

----- Forwarded Message -----

From: Yvele Paquette <paquyve@yahoo.com>

To: Sanford, Suzanne <Suzanne.Sanford@ottawa.ca>

Sent: Friday, January 21, 2022, 02:16:11 PM EST

Subject: uRe: Insurance questions

Hello Suzanne

It is so nice to hear from you. Thank you for contacting me.

I was very worried because I could not find any evidence that the Carleton Heights and Area Residents Association (CHARA) had insurance for our outdoor rink. Perhaps I need only to complete an application. (That is the suggestion according to the city's legal department.) Perhaps though, as you said to Councillor Riley - you do confirm that Carleton Heights ODR is insured.

So I am not sure if I need to do anything. My phone number 613-225-7896.

I will forward a string of e-mails to you just for your information only (and for your entertainment).

Yvele Paquette
President
CHARA

On Friday, January 21, 2022, 01:19:30 PM EST, Sanford, Suzanne <suzanne.sanford@ottawa.ca> wrote:

Hello Yvelle, I am contacting you to discuss your insurance questions. Councilor Brockington asked me to reach out to you for assistance. In order for me to clearly understand your

concerns, are you looking for information regarding the outdoor rink insurance specifically, or Commercial General Liability insurance for the community association in general.

I am happy to answer your questions and guide you through the process.

Looking forward to hearing from you,

Suzanne Sanford

Recreation Community Development Officer

Agente de loisirs et de développement communautaire

City of Ottawa - Ville d'Ottawa

Recreation, Culture and Facilities Services –

Service des loisirs, de la culture et des installations

613-580-2424 ext. 29316

Suzanne.sanford@ottawa.ca

----- Forwarded Message -----

From: Brockington, Riley <riley.brockington@ottawa.ca>

To: Yvele Paquette <paquyve@yahoo.com>

Cc: Michael Mack <mikemack@ncf.ca>; Hickey, Andrew <Andrew.Hickey@ottawa.ca>

Sent: Thursday, January 20, 2022, 08:49:39 PM EST

Subject: RE: Urgent. Fwd: Insurance Update

Hi Yvette,

Here is what I received from the Senior Rink Coordinator today. Looks like they will reach out to you very soon.

RB

I think there is some confusion. All outdoor rinks are provided with insurance coverage as part of the program. There is no paper-work or action required by volunteers to ensure insurance is in place. By way of this email, I am confirming that the Carleton Heights ODR is insured.

The issue seems to be insurance coverage for the community association itself. Community associations were sent applications in the spring, requesting that the documents be completed by June 1 for insurance renewal. I do recall that there was some communication with representatives from the Carleton Heights CA as they had questions which were answered by the city's insurance services department. Suzanne Sanford was supporting Community groups with the required applications in the spring and I am copying her so that she can review this particular group. My preliminary review is that the association is part of the city's fixed plan for their general Liability Insurance which is paid by the city. The gap seems to be that the required application for renewal was not submitted to Marsh.

Suzanne will review and reach out to the community association to resolve.

From: Yvele Paquette <paquyve@yahoo.com>

Sent: January 20, 2022 4:34 PM
To: Brockington, Riley <Riley.Brockington@ottawa.ca>
Cc: Michael Mack <mikemack@ncf.ca>
Subject: Fw: Urgent. Fwd: Insurance Update

CAUTION: This email originated from an External Sender. Please do not click links or open attachments unless you recognize the source.

ATTENTION : Ce courriel provient d'un expéditeur

Hi Riley

We started this process in November and I found out just today that the CHARA rink is without insurance. Can you please use your influence to help me get this taken care of quickly. If you please could you get me the contact information or application etc....

I so much appreciate your help.

Sincerely
Yvele

From: Yvele Paquette <paquyve@yahoo.com>
Date: January 20, 2022 at 3:37:12 PM EST
To: Andrew Hickey <andrew.hickey@ottawa.ca>
Cc: Michael Mack <mikemack@ncf.ca>
Subject: Urgent. Fwd: Insurance Update
Who do I contact at March?

Sent from my iPhone

Begin forwarded message:

From: "Hickey, Andrew" <Andrew.Hickey@ottawa.ca>
Date: January 20, 2022 at 3:20:16 PM EST
To: Yvele Paquette <paquyve@yahoo.com>
Subject: Re: Insurance Update

Hi Yvele,

This is what legal sent me as an update. Please let me know if this is helpful.

"Regarding your inquiry, our broker Marsh has confirmed that this Association does not currently have Commercial General Liability coverage through our program. It would appear that an application was never received from them for that coverage. If they are seeking to obtain coverage, which I believe would come under our City paid-fixed program, they would need to compete an application and provide it to our broker Marsh."

Andrew

I hope that helps.

From: Yvele Paquette <paquyve@yahoo.com>
Sent: Wednesday, January 12, 2022 1:25 PM
To: Hickey, Andrew <Andrew.Hickey@ottawa.ca>
Subject: Fw: Insurance Update

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Andrew,

The confederation of Community Associations is requesting information from all the CAs in the city. Can you provide me with some information regarding CHARA? Thank you
Yvele

----- Forwarded Message -----

From: Yvele Paquette <paquyve@yahoo.com>

To: Andrew Hickey <andrew.hickey@ottawa.ca>
Sent: Saturday, December 18, 2021, 01:12:46 PM EST
Subject: Fw: Insurance Update

FYI

What confuses me is that Jordan says her team only deals with insurance for outdoor rinks. Yet she cannot provide details for our rink and sends me to another person.

Have a good week Andrew
Yvele

----- Forwarded Message -----

From: Yvele Paquette <paquyve@yahoo.com>
To: Rhonda.Plosenski@ottawa.ca <Rhonda.Plosenski@ottawa.ca>
Sent: Wednesday, December 8, 2021, 03:05:49 PM EST
Subject: Fw: Insurance Update

Hello Rhonda, I hope this email finds you well.

I am interested in getting as much information regarding insurance for the rink or otherwise. Here is my email from December 1

My name is Yvele Paquette, the new president of the Carleton Heights and Area Residents Association (CHARA). I am trying to find out if CHARA has current insurance coverage through the city. Below are the most recent communications passed onto me. Our generic e-mail address is info@ourchara.ca and I have not found any information on insurance there.

Would you be able to get back to me and provide an update on our insurance situation. Thank you.

Sincerely

Yvele Paquette, President

<http://www.ourchara.ca>

----- Forwarded Message -----

From: Lundrigan, Jordan <jordan.lundrigan@ottawa.ca>

To: Yvele Paquette <paquyve@yahoo.com>

Sent: Wednesday, December 8, 2021, 02:54:13 PM EST

Subject: RE: Insurance Update

Hi Yvele,

I am not the Program Coordinator for that area, so I cannot speak to the rink details. The Program Coordinator I referred you to, Rhonda, should be able to provide some information on that regard.

Thank you,

Miss Jordan Lundrigan

Preferred Pronouns : she/her/elle

Program Coordinator (A) | Coordinatrice des programmes

Aquatics, Specialized and City Wide Programs | Programmes

aquatiques, spécialisés et à l'échelle de la Ville

Recreation, Cultural and Facility Services | Direction générale des

loisirs, de la culture et des installations

City of Ottawa | Ville d'Ottawa

ottawa.ca/recreation / ottawa.ca/loisirs

I recognize that Ottawa is located on the unceded territory of the Algonquin Anishinabe Nation.



From: Yvele Paquette <paquyve@yahoo.com>

Sent: December 08, 2021 2:51 PM

To: Lundrigan, Jordan <Jordan.Lundrigan@ottawa.ca>

Subject: Re: Insurance Update

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Hello Jordan,

Is CHARA insured for the outdoor rink? By whom?

Could you provide details? In the past there were applications for CHARA to complete.

Thank you

Yvele

On Wednesday, December 8, 2021, 02:34:47 PM EST, Lundrigan, Jordan <jordan.lundrigan@ottawa.ca> wrote:

Hello Yvele,

Our team only deals with insurance relating to outdoor rinks. The Program Coordinator for your area is Rhonda Plosenski. She can be reached at Rhonda.Plosenski@ottawa.ca and may be able to assist you with your inquiry or redirect your inquiry.

Thank you,

Miss Jordan Lundrigan

Preferred Pronouns : she/her/elle

Program Coordinator (A) | Coordinatrice des programmes

Aquatics, Specialized and City Wide Programs | Programmes

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ottawa.ca/recreation / ottawa.ca/loisirs

I recognize that Ottawa is located on the unceded territory of the Algonquin Anishinabe Nation.



From: Yvele Paquette <paquyve@yahoo.com>

Sent: December 01, 2021 10:49 AM

To: Lundrigan, Jordan <Jordan.Lundrigan@ottawa.ca>; Seasonal Recreation / Loisirs Saisonniers <SeasonalRecreation@ottawa.ca>

Subject: Fw: Insurance Update

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ATTENTION : Ce courriel provient d'un expéditeur externe. Ne cliquez sur aucun lien et n'ouvrez pas de

Hello Mr. Lundrigan:

My name is Yvele Paquette, the new president of the Carleton Heights and Area Residents Association (CHARA). I am trying to find out if CHARA has current insurance coverage through the city. Below are the most recent communications passed onto me. Our generic e-mail address is info@ourchara.ca and I have not found any information on insurance there.

Would you be able to get back to me and provide an update on our insurance situation. Thank you.

Sincerely
Yvele Paquette, President
<http://www.ourchara.ca>

> ----- Forwarded Message -----

> From: "Jordan Lundrigan" <Jordan.Lundrigan@ottawa.ca>

> To: "seasonalrecreation" <SeasonalRecreation@ottawa.ca>

> Sent: Friday, April 23, 2021 2:56:55 PM

> Subject: Insurance Update

>

> Good Afternoon,

>

> We hope this finds you all well!

>

> This is just a quick follow-up from the emails you have all received from Marsh.

>

> The City of Ottawa recently switched to Marsh as our insurance broker, and unfortunately as sometimes happens with changes, some communication lines were mixed. We believe that all communication regarding things of this nature should come directly from us to you, and so that will be the process moving forward.

>

> We have confirmed that we will be facilitating the transition by providing as many details requested by them as possible to avoid administrative burden on you and your teams. In the event there are some details we may need from you we will reach out to you directly.

>

> There is no further action required of you at this time.

>

> Thank you all for your patience and understanding,

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> Seasonal Recreation

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>

> Bonjour,

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> Nous espérons que vous allez bien!

>

> Nous vous écrivons simplement pour faire suite aux courriels que vous avez reçus de Marsh.

>

> La Ville d'Ottawa a récemment choisi Marsh comme courtier d'assurance et malheureusement, comme il arrive parfois lorsque des changements ont lieu, certaines lignes de communication ont été mélangées. Nous croyons que c'est nous qui devrions vous communiquer des changements de la sorte et procéderons ainsi à l'avenir.

>

> Il est confirmé que nous faciliterons cette transition en fournissant aux employés autant de détails que possible afin d'éviter un fardeau administratif pour vous et vos équipes. Si jamais nous avons besoin d'obtenir certains détails auprès de vous, nous communiquerons directement avec vous.

>

> Vous n'avez aucune mesure à prendre pour le moment.

>

> Nous vous remercions tous de votre patience et de votre compréhension.

>

> Loisirs Saisonniers

>

>

> The Seasonal Recreation Team

> City of Ottawa

> Recreation, Cultural, and Facilities Services

> Seasonal Recreation Unit

> 100 Constellation Cres. | 8th Floor West

> Nepean ON, K2G 6J8

> Tel: 613-580-2590

> ottawa.ca/recreation<<http://www.ottawa.ca/recreation>> / ottawa.ca/loisirs<<http://www.ottawa.ca/loisirs>>

> Please note that we are primarily working remotely due to COVID-19 restrictions. Email is the best way to get a hold of me at this time.

> Veuillez noter que nous travaillons surtout à l'extérieur du bureau à cause des restrictions du COVID-19. Le courrier électronique est le meilleur moyen de nous joindre pour l'instant.

> Never miss a registration date! Subscribe to the recreation and culture e-newsletter: DiscoverRec<<http://ottawa.ca/en/node/297167>>.

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