

Annual Report

2023/24

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Message from the Chairperson

Let's start with the priority... how's your mental health? You're skeptical, but my question is genuine. The importance of good mental health is irrefutable. In fact, I'm not sure there can be good health without good mental health.

Have you thought about your own mental health? Let's consider the realities... the pressures of managing a not-for-profit when consideration for the invaluable work of NFP's seems to be waning, the personal pressures of work, caregiving – young and older family members, balancing personal income against inflationary cost pressures, having to make challenging economic tradeoffs. Then there's the great shared trauma we have all endured – the global pandemic. Trauma is a big word, but there is no doubt we have all struggled with it recently, at some level. Take care of yourself. Let OASSIS help.

Speaking of economic realities, benefit costs are driven largely by actuarial science and pharmaceuticals, and those costs rarely drop. Compound that with general price inflation and benefit costs can easily rise by 15% or more these days! Through the pandemic and into 2023, OASSIS took timely action to seek internal efficiencies and cost containment measures to try to offset rising costs. We asked a great deal of ourselves and our providers, and they delivered. In 2024, the average renewal at OASSIS was 6%. Mic drop!

All this to say, OASSIS understands your challenges. We won't 'buy' your business with 'too good to be true' offerings. Rather, OASSIS works with you to help **sustain** your business by offering meaningful health benefits at competitive costs, year after year.

OASSIS has prospered because of our performance-driven culture and the dedication of our people. In the past year, OASSIS engaged in strategic planning discussions. I am extremely grateful to our staff, and to the Board of Trustees for their renewed spirit of collaboration and resilience.

Looking ahead, we at OASSIS remain laser-focused on responding to continued elevated demand for our products, maintaining our high service level standards, and ensuring OASSIS continues to serve well into the future. Thank you for your faith in us.



Respectfully submitted,

A handwritten signature in black ink that reads "Valerie Bishop de Young".

Valerie Bishop de Young

WHAT'S INSIDE

- Featured services
- A look at our membership
- Claims by the numbers
- 2023 survey results

Message from the Executive Director

Canadians in the workforce admit their health is declining, which makes employer-paid services even more important when it comes to overall well-being, job satisfaction, work-life balance, and attraction of top talent. A robust, responsive benefits plan is one of the best ways employers can invest in their people.

A recent study by Dialogue Health showed that nearly half of Canadian employees are interested in improving their well-being and plan on using workplace benefits to do so. The report found that 71% have become more conscious of their health in the past few years. Despite this, a third of Canadians feel negatively about their physical and mental health, sleep, and financial wellness.

Seems to me like a strong argument for employers to give this matter their full attention, especially in the not-for-profit sector where employers are competing with the public sector for top talent, making employer-paid benefits even more compelling.

OASSIS helps employers address employee mental health and well-being by partnering with organizations like Green Shield Canada (GSC), which offers resources and programs that support the diverse needs of employees and their family members: Cognitive Behavioral Therapy (CBT), virtual health care, substance abuse support, Employee Assistance Program (EAP), and more.

We are very excited about GSC's new platform that will launch this summer. With lots of AI features, plan members and their families will find it easier to navigate and optimize their benefits, supporting a holistic approach to well-being.

OASSIS continues to work hard to find creative ways to keep our benefits offering relevant and sustainable – not an easy feat in a climate of high drug costs, increased rates of disability, and declining mental health. Our April 1, 2024 renewal is a good example of that; most of our employers saw an overall rate increase of between 5-8%, which is significantly better than other plans we benchmarked.

As always, we thank you for your business and welcome any feedback you have. We are all in this together!

OASSIS supports people, not profits.



Regards,

A handwritten signature in black ink, appearing to read "Karen Bentham".

Karen Bentham
Executive Director



**This report
covers
OASSIS' plan
year that
runs from
April 2023 to
March 2024.**

OASSIS

Wellness Services

A growing number of organizations recognize that workplace wellness is a crucial area in which to invest.

Workplace wellness refers to health promotion activities or policies that support positive employee health and behavior. From medical screenings and webinars to fitness programs, **there are plenty of ways that your organization can foster a culture of wellness.**

Organizations that invest in human capital are clear about the benefits associated with workplace wellness. Happy employees tend to perform better, actively take up work initiatives, be productive, and manage time efficiently.

Here's how OASSIS can support your workplace wellness:



Onsite Workshops

Our Wellness Consultant can deliver virtual or in-person workshops across Canada. There are over 10 topics to choose from including:

Fitness and Nutrition Myths

Healthy Workplace Relationships

Mindful Eating

If you don't see a topic you are interested in, just let us know and we will do our best to accommodate.

Want to book a workshop? Simply reach out to Sue Holder (sue@oassisplan.com) at least 30 days in advance.



Wellness Webinars

We will continue to feature 2 to 3 webinars per year that have a wellness theme or focus. Please encourage your employees to participate – you can also build the webinars into your staff meetings or in-house staff training days.



OASSIS Monthly Newsletter

Please remember to distribute our newsletter! Each month, the Wellness section features a new topic that supports workplace wellness and will offer tips and resources for your employees and their families.

For further information or bookings, contact: **Sue Holder**, sue@oassisplan.com



Inkblot
by GreenShield

Your Employee Assistance Program (EAP) Provider

Mental health issues have become a steady driver of health care costs, from prescription drugs to Short and Long Term Disability leaves. Getting assistance early can be helpful, both to support your employees' path to well-being and to slow the pace of benefit cost increases.

Inkblot Therapy is designed to meet your employees wherever they are in the spectrum of well-being – from preventative to severe needs. There are different modalities (in-person, phone, online) and employees can book an appointment online – no call centres or extensive wait times.

Find out how Inkblot Therapy can help.

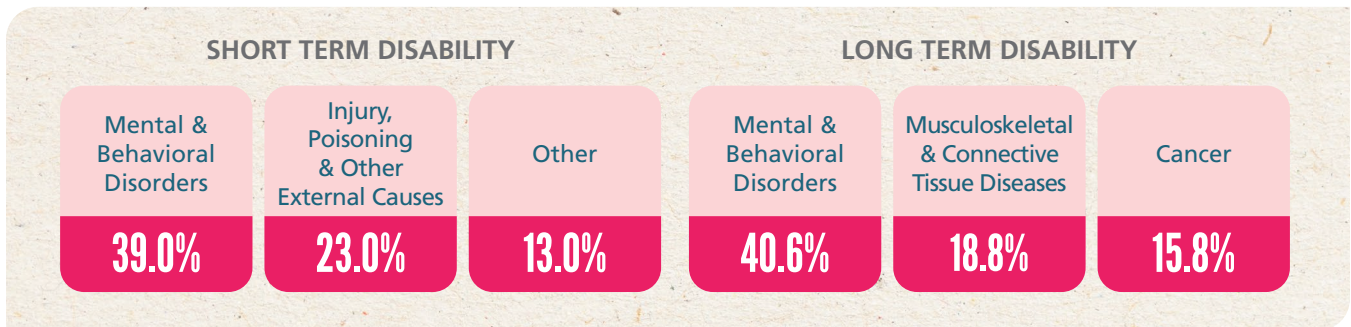
OASSIS

Disability Services

In any given year, **1 in 5** Canadians will experience a mental illness. The long-term effects of the pandemic have had a profound impact on the state of many individuals' well-being, alongside impacts from life events, workplace issues, physical health, and socio-economic factors, to name a few. Managing our mental health is not a one-size-fits-all approach and is very much a collective responsibility.

Mental health-related illness continues to be the **leading cause of employee absence and disability claims**. Due to their complex nature, mental health claims are also the driving force of claim duration and costs.

OASSIS' top disability claims in 2023



Making a difference

Fostering a culture of wellness, proactive support, and early intervention are of utmost importance. We collaborate with our providers to deliver best-in-class service to you and your employees. You can also support your employees' well-being by promoting these **important resources**:

OASSIS Wellness Services	Inkblot Employee Assistance Program (EAP)	GSC Cognitive Behavioral Therapy
<p>Canada Life's Workplace Strategies for Mental Health</p>	<p>A free resource designed to help Canadian employees and employers with the prevention, intervention, and management of workplace mental health issues.</p> <p>You will find practical resources grouped into four categories:</p> <ul style="list-style-type: none"> 1 Organizational strategies 2 Approaches for people leaders 3 Resources for employees 4 Assessments, tools and workshops <p>There is also modular training specific to managers and leaders, to help you build effective approaches in team building, leadership skills, and employee support.</p>	

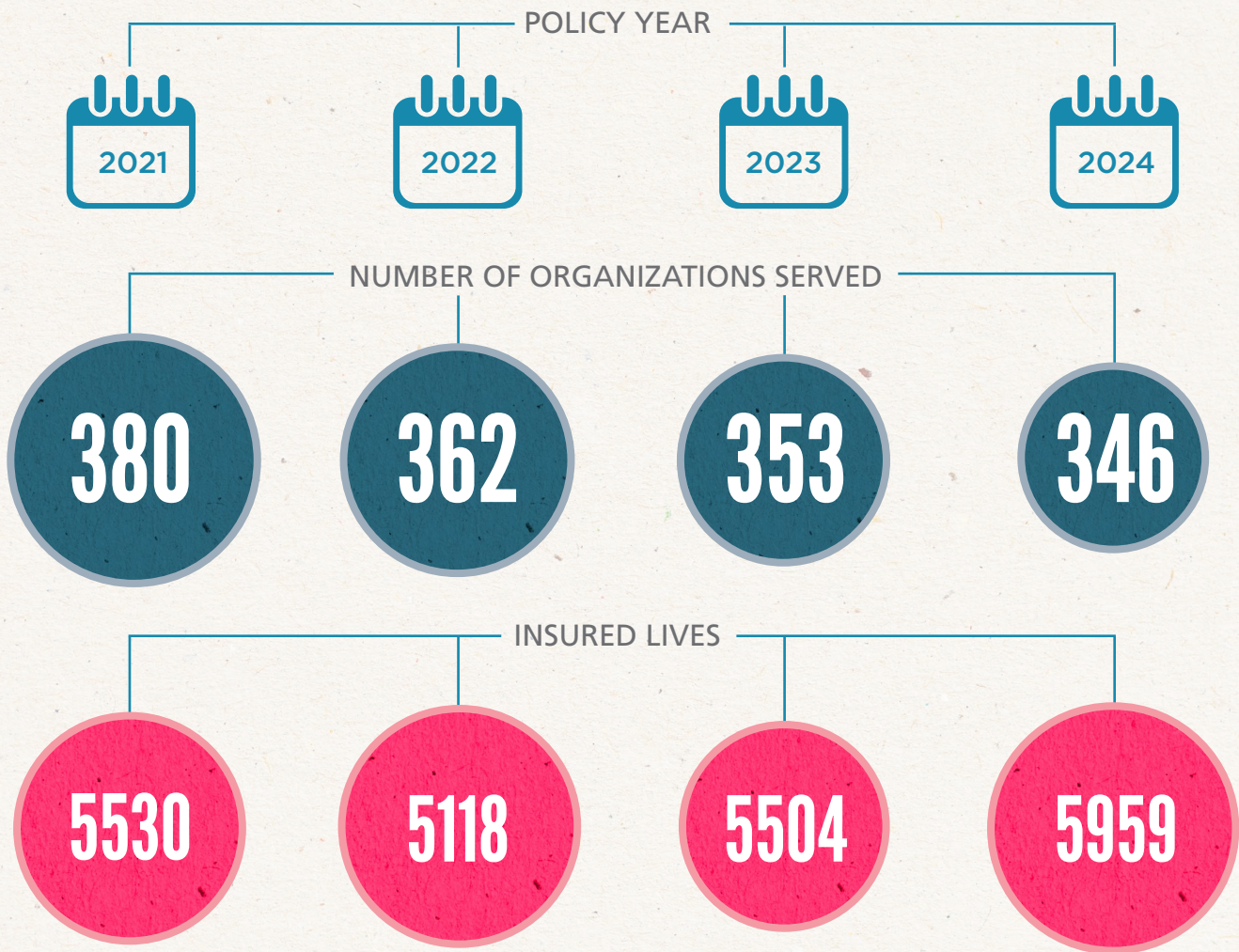
At OASSIS, we are deeply focused on health, wellness, and proactive disability management for your employees. The services of our Disability Coordinator, Michelle Oxberry, are complimentary and available to all OASSIS Benefit Plan members. Michelle performs an integral role, liaising with employer contacts, employees, and providers, and is available to assist with any inquiries you may have.

For more information on any of these disability services, please contact:

Michelle Oxberry
 Disability Coordinator
michelle@oassisplan.com
 1-888-233-5580 ext. 306

OASSIS Membership

STRONGER
TOGETHER

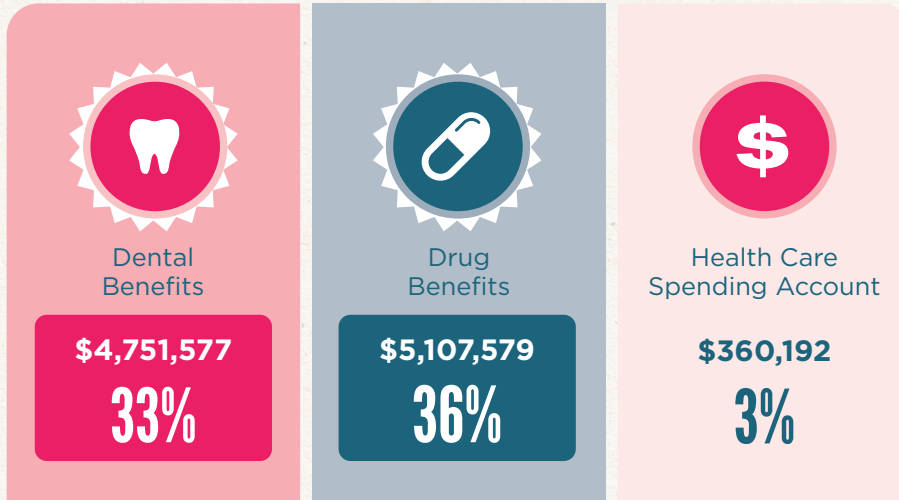


*I appreciate the people approach. Thank you, OASSIS,
for being there to answer our questions and to guide
us when needed.* ”

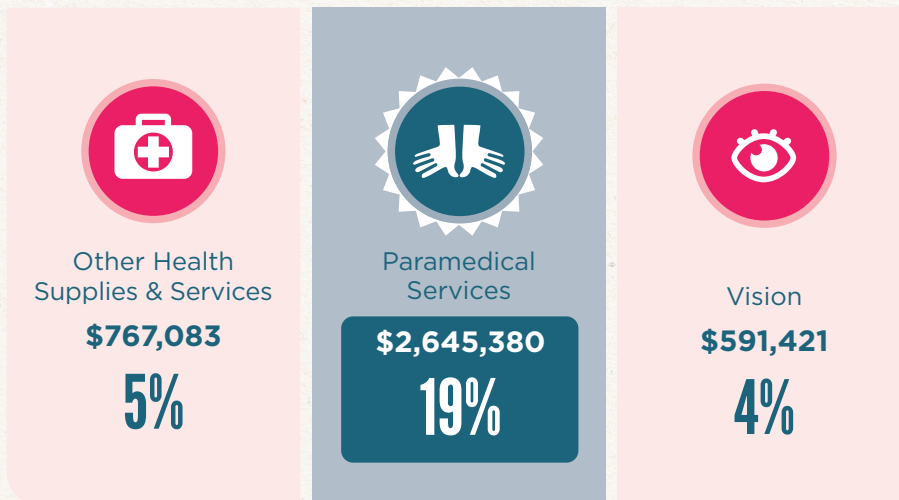


Claims Overview

APRIL 2023 – MARCH 2024
All OASSIS member groups combined

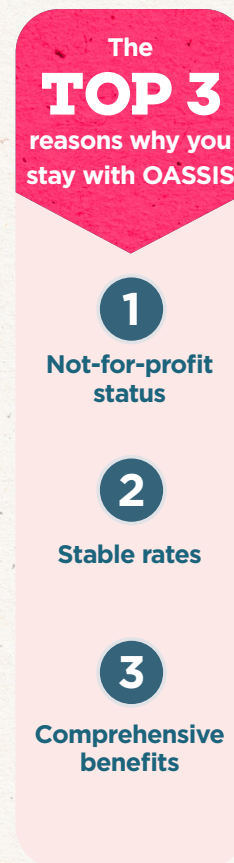
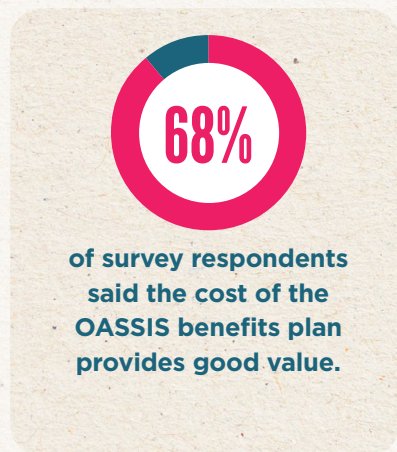
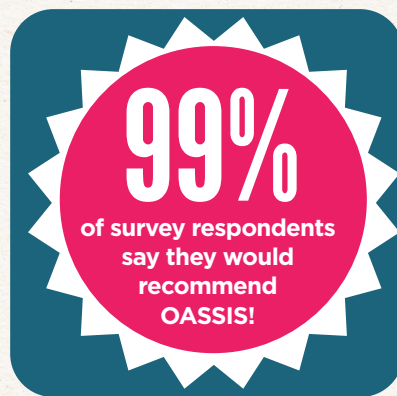


TOTAL \$14,223,232



OASSIS Annual Survey Results

As part of our efforts toward continuous improvement, OASSIS conducts an annual customer survey. Here are the results:



We've been well served by OASSIS. The accessibility for claims and ease of obtaining information from competent staff is next to none. ”



Trustees

Valerie Bishop de Young
Chairperson

Danielle Belair
Trustee

Debbie MacDonald Moynes
Vice Chairperson

Deborah Simon
Trustee

William (Bill) Krever
Secretary/Treasurer

Candace Thomson
Trustee

Sue Hesjedahl
Trustee

Brian Dunne
Trustee

Trish Baird
Trustee

OASSIS Sponsoring Organizations

Ontario Community Support Association (OCSA)
Older Adult Centres' Association of Ontario (OACAO)

OASSIS Preferred Partners

British Columbia Hospice Palliative Care Association (BCHPCA)
Hospice Palliative Care Ontario (HPCO)
National Campus and Community Radio Association (NCRA)
Swim Alberta
Volunteer Alberta (VA)
Volunteer B.C.
Volunteer MBC