

PAUDAVIS

RECOVER • RECONSTRUCT • RESTORE

Property Damage? Call 1.877.570.0438

24/7
SERVICE

Kitchener-Waterloo Guelph-Wellington Grey and Bruce Counties

pauldavis.ca





Advisory Services

Ontario's Leader in Providing Insurance & Litigation Accounting Services

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

Jessy Hawley CPA. CGA. CFR. COP. Gary Phelps CPA. CMA. CFR. CFR.
advisoryservices@davismartindale.com 1.800.668.2167

Online Calculators

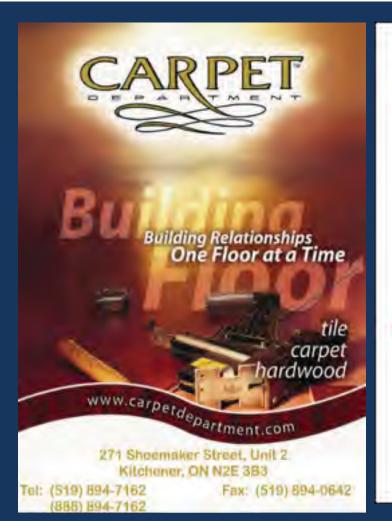






London - 373 Commissioners Road West, DN N6.J 1Y4 | 1: 519.673.3141 Toronto - 20 Bay Street - Suite 1100, ON M5J 2N8 | 1: 416.840.8050 davismartindale.com





Insurance Claims Adjusting &Litigation



Coverage Issue?
Subrogation?
Personal Injury?

Every superhero needs a little help now and then, so call the experts.







info@arconforensics.com



Providing Emergency Services 24 hrs a day, 7 days a week

Email: 1respond@firstresponserestorations.ca

www.firstresponserestorations.ca

2 Locations to Serve You!

- 172 Washburn Dr., Kitchener N2R 1S2
- 126 Malcolm Rd., Guelph N1K 1J1

Service with Commitment and Integrity

G Caskanette Udall

EXPERIENCED · TRUSTED · PROMPT

Fire Investigations Accident Reconstruction Personal Injury **Environmental Services**

Structural Design **Building Science Property Claims** Mould & Asbestos

248-675 Queen St. S., Kitchener, ON N2M 1A1 www.caskanette.on.ca 1-800-920-5854



Put your mind at ease

Claims. Litigation. Investigations.

Challenges of daily life in the insurance business.

You don't need to confront these alone. At KPMG we provide independent, objective and credible advice to help bring claims, litigation and investigations to successful conclusions for you and your clients.

KPMG can help put your mind at ease when dealing with difficult and sensitive issues.

David Bushell

Let's start the conversation.

Karen Grogan T: 519-747-8223

T: 519-747-8882

E: kgrogan@kpmg.ca E: dbushel@kpmg.ca

kpmg.ca/forensic







PRESIDENT'S MESSAGE OCTOBER 2019



As Autumn approaches, the weather turns cooler, the leaves change colour, and it's a time to slow down and give thanks. I would like to thank everyone who came out to our September Kick Off Event on Thursday September 26. We changed things up a bit this year and those that attended had lots of positive feedback. I really enjoyed seeing people mingling around, enjoying the food stations, visiting the industry partner tables and even wearing the balloon hats the magician made them! Through our 50/50 sales

we raised an astounding \$533 for our charity this year!

This year I have chosen Women's Crisis Services of Waterloo Region to sponsor. This non-profit organization is the only agency of its kind in the Waterloo Region. They have two emergency shelters for abused women and their children; Anselma House in Kitchener and Haven House in Cambridge, plus an Outreach program. On average it costs about \$100 a day to provide shelter and services for one woman for one day. I am hoping to beat our last year's charity total of \$8000.

We have some great things planned for this year. We have moved our October meeting up one week as the last Thursday of October is Halloween. On October 24th at Golf's Steak House we have the first of our education dinner meetings. It is called 'Details, Details, Details!' It should be a very interesting panel discussion.

On Saturday November 23 we are hosting a FREE family fun event: bowling at Kingpin Bowl Lounge in Kitchener. This free event for you and your children, will include two hours of bowling, shoe rental, a pizza lunch and unlimited pop/coffee/tea. We will be doing registration for this event as there is limited space. Stay tuned for further details. If you have questions about this event please inquire with one of our K-W OIAA executive team. All members are welcome!

From our executive team we want to wish everyone a safe and happy Thanksgiving, and we look forward to seeing you on October 24, 2019 at Golf's Steakhouse.

Thank you,
Jaime Renner
President of K-W OIAA

K-W OIAA EXECUTIVE COUNCIL 2019-2020

Jaime Renner

President

Economical Insurance

519-570-8500 ext. 43031

Email: jaime.renner@economical.com

Jeff Cronk

Treasurer

Curo Claims Services

866-952-2876 ext. 1240

Email: jcronk@curocanada.com

Carrie Keogh

Past President

Gore Mutual Insurance Co.

800-265-8600 ext. 2545

Email: ckeogh@goremutual.ca

Lisa Dobson

Director

The Co-Operators

519-618-1222

Email: <u>lisa dobson@cooperators.ca</u>

Randy Henderson

Social Director

Arcon Forensic Engineers

416-491-2525

Manish Patel

Bulletin Director

Paladin Risk Solutions

647-883-7348

Email:

mpatel@paladinrisksolutions.com

Fllie Celestine

Vice President

The Co-Operators

519-618-1211

Email: ellie celestine@cooperators.ca

Kayla Helmond

Secretary

Crawford & Company (Canada) Inc.

519-593-2622

Email: kayla.helmond@crawco.ca

Stephanie Klages

Director

Crawford & Company (Canada) Inc.

519-593-2621

Email: stephanie.klages@crawco.ca

Jennifer Brown

Provincial Delegate

Economical Insurance

519-570-8500 ext. 43375

Email: Jennifer.brown@economical.com

Matthew Bowker

Social Director

Golden Triangle Restoration DKI

519-624-4487

David Bushell

Financial Secretary

KPMG Forensic

519-747-8882

Email: dbushell@kpmg.ca

If you have any questions, concerns or comments, please do not hesitate to contact any of the above committee members.

IN THIS ISSUE...

| President's Message | Page 1 |
|------------------------------|---------|
| 2019-2020 K-W OIAA Executive | Page 2 |
| Events Schedule 2019-2020 | Page 4 |
| Social Chit Chat | Page 5 |
| Provincial Delegate Report | Page 6 |
| September Kickoff Event | Page 8 |
| Advertisers' Index | Page 34 |

Click here to Like us on Facebook →



Click here to Join us on LinkedIn →



Click here to Follow us on Twitter →



Click here to Visit our website →



EVENTS SCHEDULE 2019-2020

October 24, 2019 Details, Details!

Jennifer Brown & Kayla Helmond

It all starts with the details! It all starts with the details not matching up, leaving you with more questions than answers. Come out to an interactive panel including Paul Gullekson of CEP Forensic, Manish Patel of Paladin Risk Solutions and Caroline Meyer of Strigberger Brown Armstrong LLP as we look at investigating and handling cases of enhanced damage, stolen vehicles and staged accidents. Learn about the impact of using a forensic engineer, Legal counsel and investigators to mitigate suspected fraudulent claims.

November 23, 2019 Family Bowling at Kingpin Bingemans

Carrie Keogh, Jeff Cronk & Randy Henderson

Details to follow.

January 30, 2020 Chili Cook-Off

Manish Patel & Lisa Dobson

Challenge the winners from the 2019 Chili Cook-off by bringing your best chili,

or your trivia knowledge.

February 27, 2020 #metoo Discussion with Kadey Schultz

Carrie Keogh, Matthew Bowker & Kayla Helmond

March 26, 2020 Educational Seminar

David Bushell & Stephanie Klages

April 30, 2020 Election night & Battle of the Bands

Jennifer Brown, Carrie Keogh & Matthew Bowker

Election for positions available on the board, Members wishing to join the

board must be in good standing with the K-W OIAA.

Any member of the OIAA with a Band is encouraged to sign up to play and see

if you can beat the two time defending champs the Haz-Mats

May 28, 2020 Educational Seminar

Jeff Cronk & Randy Henderson

June, 2020 John McHugh Memorial Golf Tournament

Date and Location TBD

Jaime Renner & Ellie Celestine

All events will be held at Golf's Steak House and Seafood unless otherwise noted.

SOCIAL CHIT CHAT

October 2019



With the end of September, we have all set back into our regular fall routines. Now is the time to get prepped for what I hope to be short winter months.



We hosted a well-planned and attended kick off event on September 26th. I really enjoyed the opportunity to meet so many people within our industry.

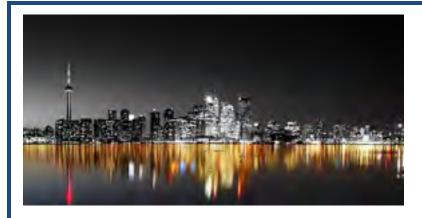
The feedback we received was positive and thoughtful; we are already working on bringing you more events in the coming months.

As this is my first year with the K-W OIAA board, watching how the event came together was a learning experience for me. I was impressed by the countless hours the team put into the event to ensure it would be a success. My favorite part was seeing how this team worked together so dynamically as they listened to one another, generated new ideas, made changes when they were needed and brought the teams vision to life.

I am very excited to get to know everyone in Kitchener-Waterloo and surrounding areas! I'm available at matthew@gtrs.ca

Cheers,
Matthew Bowker
K-W OIAA Social Director





PROVINCIAL DELEGATE REPORT



On September 18, 2019, the OIAA kicked off the 2019- 2020 year in the Distillery District at the amazing Archeo Trattoria. It was an amazing venue, with amazing food but the cobblestone patio had my heart.

Leanne Hardman has chosen the SickKids Foundation as her charity this year. The SickKids hospital is trying to fundraise to open a new SickKids hospital. If you would like more information on this endeavour please look at: https://www.sickkidsfoundation.com/

Thank you to all our industry partners for your continuous and ongoing support, we truly could not do this without you.

Please remember to renew your OIAA membership for 2019 - 2020. Your membership provides you with a subscription to WP Magazine and access to many excellent education and networking events throughout the year.

Upcoming Provincial OIAA events for 2019/2020:

October 23, 2019 Past President Night – King Edward Hotel, Toronto

December 11, 2019 OIAA Holiday Party*-Royal York, Toronto *Sponsorship opportunities available

January 22, 2020 Claims Conference- Metro Toronto Convention Centre

You can sign up for Provincial events at www.oiaa.com

Regards,
Jennifer Brown
K-W OIAA Chapter, Provincial Delegate





YOUR FORENSIC ENGINEERING ALLIES

CEP Forensic represents 40 years of experience, more than 100 employees and over 60,000 investigations completed to date. It's also a team devoted to providing our clients with the clearest possible picture of the nebulous circumstances that surround a loss. From one end of Canada to the other, we're determined to help our customers solve their technical challenges with discipline and professionalism, while remaining accessible and flexible.

COLLISION RECONSTRUCTION

BIOMECHANICAL ENGINEERING AND INJURY

FIRE AND EXPLOSION

ELECTRICAL ENGINEERING

STRUCTURAL AND CIVIL ENGINEERING

ENVIRONMENTAL SCIENCE

MATERIALS AND METALLURGICAL ENGINEERING

MECHANICAL ENGINEERING

ENERGY AND INDUSTRIES





FORENSIC

cep-experts.ca



Strigberger Brown Armstrong

Lisa Armstrong | Suzanne Armstrong | Monika Bolejszo| Stas Bodrov | Julianne Brimfield Fiona Brown | Gabriel Flatt | Tim Gillibrand | Krista Groen | Devan Marr | Andrew Mercer Caroline Meyer | Kathleen O'Hara | Dan Strigberger | Shalini Thomas

801–480 University Avenue Toronto ON M5G 1V2 | t. 416 679 2781 500–1 Blue Springs Drive Waterloo ON N2J 4M1 | t. 519 279 0320 info@sbalawyers.ca | sbalawyers.ca

ACCESS RESTORATION SERVICES



24/7 + EMERGENCY RESPONSE 1-855-848-5127

www.ARSRESPONDS.com

YOUR CANADIAN EMERGENCY RESPONSE COMPANY













·Fire ·Flood · Wind · Contents



Waterloo Region

227 Riverbend Drive, Kitchener 519.584.7000

Grey - Bruce 540 1st Street, Hanover 519.364.1317

A /Aurery Group Inc. company





INSURANCE. DEFENCE. LAWYERS.

At Miller Thomson, we recognize the need to assess and manage risk and deal with it effectively. Our Insurance & Risk Management group is one of the largest independent insurance practices in Canada and our lawyers are committed to offering insight, creative thinking and maximum value to all of our clients, all of the time.

Contact:

Helen D.K. Friedman

Partner 519.593.3223 hfriedman@millerthomson.com James Bromiley

Partner 519.593.3203 jbromiley@millerthomson.com

MILLERTHOMSON, COM





INVESTIGATION SERVICES

Paladin Risk Solutions offers a full suite of specialized risk and investigative services, to mitigate risk and corporate concerns around reputation, human safety, and business continuity. As a national service provider with global reach, our areas of expertise include all facets of security and risk consulting, compliance and incident investigations, insurance matters, intelligence analysis and OSINT gathering, activist monitoring, political risk, and all forms of human safety, personal protection, and corporate security.

With 26 offices from coast to coast in Canada and 22 offices within the United States, Paladin's international reach has you covered. Since 1976 we have specialized in providing our insurance clients with real-time information, which allows them to make more informed and strategic decisions for their organizations. Our dedicated teams across the country have extensive experience and have conducted countless hours of surveillance relating to personal injury, long term disability, and workers compensation claims.

- Surveillance
- Open Source Analysis
- Home Visits
- Interviews / Statements
- Litigation Support
- Locates
- Liability Investigations
- Contestable Death Claims



PALADIN RISK SOLUTIONS PROVIDES COAST TO COAST INVESTIGATION SERVICES

Contact Manish Patel, Manager of Investigation Services, Eastern Canada.

647.883.7348 MPatel@paladinrisksolutions.com

paladinrisksolutions.com



















MCINTYRE MEDIATIONS

Quality Mediation Services founded upon a depth of experience and trusted counsel in litigation and insurance claims. You are in capable hands with Sandy McIntyre or Randy Carter as your mediator.



sandy a maintyremediations.ca

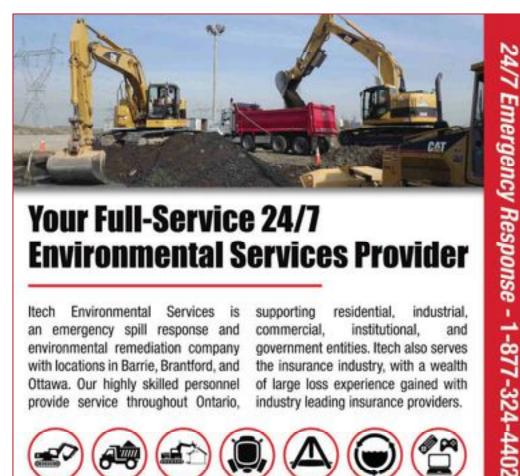


randy amointyremediations ca

MARY JAKIELA | Mediation Coordinator | many amontyre-mediations ca-

MCINTYRE MEDIATIONS

A275 k myzármu Cleir Unit 195 | ₱-310/219-4430 Kristnere (IN N2P 2E) | ₱-519/119-4402



Your Full-Service 24/7 Environmental Services Provider

Itech Environmental Services an emergency spill response and environmental remediation company with locations in Barrie, Brantford, and Ottawa. Our highly skilled personnel provide service throughout Ontario,

supporting residential. industrial. commercial, institutional. government entities. Itech also serves the insurance industry, with a wealth of large loss experience gained with industry leading insurance providers.

















Emergency Spill Response Spill Remediation Excavation Tank Removal Demolition Haulage & Disposal Asbestos Abatement Mould Remediation Confined Space Services Industrial Cleaning Water Treatment Electronics Restoration

www.ltechEnvironmental.ca

ON SIDE

Performance demonstrated. Every day.

Following project TIMELINES and COMMUNICATING when they have changed are important to us too. We both have KPI's to meet and our goal is to make it easy for everyone to achieve them.

Kitchener / Waterloo

Unit D. 5 Washburn Dr., Kitchener Colin Harwood, Branch Manager

WWW.ONSIDE.CA

Proud WICC Platinum Level National Sponsor.

































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

xpera.ca 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







COMMERCIAL EXPERTS

ENVIRONMENTAL SPECIALISTS



1.877.458.4487

Phone: 519.624.4487

Fax: 519.624.4484

info@gtrs.ca www.gtrs.ca



INGERSOLL • STRATHROY

1.866.613.8800

Phone: 519.659.8800

Fax: 519.659.3010

claims@lubnow.com www.lubnow.com



1.877.941.8141

Phone: 519.941.8141

Fax: 519.941.0167

claims@highlandrestoration.ca www.highlandrestoration.ca



HAMILTON • HALTON MISSISSAUGA

1.877.425.2273

Waterdown: 905.689.5298

Mississauga: 905.569.8010

info@al-care.ca www.al-care.ca



























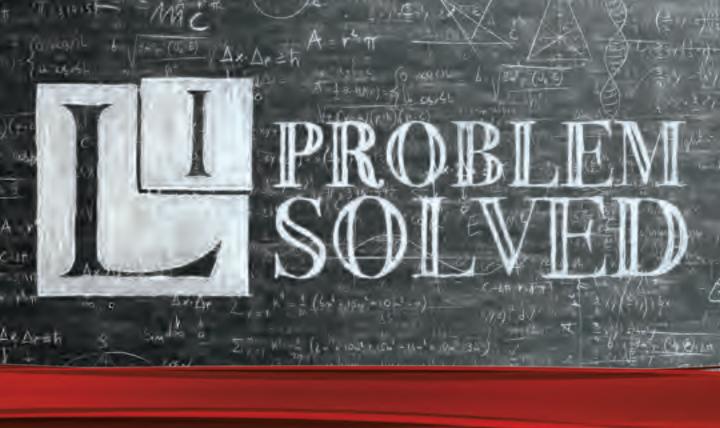












Larrek Investigations has gained a reputation as one of the leading investigative companies. By understanding our clients' needs, we are able to deliver a superior product and continue to exceed industry standards. When you choose Larrek Investigations, you will be working with a team of experts handling each assignment in the utmost discreet, ethical and professional manner. We ensure that our clients receive the best results.

OUR PROFESSIONAL SERVICES INCLUDE

Accident Benefits Claims

Bodily Injury Claims

Corporate Investigations

Subrogation Claims

People & Property Locates

Surveillance Investigations

Priority Investigations

Witness & Claimant Interviews & Statements

Online Presence & Social Media (OSINT)

Special Investigations (SIU)







PROUD TO BE CANADIAN OWNED AND OPERATED

FOR MORE INFORMATION VISIT WWW.WINMAR.CA

GUELPH Darrin Drake 519-826-000

KITCHENER/ **CAMBRIDGE**

Peter Douwes

519-895-0000

ORANGEVILLE Darrin Drake 519-940-8400

STRATFORD Chris Craigan 519-273-0000





























Trust Our Expertise and Experience for Your **Claims Investigations**.

Windsor & Guelph, ON, Dartmouth, NS



Click Here

www.hcei.ca

Forensic Engineers Specializing in:

- Motor Vehicle Accident Investigation & Analysis
- Extraction & Interpretation of Electronic Data Recorders
- Fire Origin & Cause of Mobile Equipment
- Product Failures of Mobile & Industrial Equipment
- · Injury Biomechanics
- Scientific Visualizations (Animations)
- Transportation Safety Studies
- Road & Bridge Evaluation, Design & Maintenance
- Traffic Signal Analysis & Design
- Construction Zone Layout, Signing & Analysis

Toll Free: 1.866.440.4493 Guelph Office: 519.822.7234 Kent McKee, P.Eng. Paul Ferrara, P.Eng.

Offering 24 Hour, 7 Days a Week Emergency Response At CARSTAR, we understand that cars are more than just metal. They are our best friends and our workhorses. They are our security and our freedom. Our cars prove to us that sometimes life isn't about the destination, but the journey.

CARSTAR offers:

- · Collision repair
- Auto glass repair
 & replacement
- AIR MILES reward miles



.519-888-9522

 CARSTAR Cambridge
 519-623-2100

 CARSTAR Elmina
 519-669-3373

 CARSTAR Kitchener
 519-653-2540

 King Street (Kleswetter)
 519-571-1800

Shirley Drive CARSTAR Waterloo ... 71-1600 Catheir & Bas

Not all accountants are MDD Forensic Accountants.

224222

With 42 offices on 4 continents, over 30 language fluencies, 16 distinct professional designations and a work history that spans more than 130 countries and 800 industries, we are truly world-class experts with a global reach.

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

Sheri Gallant, CPA CHA CFF sgallant@mdd.com | 519.432.1123

mdd.com

VANCOUVER CALGARY FEMONTON WINNIFES LONDON HAMILTON TORIONTO KINGSTON MONTREAL HALEAX





































2019-2020 K-W OIAA ADVERTISERS DIRECTORY

| A D 4 4 C | 0 |
|--|---------------------------|
| Access Restoration Services | 9 |
| Arcon Engineering | Inside Back Cover |
| Carpet Department | Inside Back Cover |
| Carstar | 29 |
| Caskanette Udall | Outside Back Cover |
| CEP Forensic | 7 |
| CRDN | 16 |
| Davis Martindale Advisory Service Inc | Inside Front Cover |
| First General Services | 12 |
| First Response Restoration | Inside Back Cover |
| DKI | 21 |
| ESM | 20 |
| Ground Force | 16 |
| Hrycay Consulting Engineers | 28 |
| Itech Environmental | 17 |
| KPMG | Outside Back Cover |
| Larrek Investigations | 24 |
| McIntyre Mediations | 16 |
| MDD | 29 |
| Miller Thomson LLP | 12 |
| On Side Restoration | 17 |
| Origin & Cause Inc. | 32 |
| Paladin Risk Solutions | 13 |
| Paul Davis Systems | Inside Front Cover |
| PwC | Inside Back Cover |
| Relectronic-Remech | 32 |
| Strigberger Brown Armstrong | 8 |
| Winmar | 25 |
| Xpera Risk Mitigation & Investigation | 20 |