



REPORTING PROTOCOLS

Emergencies

Any significant emergency situations involving first responders (police, fire or paramedics) that happen on church property or involve people engaged in ministry must be reported by the rector or priest-in-charge as soon as is practically possible, as follows:

First Call: To Archdeacon Bill Mous, Executive Officer
905-541-9750 or 905-527-1316 ext 330

Second Call: To your regional archdeacon, or in their absence, your regional dean.

The executive officer will triage the situation, contact the bishop and other diocesan staff as appropriate, and marshal other resources to support the situation. The regional archdeacon will attend the scene of the emergency to provide onsite diocesan support.

A significant emergency may involve:

- A serious injury or death on parish property;
- A fire causing substantial damage to the church building;
- A violent assault or hostage situation on or near parish property.

Other situations involving first responders may simply be reported to the Executive Officer using the incident procedure which follows.

Incidents

Non-emergency incidents, including workplace and other injuries, floods, vandalism, harassment, assaults, that happen on church properties or involve people engaged in ministry must be reported by the rector or priest-in-charge within 48 hours via email (bill.mous@niagaraanglican.ca) to Archdeacon Bill Mous, executive officer.

Once informed, the executive officer will assess the incident and marshal any required resources to respond as well as notify the bishop, regional archdeacon, and diocesan staff as appropriate.

Insurance Claims

If the incident involves an insurance claim, please contact our insurance adjuster:

Patricia Heaney, CIP, CLA, CRM, CFEI
Leading Edge Claims Services
Phone 905-515-4392 or 289-897-8676
patricia@leadingedgecs.ca

Please indicate that you are with the Diocese of Niagara, that our broker is Gallagher and you are insured by Ecclesiastical Insurance when calling. More information follows on the next page.

Last revised: February 2026

WHO TO CALL: ANGLICAN DIOCESE OF NIAGARA: INSURANCE CLAIMS PROTOCOL	
CONTROL ADJUSTER:	<p>Patricia Heaney, CIP, CLA, CRM, CFEI Senior General Adjuster Leading Edge Claims Services 78 HWY 20 West P.O. Box 1399, Fonthill, Ont.L0S 1E0 Phone 905-515-4392 or, 289-897-8676 Fax: 289-897-8677 patricia@leadingedgecs.ca jeff@leadingedgecs.ca www.leadingedgecs.ca</p> <p>Gallagher Insurance Emergency After Hours (866) 813 8822 Linda Papadopoulos, Gallagher Insurance, Cell 905-537-2919 Linda_Papadopoulos@ajg.com;</p>
RESTORATION AND EMERGENCY REPAIRS:	<p>FIRST ON SITE RESTORATION Call Phone: 1-877-778-6731 (24/7/365)</p>
WHAT TO DO:	
FIRE: WATER: WINDSTORM/HAILSTORM: VANDALISM/THEFT: VEHICLE IMPACT/COLLISION WITH BUILDING:	<ul style="list-style-type: none"> ➤ Get all occupants out of building. Don't go back inside. Call 911 and then the adjuster right away. Then call the contractor to secure the premises. ➤ Shut off main water supply, only if safe to do so. To avoid the risk of electrocution never go into a building where extension cords are lying in water or the depth of the water exceeds 12". If in doubt, stay out and call for help. Call the adjuster and the contractor. ➤ If a plumber comes out, ask them to keep any parts or other physical evidence for your insurance company. Don't remove from the site or throw anything out without speaking to the adjuster. (i.e. a split water line or elbow caused a leak) ➤ These can cause damage to roof, siding, windows and the structure itself. Call the adjuster and contractor right away to protect buildings from further damage. i.e. Roof shingles missing from a roof could allow water to come in and cause more damage if left exposed. ➤ Notify the police immediately and then call the adjuster. If the premises need to be secured, i.e. boarded up or new locks installed, call the contractor. ➤ If anybody is injured or the building suffers major damage, call 911. Obtain the insurance information from the other driver. ➤ Any other situation that you are not sure about-call the adjuster and contractor for guidance or advice. ➤ Take lots of photos or videos immediately upon discovering the loss or damage.
<p>Please also follow the emergency and incident reporting protocols as described on the first page of this document.</p>	