



Senior Care

Specialty Commercial Insurance



Protect Your Senior Care Facility with Commercial Insurance

As the demand for senior care services in Canada grows, so does the need for robust protection of the facilities providing these critical services. Senior care commercial insurance offers comprehensive coverage tailored to the unique needs of long-term care homes, assisted living facilities, and home care providers. This insurance ensures that your business can continue to offer high-quality care while being safeguarded against potential risks.

Why Senior Care Commercial Insurance?

Rising Demand: Canada's aging population will double the need for senior care services by 2035. Proper insurance coverage is crucial for facilities to meet this demand.

Financial Protection: Commercial insurance shields your business from significant financial losses due to property damage, liability claims, and unforeseen events, ensuring operational stability.

Quality Assurance: Adequate insurance is often required for accreditation and licensing, showcasing your commitment to a safe environment for residents and staff.

The Numbers

Current Landscape: Canada has 2,076 long-term care homes with 198,220 beds, catering to a population of over 6.8 million seniors aged 65 and older.

Future Projections: By 2035, an additional 199,000 long-term care beds will be needed, doubling the current capacity to meet the growing demand.

Economic Impact: The expansion of senior care facilities will create approximately 123,000 jobs annually and generate significant revenue for municipal, provincial, and federal governments.

Comprehensive Coverage for Peace of Mind

Secure Your Facility Today

Invest in the future of your senior care facility with comprehensive commercial insurance. Protect your business, staff, and residents from potential risks, and ensure continued high-quality care for those who depend on you. Contact us today to learn more about our tailored insurance solutions.

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COVERAGE HIGHLIGHTS

- 03** Property / Business Interruption
- 05** Machinery Breakdown
- 06** Crime
- 07** Professional and General Liability
- 09** Infectious Disease Liability

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Property / Business Interruption

COVERAGE DESCRIPTION

Property Insurance covers against “All Risks” direct physical loss or damage to buildings and other contents for which the Insured is responsible, on a replacement cost basis, without any coinsurance penalty. In addition, coverage includes related extra expenses incurred to continue the operations following the loss or damage to the property, and loss of business income due to interruption caused by an insured peril.

KEY COVERAGE EXTENSIONS

Due to Closure by Public Health or Authority due to Notifiable Infectious Disease, Food Poisoning, Vermin/Pests, Defective Sanitation/Drains, Murder/Suicide.

Business Interruption (Actual loss sustained)

Temporary Locations:

Insures Property away from the premises such as items temporarily removed, in storage, etc. with a limit of \$250,000. This coverage applied as additional amount insurance.

Automatic Coverage for New Locations:

Extends coverage for newly acquired locations up to \$5,000,000, provided the Insurer is notified of the acquisition within 90 days.

Extra Expense:

Provides the Insured with the additional expenses incurred in order to maintain normal operations after an insured loss, such as the rental of a building or rental of heating equipment, with a limit of \$500,000. Higher limits available upon request.

Insured Income (Business Interruption – Actual loss sustained):

Covered with limit as requested. Coverage for 18 months or 24 months period of indemnity available.

Valuable Papers and Records:

Expenses incurred to reproduce records and valuable papers such as blueprints, architect's drawings, title documents, etc. are recoverable, with a limit of \$500,000. This coverage applies as additional amount of insurance.

Fire Fighting Expenses:

Reimbursement for any firefighting expenses incurred as a result of the loss, such as a bill from the local Fire Department with a limit of \$500,000. This coverage applies as additional amount of insurance.

Growing Plants, Trees, Shrubs or Flowers in the open:

This policy has been expanded to include the cost of replacing plants, trees and shrubs damaged as a result of an insured loss with a sublimit of \$5,000 per item and \$50,000 per occurrence.

Personal Effects:

Covers loss or damage to the personal effects of residents, employees, and officers while on your premises, subject to a limit of \$10,000 per person and \$1,000,000 total per occurrence, provided the Insured is responsible and there is no other more specific insurance available to the persons suffering the loss, e.g. tenant's policy.

Professional Fees:

Covers the additional costs incurred through the use of professionals such as accountants, architects or engineers required to prove and/or quantify the loss with a limit of \$500,000. This coverage applies as additional amount of insurance.

Accounts Receivables:

Outstanding accounts receivables (e.g. rent or fees owed to the Insured) which cannot be collected due to destruction of accounting records, will be recoverable, with a limit of \$500,000. This coverage applies as additional amount of insurance.

By-Laws:

Coverage is provided for the demolition of any undamaged portion of the building; increased cost of repairs or replacement to the damaged portion of the property due to enforcement of any By-Law, Regulation, Ordinance or Law.



Replacement Cost:

Cost to repair or replace the property, without deduction for depreciation or penalty for co-insurance. (Same or adjacent site clause deleted).

Stated Amount

**Flood and Earthquake;
Sewer Back up**

**Land and Water
Pollution Clean Up
Expense:**

Covers expenses incurred to clean up pollutants that suddenly and accidentally discharged, spilled, emitted, seeped, leaked, released, migrated or escaped from and or water at the premises with an aggregate limit of \$ 100,000 at any one location. This coverage applies as additional amount of insurance.

Stock Spoilage:

Covers physical damage to stock on premises caused by dampness or dryness of atmosphere or change of temperature, with a limit of \$100,000.

Stock Spoilage:

Covers physical loss or damage to food products resulting from contamination, with a limit of \$100,000.

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Machinery Breakdown

COVERAGE DESCRIPTION

Machinery Breakdown Insurance is provided to cover the sudden and accidental breakdown of boilers, pressure vessels, electrical and mechanical equipment, such as transformers, emergency generators, air conditioning units, heat pumps, electrical distribution panels, etc.

COMBINED POLICY LIMIT

Includes Property Damage, Consequential Damage and Business Interruption on a per Accident basis.

PROPERTY EVALUATION

Repair or Replacement (extended functional replacement up to an additional 25% including equipment incompatibility).

COVERAGE EXTENSIONS (included in the Combined Policy Limit).

Extra Expense:

Pays for the additional expenses incurred by the Insured in order to maintain normal operations after accident to an insured Object with a sublimit of \$1,000,000.

Expediting Expenses:

Pays for the extra costs necessarily incurred to expedite repair or replacement of the property, such as rapid or other express means of transportation, and cost of overtime which is covered up to the policy limit.

Water Damage:

Property damaged by water due to an accident to any insured Object is covered, including salvage expenses with a sublimit of \$1,000,000.

Ammonia Contamination:

The refrigeration system utilizes ammonia as the refrigerant. Any contamination resulting therefrom is covered, with a sublimit of \$1,000,000.

Hazardous Contamination:

Increased costs resulting from an Accident to an Insured Object due to the Object containing a hazardous substance are covered with a sublimit of \$1,000,000.

Consequential Damage:

Nursing and retirement homes have significant exposure due to the quantities of food, beverages and medication in stock. These are insured against losses due to temperature change caused by an Accident, with a sublimit of \$250,000.

Professional Fees:

Professional Fees of consultants (for example, auditors, accountants, lawyers, engineers) incurred in order to quantify a loss is recoverable which is covered up to the policy limit.

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Crime



COVERAGE DESCRIPTION

Crime Package Insurance offers the following:

Employee Dishonesty:

Insures the loss of money, securities or other property sustained through the fraudulent or dishonest acts of any of the Insured's employees or volunteers.

Money Orders and Counterfeit Paper Currency:

Covers loss due to acceptance of money order issued or purported to have been issued by any post office or express company and loss due to the acceptance of counterfeit Canadian or United States paper currency.

Loss Inside and Outside the Premises:

Insures loss of monies and securities sustained by the organization due to the actual destruction, disappearance or wrongful abstraction thereof.

Depositors Forgery:

Covers against forged or altered financial instruments made in the Insured's name or using a forged signature.

Credit Card Forgery:

Covers against forgery or alteration of any written instrument required in connection with any credit card issued to an Insured or to any employee or partner or officer.

Third Party Computer and Funds Transfer Fraud:

Covers theft of the organization's money, securities or other property by Computer Fraud, or theft of funds from the Insured's transfer account at a financial institution through fraudulent transfer of funds.

Audit Expense:

Coverage provides for the reimbursement of reasonable expenses incurred by the Insured to prepare proof of a valid loss under the policy.

Residents' Trust Fund

Coverage for loss of trust funds held by the Insured.

A very important coverage for Nursing and Retirement facilities is Third Party Bonding.

This coverage protects the organization in cases where an employee commits or is accused of a theft crime against a resident (e.g. theft of cash, cheque, jewellery or other valuables) and the Insured is held liable for the resident's loss.

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Professional and General Liability

COVERAGE DESCRIPTION

The Professional and General Liability coverage provides for:

- Third Party Liability arising out of bodily injury, personal injury and property damage.
- Insurance for claims arising out of the rendering or failure to render Nursing or other Professional services.
- The Insured's liability arising from Wrongful Acts allegedly committed by Administrators,
- Directors, Officers, Employees and Volunteers.

Coverage features are summarized as follows:

- Defence costs are provided over and above the limit applicable to the damages except for Administrators' Errors and Omissions, the defence cost is within the policy limit.
- Liability arising out of Pollution is covered for sudden and accidental events, provided the occurrence is detected and reported to the Insurer as a potential loss within 120 hours.
- The policy includes coverage for Abuse up to the policy limit.
- Policy is written on an Occurrence form except for Employee Benefits Coverage, which is written in Claims Made form.
- Broad Definition of Personal and Bodily Injury including:

- False arrest, malicious prosecution or wrongful detention or imprisonment.
- Libel, slander or defamation of character.
- Invasion or violation of privacy, wrongful eviction or wrongful entry.
- Mental anguish, injury, shock, humiliation, disease, sickness or disability.
- Discrimination, except where void by law.
- Wrongful dismissal.

- Administrators' Errors and Omissions coverage: Provides Occurrence-form coverage for the legal entities and all employees for wrongful act committed or allegedly committed during the Policy Period. The Definition of Insured for the purpose of this coverage shall mean the Named Insured, and shall include as additional Insureds any trustee, officer, director, volunteer, member of any board (including but not limited to, advisory boards) or employees of the Named Insured while acting within the scope of their duties. Spousal coverage is also included.
- Employee Benefits Plans Errors and Omissions Insurance: Covers alleged negligence arising out of the administration of employee benefits programs, subject to a claim being reported during the policy period (Claims-made).
- Blanket Tenants' Legal Liability: Provides coverage for injury to or destruction of property which is leased to or used by the Insured.
- Non-Owned Automobile Liability: Coverage is provided for the Insured's legal liability for loss or damage arising from the use or operation of any automobile not owned in whole or in part by or licensed in the name of the Insured, including Bodily Injury to or Death of any Person, or Damage to Property of Others not in the care, custody or control of the Insured.
- Contingent Employers' Liability: Provides coverage for damages because of bodily injury caused by an accident sustained by any person and arising out of and in the course of his/her employment with the Insured (this policy does not cover damages arising from such activities if they are covered by Worker's Compensation).
- Voluntary Compensation: Voluntary benefits are paid to or on behalf of an employee or volunteer due to account of bodily injury accidentally suffered arising out of and in the course of the person's employment or duties for the Insured.
- Blanket Contractual.
- Broad Definition of "Insured".

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Professional and General Liability

Additional features of the Professional and General Liability policy are as noted below:

- No Intentional Injury exclusion.
- Legal Expense coverage for representation at tribunals, inquests and hearings, subject to each proceeding and aggregate sub-limit.
- 90 days notice of cancellation - to insured from insurer.
- Punitive Damages included, where permitted by law, subject to a per claim and aggregate sub-limit.
- Good Samaritan coverage included.
- Advertising Injury, subject to a sub-limit.
- Hairdressing Operations included.
- Sudden and Accidental Pollution Liability, subject to a sub-limit.
- Completed Operations.
- Broad Form Property Damage.
- Cross Liability clause.
- Severability of Interest.
- Defence costs in addition to limit except for Administrators' Errors and Omissions.
- Policy Territory, anywhere in the world, provided that any action seeking to impose liability as insured is hereby brought within Canada or the United States, its territories and possessions.
- Employer's Liability available upon request.
- Maximum limit available up to \$10,000,000.



Infectious Disease Liability



Secure Your Business's Future with Certainty

Infectious Disease Liability (IDL) Insurance is a specialized insurance product designed to protect businesses from the financial uncertainties associated with infectious disease outbreaks. As our world becomes more interconnected, the risk of pandemics and widespread infectious diseases increases. Outbreaks of diseases such as COVID-19, Ebola, and SARS-CoV-1 over the past two decades have demonstrated the profound impact such events can have on global health and economies. IDL insurance offers a safety net for businesses, ensuring they are better prepared to handle the financial and legal challenges posed by infectious diseases.

Safeguarding Businesses in Today's Health-Conscious World

Infectious disease outbreaks can have severe implications for businesses. The potential for operational disruptions, legal claims, and financial losses is significant. Traditional insurance policies often exclude coverage for communicable diseases and pandemics, leaving businesses vulnerable. IDL insurance addresses this gap by providing affirmative coverage, thereby offering certainty and peace of mind.

Summary of Coverage

Third-Party Bodily Injury Claim Coverage

- Scope: Covers bodily injury claims from an infectious disease outbreak where negligence is alleged.

Outbreak Definition and Deductibles

- Criteria: Defined as two or more people infected at the same location by the same pathogen within 14 days.
- Policy: One deductible per outbreak, simplifying financial responsibility.

Claim Requirements

- Activation: Coverage is triggered by a claim from just one person.

Comprehensive Pandemic Coverage

- COVID-19 and Variants: Covers COVID-19 and future variants in most cases.
- Future Risks: Includes coverage for future unknown pandemic risks.

Hospital and Locally Acquired Infections

- Details: Covers hospital-acquired infections or locally acquired infections that develop into outbreaks on the insured premises.

Defense Costs

- Support: Defense costs are included within the policy limit, providing legal and financial support without additional expense.