.







WWW.OIAA.COM



**Lanyard Sponsor** 









# TO OUR MANY GENEROUS CLAIMS CONFERENCE **SPONSORS**



#### FOR IMMEDIATE RELEASE

ONTARIO, CANADA - WP Radio, the premier insurance adjusters podcast in Ontario, is excited to announce the upcoming season of guests, episodes and interviews for 2023.

The new season will feature a wide range of industry experts, including insurance adjusters, industry leaders, and policy experts, providing valuable insights and information to listeners.

"We are thrilled to bring our listeners a new season of engaging and informative content," said Terry Doherty, host of WP Radio. "We've been doing this for more than half a decade now and we're still just as excited and looking forward to speaking with all of our quests every time we record an episode."

WP Radio will continue rolling out MyKey's series 'Home Away From Home', on the podcast network and will additionally be at all Ontario Insurance Adjusters Association events, recording live with guests, sponsors and other members of the industry.

In 2023, WP Radio has focused on expanding their production of branded content shows, as part of their mission to constantly grow and enhance their roster of episodes.

"We are committed to providing our listeners with the most valuable and up-to-date information in the insurance industry," said Doherty. "The new season of WP Radio will be an essential resource for anyone working in the insurance industry or interested in learning more about it."

Listeners can tune in to the podcast on all major platforms, including Spotify, Apple Podcasts, and Google Podcasts.

For more information on all branded content productions, options for sponsorship, and guest spots on interviews, please contact Kieran Doherty by phone or email.

Kieran Doherty

Executive Producer, WP Radio Podcast Network

Email: Kieran@Doherty664.com

Phone: (315) 771-8499



**Ontario Insurance Adjusters Association** 

# **GET IN TOUCH**

We would love to hear from you! If you have any inquiries or comments, please contact us.

Inquiries	info@oiaa.com
President	president@oiaa.com
Website	website@oiaa.com
Membership	membership@oiaa.com
WP Magazine	wp@oiaa.com
WP Digital (Radio)	wpdigital@oiaa.com
Claims Conference	cc@oiaa.com
Events	events@oiaa.com
Bursary	bursary@oiaa.com

# **ADVERTISERS' INDEX**

Advertiser	Page Number
Accomsure	11
ADR Chambers	28
BDO Canada	9
Brown & Beattie	13
Davis Martindale	15
Garda	2
Global Resolutions	17
MDD Forensic Accountants	24
Relectronic-Remech Inc.	26
Williams Meaden & Moore Inc.	22
Xpera Risk Mitigation	16

### **OIAA 2023-2024 ONTARIO CHAPTER EXECUTIVE OFFICERS**

CHAPTER NAME & POSITION	NAME	COMPANY
GEORGIAN BAY (BARRIE)		
President	JOE CUMMING, FCIP, CRM	The Co-operators, Barrie
Vice-President:	MARY CHARMAN	Crawford & Company (Canada) Inc., Barrie
Treasurer:	KAYLA GUY	The Co-operators, Barrie
Secretary:	KIM BARKER	Wawanesa Mutual Insurance
Director:	PATTI O'LEARY, CIP	The Co-operators, Barrie
Director:	CARRIE MACPHEE	Wawanesa Mutual Insurance
Director:	SHANNON WOLOCHATIUK	Wawanesa Mutual Insurance
Director:	BEN THOMSON	Thompson Insurance Adjusters, Orangeville
Past President:	GREG DOERR, CIP	Doerr Claims Services Inc., Barrie
Chapter Delegate:	SHERI TURNER	West Wawanosh Mutual Insurance Co.
Website:	www.oiaagb.com	ı
HAMILTON		
President	AIDAN McCARDLE	Crawford & Company, Hamilton
Vice-President:	LAURA O'HEARN	Maxwell Claims Services, Hamilton
Treasurer:	LAURA O'HEARN	Maxwell Claims Services, Hamilton
Secretary:	JENNIFER HAMU	Crawford & Company, Hamilton
Director:	JENNIFER HAMU	Crawford & Company, Hamilton
Director:	BRENDAN LEON	Crawford & Company, Hamilton
Past President:	JENNIFER ALLAN	Brant Mutual Insurance Co., Brantford
Chapter Delegate:	CHRISTINE ANDREWS	Sage Claims Solutions Inc., Hamilton
Website:	www.oiaahamilton.com	1
KAWARTHA/DURHAM		
President	JASON SAUCIER, CIP,ACS	QBE Canada   European Operations
Vice-President:	TBA	4
Treasurer:	ALICIA HUGHES	Crawford & Company Canada
Secretary:	ALICIA HUGHES	Crawford & Company Canada
Director:	NADINE DIONNE, BA, CIP	Crawford & Company Canada
Past President:	BOBBI-JO STEPHENS, CIP, ACS	The Commonwell Mutual Insurance Group
Chapter Delegate:	JASON SAUCIER, CIP, ACS	QBE Canada   European Operations
Website:	www.oiaakawarthadurham.com	1 4
KITCHENER-WATERLOO		
President	CAROLINE MANSEL	Ayr Mutual
Vice-President:	JAIME RENNER, CIP	The Co-operators General Ins., Cambridge
Treasurer:	NATHAN BENTLEY	Gore Mutual Cambridge
Secretary:	COLTON MEDLAND	Curo Claims Services Waterloo
Director:	CHRISTINE FIZELL	Trillium Mutual
Director:	KERI JOHNSON	The Co-operators General Ins., Cambridge
Past President:	KAYLA HELMOND	Crawford & Company Waterloo
Chapter Delegate:	CARRIE KEOGH, BA Hons	Gore Mutual Cambridge
Website:	www.kw-oiaa.ca	
LONDON		
President	KELLY PECK-MCDONNELL,CIP	Kent & Essex Mutual Insurance Company
Vice-President:	JENNIFER MOREAU	Salus Mutual
Treasurer:	LINDA PEREIRA	Lambton Mutual Insurance Co. Watford
Secretary:	CORY BOYLE	Definity Financial
Director:	COURTNEY ALLISON	Intact Insurance
Bookkeeper:	WENDY BARBOUR, FCIP	
Chapter Delegate:	MICHELE FIELD, FCIP	Trillium Mutual Insurance Company
		Timani mutuur mourance company
Website:	www.londonclaimsassociation.com	

CHAPTER NAME & POSITION	NAME	COMPANY
NIAGARA		
President	BOB MCCORD, FCIP, CFEI, CRM	Leading Edge Claims Services Fonthill
Vice-President:	CHRIS JOLLIFFE, B.Sc.,CIP,CFEI	Leading Edge Claims Services Fonthill
Treasurer:	BRIAN HORNYAK	Portage Mutual Insurance
Secretary:	ERIC GRIFFI	Crawford & Company Canada Inc.
Director:	JEFF EDGE, CIP, CFEI	Leading Edge Claims Services Fonthill
Director:	CHAUSSIE LAWSON, FCIP, CRM	Portage Mutual Insurance
Director:	MIKE RAGONA	Sedgwick
Chapter Delegate:	ROB FIORIDO, CIPm	Portage Mutual Insurance
Website:	www.oiaaniagara.com	
NORTHERN		
President	BLAIR BOILARD, CIP, CFEI	Crawford & Company Canada Inc. Elliot Lake
Vice-President:	IAN JOHNSON	Claims Pro Inc.
Treasurer:	GREG MCAULEY	The Co-operators Sault Ste. Marie
Secretary:	To be announced	
Director:	DAVID K. MARSHALL	Crawford & Company Canada Inc. Sault Ste. Marie
Director:	JESSE VERMETTE	Crawford & Company Canada Inc.
Director:	AMI LOWE	Claims Pro Inc. Sudbury
Director:	DAN ROSS	Northern Adjusters - Sudbury
Director	BOB PALANGIO B.ED. B.SC.	Optimum Insurance Company- North Bay
Chapter Delegate:	MIKE BOTTAN, CIP, CFEI	Crawford & Company Canada Inc. New Liskeard
OTTAWA		
President	CONAR MARCOUX, BA, FCIP, CFEI	Crawford & Company
Vice-President:	TBA	
Treasurer:	TBA	
Secretary:	TBA	
Director:	TBA	
Chapter Delegate:	MARGARET MACKENZIE	Travelers Canada
Website:	www.ovaa.ca	
THOUSAND ISLANDS		ı
President	SHARI HAMILTON	PCA Adjusters, Belleville
Vice-President:	BEN BALDWIN, BA CIP	Travelers Canada
Treasurer:	SARAH GRAVES	Crawford & Company (Canada) Inc. Kingstor
Secretary:	ERIN SHEARD	ClaimsPro Kingston
Director:	ALEX ROBINSON	L&A Mutual
Past President:	BRAD WILSON, BBA, CIP	Crawford & Company (Canada) Inc. Kingston
Chapter Delegate:	DUNCAN SOUTHALL	PCA Adjusters, Kingston
Website:	www.wearetiaa.com	
THUNDER BAY		
President	ALISA HAINRICH, CIP	Wawanesa Mutual Ins. Co.
Vice-President:	FRANK CASTALDO	Intact
Treasurer:	KIM LEPERE	ClaimsPro
Secretary:	KIM LEPERE	ClaimsPro
Director:	DAVID KIRYCHUK, BA,CFEI	Crawford & Company (Canada) Inc
Director:	SANDRA FREEMAN	Intact Insurance
Chapter Delegate:	CLAIRE RICHARDSON, BA, CIP	Sedgwick
Website:	www.oiaatbay.ca	
WINDSOR	DETER RIEDICES AND	
President	PETER RIEDIGER, CIP	ClaimsPro Inc.
Vice-President:	WILLIAM HUMPHREY, BA, FCIP, CRM	ClaimsPro Inc.
Treasurer:	LAURIE WALKER, FCIP, CRM	Walker Consulting & Auditing Ltd.
Secretary:	JORDAN TREMBLAY, CIP	ClaimsPro Inc.
Director:		
Chapter Delegate:	WILLIAM HUMPHREY, BA, FCIP, CRM	ClaimsPro Inc.
Website:	www.oiaawindsor.ca	