

MIIA | MASSACHUSETTS
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DRIVEN

**MAKING THE MIIA DIFFERENCE
2016 CONFERENCE**



Berkshires, Massachusetts

Wednesday, May 11, 2016

Crowne Plaza Hotel

One West Street, Pittsfield MA 01201

9:00 am- 300 pm

What IS the MIIA difference? Hear from representatives of MIIA's Property and Casualty, Worker's Compensation and EAP Programs, participate in a panel discussion on working effectively with elected boards and committees and learn about the resources MIIA offers to help you deal with your unique municipal problems.

AGENDA

8:30 am-9:00 am - Registration and coffee

INTRODUCTION

9:00 am-9:10 am - Mick Garrold,CLU CHFC CEBS, Senior Account Executive, MIIA Member Services

9:10 am-9:55 am - Michael Cusack, Vice President, Property & Casualty Claims, MIIA Member Services



An overview of property casualty coverages available through MIIA's umbrella of coverage.

9:55 am-10:20 am - [Niko Pappas, Director of Workers's Compensation Claims, MIIA Member Services](#)

A thorough introduction to MIIA's Workers Compensation Program to include reporting a claim, investigating a claim, medical case management, RTW program and the litigation process.

10:20 am-10:30 am- Break

10:30 am-11:30 am - [Will Brown, LICSW, M.Ed., CEAP; Manager Municipalities and Organizational Development- Steven Bernstein, LMHC, CEAP, EAP Account Manager/ Consultant, MIIA Employee Assistance Program \(EAP\) AllOne Health](#)

A review of the core EAP services and an overview of the Supervisor Toolkit which includes professional development training, mediation service, workplace trauma response, etc.

11:30 am-12:30 pm - Lunch

12:30 pm-1:30 pm- [Panel Discussion: Working Effectively with Elected Officials, Appointed Boards & Committees](#)

Will Brown of MIIA EAP will moderate a panel discussion with Kenneth Walto, Town Manager - Town of Dalton; John Bartels, Chair of Select Board - Town of Dalton and Matthew Kerwood, Finance Director - City of Pittsfield

Topics covered include: *Best practices to manage communication between staff and board members both within and outside of public meetings; Appreciating and respecting the multiple municipal roles that govern a fair and impartial process; The importance of preparation and advance communication in reducing misunderstandings and achieving desired outcomes*

1:30 pm-2:00 pm - [Michael Flanagan CEM - Mass Department of Labor Standards, Manager of Safety and Health Programs](#)

Topics covered include: *What is the Workplace Safety and Health Program for Public Employees? What types of workplace safety and health inspections do they perform? What standards do they use for workplace inspections?*

2:00 pm-2:15 pm- [Lin Chabra, MIIA Rewards and Training Coordinator](#)

How can your community use the tools and resources MIIA offers to enhance your risk control efforts and reduce premiums?

2:15 pm-2:30 pm - [Robert Marinelli, Risk Manager, MIIA Member Services](#)

This session will review the risk services provided by MIIA Loss Control Representatives

2:30 pm-3:00 pm - Questions & Answers