



A most valued resource

Pet health insurer's staff enjoy a unique corporate culture and shared values

By Mike Miguez

As a certified animal health technician, Kim Schroeder began her career with SecuriCan in British Columbia calling on veterinary practices. Ms. Schroeder is the type of person who is always looking to learn and take on different responsibilities.

So she did, moving up to Sales Manager and eventually moving to Winnipeg to manage the Claims Department. Today, she is SecuriCan's Director of Operations.

"Over the 14 years I've been with the company they were willing to help me out, provide specialized training, work with me and develop me, and give me the opportunity to prove myself in whatever new role I wanted to take on," says Ms. Schroeder.

Providing employees with continuous opportunity, challenge and growth are some of the important reasons SecuriCan General Insurance Company was recently chosen as one of the Top 20 Employers in Manitoba.

As the first and only licensed insurance company in Canada to focus solely on pet health insurance, their mission is "to help Canadian pets live longer and healthier lives, by enabling their owners to provide the best in pet health care and help pet owners and veterinarians truly fulfill the promise of care."

SecuriCan employs more than 100 people, 82 of them in Manitoba in their claims, marketing, e-commerce, internal sales and administrative/executive positions.

"We always felt we were a good company to work for, but it is very rewarding and validating to have been chosen," says Randy Valpy, President and Chief Operating Officer with SecuriCan.

"We take great steps to create a unique, comfortable and stimulating working environment, and I believe that our team knows that they have helped to shape our current success as a company."

As an example, the state-of-the-company address, held every



President & COO Randy Valpy (left) and Vice President Ron Moore say staff are behind the success of SecuriCan, which has created a unique and stimulating work environment that has earned the company a Top Manitoba Employer Award.

quarter, is always well attended and provides employee feedback at all levels.

"We want our employees to share in our success and by knowing where we are at any one time, I think they feel they are contributing to that," says Mr. Valpy, who added that the company covers the cost of meals at every address.

Constantly hiring to meet the demands of continuous growth, SecuriCan took in over 700 resumes in 2007. In addition to recruitment advertising, they very much encourage employees to refer friends and colleagues. In fact, employees are compensated if their referral is hired. Despite the energy that goes into new hires, current employees remain the number one focus and most valued resource.

The company always first looks within prior to filling a position. All job openings are advertised internally.

"We feel very strongly in providing opportunities to learn new things and to apply them, as well as access to different positions within the company where we and they can benefit from their advancing skills and abilities," says Mr. Valpy.

"The knowledge and experience these individuals bring to those positions is very beneficial to us all, including our customers."

"We have a great team that does fun things around the office

and at the same time, works hard and is challenged by what we are doing," adds Karen Cairns, Manager of Training.

Initial training for those joining the company is intensive and comprehensive. New employees typically spend three weeks learning about all aspects of the organization through a customized and engaging training program that is developed within.

The program is continually updated and enhanced by Ms. Cairns, as the dedicated lead trainer. She also works closely with various specialists to provide current employees with additional, ongoing internal and external training - both online and in classroom, plus financial support for external employee education and upgrading.

"One of the intangible aspects of what makes this a great place to work is a unique corporate culture and shared values that drive everything we do," says Mr. Valpy.

"We strive to communicate to our team our belief in the importance of the human-animal bond, and so it is not surprising that many of our staff share a love of animals, and an interest in animal welfare."

The company provides support to many important animal health organizations and rescue groups like the Canadian Federation of Humane Societies and SPCAs, to name a few.

"We foster an environment where employees help each other out, volunteer together on important causes, and where they treat one other with respect," adds Mr. Valpy.

"Once you have those things in place, it's easy to have some fun together, and to band together to achieve and strive for important goals."

As Canada's pet health insurance specialists, SecuriCan has been educating Canadian pet owners about the value of pet health insurance since 1989.

Located in Winnipeg, SecuriCan currently underwrites programs for Purina, the CAA, Hbc, President's Choice Financial and their own unique brand of pet health insurance, Petsecure.

We answer to some pretty demanding **VIP'S** (Very Important Pets)

At **SecuriCan**, we're proud to be one of **Manitoba's Top 20 employers**. And yes, we offer excellent remuneration, benefits and some neat perks. But if you speak to our diverse team of over 100+ people, they'll likely have more to say about our customers. Because the one driving belief we all share is the importance of insuring pets across Canada, so that pet parents can afford and have access to **the very best veterinary care available**.

For more information about a career in pet health insurance **visit us at www.securican.ca**



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