



TOIRMA Update

Winter in Illinois

THE WINTER WEATHER certainly has presented plenty of challenges for everyone. In this instance, everyone includes the TOIRMA Program.

I had the opportunity to be in the claims department at CCMSI in Danville on Dec. 30, 2008. They had received 42 claims the previous two working days and were feeling a bit overwhelmed. Forty-two claims present some good news and some bad news issues.

First—the good news. All forty-two had been reported in a timely manner, which allows TOIRMA to be involved in the resolution of the claim, therefore, quite possibly reducing the cost per claim.

Second—the bad news. Each of those claims involved a loss of some type to the particular member township. Those 42 claims included collapsed roofs, accidents, and various workers' compensation related issues. Each claim will require an investigation and the documentation necessary to thoroughly evaluate the claim. This occurs while the member township is scrambling to get repairs completed in anticipation of another storm on the horizon. It is a time of stress for all involved but one which will be handled in a timely manner.

I have shared those numbers to explain why it is not always possible to talk to someone when you call to report or inquire about a claim. Those in the claims department spend tremendous amounts of time on the phone. If they are busy, it is because they are working on another claim. When they are unavailable, it may be necessary for you to leave a voice-mail message. If that happens, please include a phone number where you can be reached when they have an opportunity to return the call. Hopefully, that will not result in a game of phone tag but that does occur on occasions. However, persistence will pay off in the long run, AND WE DO APPRECIATE YOUR PATIENCE.

Also, while I was in Danville, I was privileged to attend a going away luncheon/baby shower for Beth Eyrich. Beth has left the TOIRMA Program to await a major milestone in April 2009. She had been with CCMSI and working on the TOIRMA team since 2002. Those of us who worked with her wish her the

best in the future. Beth will certainly be missed but a new employee has been hired to fill her shoes—WELCOME, VICKIE COLLINS.

As a reminder, TOIRMA still provides the Human Resources Help Line to our *members* free of charge. It is during the election cycle that job terminations sometimes occur. Whether it is the action of a newly elected official or a veteran official, the liability is the same. There is a correct process to follow which will minimize the possibility of an expensive lawsuit. That number is 1-888-472-6785, Ext. 1180 or Ext. 1201. PLEASE USE IT PRIOR TO TAKING ACTIONS WHICH WILL BE DIFFICULT TO EXPLAIN LATER.

Please call if I can be of assistance.

— Rod



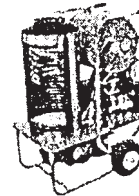
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