

Annual Report

2022/23




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Message from the Chairperson

Fiscal 2022 was a year where significant challenges led to a renewed focus for OASSIS.

Our member organizations have faced unprecedented obstacles that affected operations. The pandemic has truly presented one of the most challenging operating environments to date, and coming out of it is hardly as easy as some would want: bottlenecks and shortages, including supply chain materials, as well as a substantial shift in the recruitment and retention of human resources in both the health and social service sectors. All these factors were further complicated by rising inflationary costs that were hard to anticipate.

We have worked diligently to help our member organizations counter these effects by implementing and advancing several mitigating measures, including ensuring our benefit plan offerings are meaningful, timely and best in class, and of course, our proudest achievement – a ‘no change annual renewal’. We know what you have faced, because we are you – a not-for-profit organization that puts caring and compassion ahead of profits.

The OASSIS Promise of flexible, accessible and affordable benefit plans is an integral part of our business and the key to our growth. Our member organizations are at the centre of what we do, and our focus is to help make their ambitions a reality.

Through it all and flanked by an interprovincial Focus Group, the staff at OASSIS continues to be the backbone of our business, helping us navigate an uncertain environment with agility and resilience. I am grateful to the team who bring their best to OASSIS each day, supporting one another and working together to uphold our promise.

OASSIS is fortunate to count on an engaged and experienced Board of Trustees, each Trustee a respected not-for-profit leader in their own right. As Chairperson, my fellow Trustees and I act as stewards on behalf of our member organizations to oversee strategic direction and performance in all aspects. A key strength of OASSIS is harnessing the collective power of not-for-profit organizations. None of us were immune to the complex operating dynamics of 2022-23. Nonetheless, we stand proudly with you, demonstrating the resilience of the Canadian not-for-profit sector.



Respectfully submitted,

A handwritten signature in black ink that reads "Valerie Bishop de Young". The signature is written in a cursive, flowing style.

Valerie Bishop de Young

WHAT'S INSIDE

- Featured services
- A look at our membership
- Claims by the numbers
- 2022 survey results

Message from the Executive Director

The times, they are a-changing. I recently read this quote in a Benefits Canada article: *“Employers want solutions that address the unique needs of their workforce, including the rising need for mental health support and digital tools. Providers that fail to adapt to these changing demands risk falling behind.”* Employers are calling on brokers and benefit providers, like OASSIS, to partner with them as they strive to care for their employees.

So, what is OASSIS doing on this front? Introducing programs like Tranquility, a CBT offering to help plan members that are struggling with mild to moderate anxiety and depression; Maple telemedicine, which provides digital access to a Canadian physician from anywhere in the world; and the option to cover items like medical marijuana and gender reassignment surgery, among others.

And for the first time, insurance carriers, benefit providers, and others in the industry have become hyper-focused on prevention rather than treatment. There’s a paradigm shift – benefits have traditionally helped you once you’re sick. Now, we’re looking at how to be more proactive and preventative, making investments up front to help people be healthier. You, our employers, play a significant role in this regard by educating and encouraging your employees to use the resources and supports being offered through OASSIS so they can maintain good physical, mental and emotional health.

The other front runner in our sector continues to be technology, as we consider more efficient service and self-serve tools. This, too, supports prevention – as plan members can access targeted support and the best course of treatment up front, rather than simply “popping a pill”. Claims payors like Green Shield Canada are turning to artificial intelligence tools (AI) to help guide plan members. Ironically, we almost have too many options in benefit plans, which makes it confusing. The hope is that AI will help plan members find the best care at the right time.

Lastly, many employers are making diversity, equity and inclusion (DEI) a priority internally – and they want their providers to work with them to ensure their benefits reflect these strategies. For example, Green Shield Canada launched its gender affirmation coverage last year to better align with DEI practices. There is no one-size-fits-all approach when it comes to employee health. This is why insurers work closely with plan sponsors to offer health solutions that meet and reflect employees’ evolving and diverse needs.

As always, we thank you for your business. We are all in this together!



Regards,

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

Karen Bentham
Executive Director



**This report
covers
OASSIS’ plan
year that
runs from
April 2022 to
March 2023.**

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:

Healthy Eating
and Meal Preparation

Sleep Sense

Your Brain
on Food

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 this 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.



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

OASSIS

Disability Services

As we continue to navigate the long-term impacts of the pandemic, the residual effect on society is apparent. Many individuals' overall well-being is strained – and this affects our disability program, as claims trend upward. Work is good for us! Yet, studies show the longer an individual is away from work following a medical absence, the less likely they are to return to work – further driving up costs.

Illness related to mental health continues to be the leading cause of employee absence and disability claims, as well as the driving force of claim duration and costs. Not only have mental health claims increased; they are often more complex, resulting in longer absences and claim duration.

At OASSIS, the top three types of illness with respect to combined Disability Claims received in 2022 were:



Our providers

Organizational Solutions Inc. (OSI) and Canada Life are experts in case management for disability claims. We are happy to report that since engaging with a specialty Short Term Disability provider, we have seen claim durations decrease – this is great news!

We continue to collaborate with our providers to best serve you and your plan members. We encourage you to communicate and facilitate access to all benefits and resources that are available to plan members who may be in need. These include:

- **OASSIS Wellness Services**
- **Employee Assistance Program (EAP)**
- **GSC BEACON (Cognitive Behavioral Therapy)**

You can also promote Canada Life's **Workplace Strategies for Mental Health** website. It's a free resource designed to help Canadian employees and employers with prevention, intervention, and management of workplace mental health issues. You'll find practical resources grouped into four categories:

- 1 Organizational strategies
- 2 Approaches for people leaders – *including modular training for managers and leaders to help with effective team building, leadership and support skills*
- 3 Resources for employees
- 4 Assessments, tools and workshops

Throughout the year, there are also webinars offered by our providers at Canada Life and OSI that focus on disability-related strategies, best practices, and resources – plan to attend!

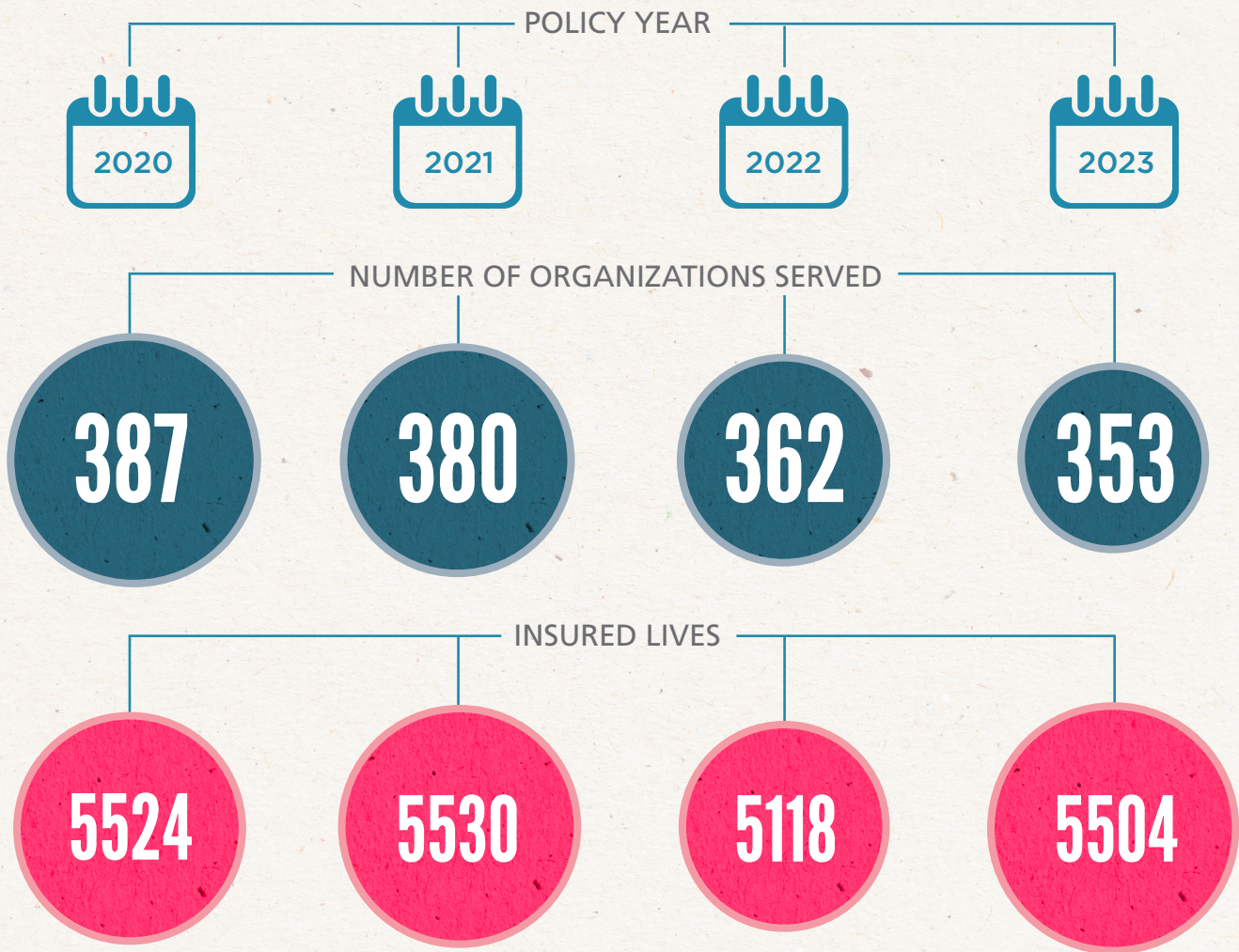
At OASSIS, we continue to focus on health, wellness, and proactive disability management so that you can help your employees be at their best. The services of our Disability Coordinator, Michelle Oxberry, are complimentary and available to all OASSIS Benefit Plan members. Michelle assumes an integral 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, contact:

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

OASSIS Membership

STRONGER
TOGETHER

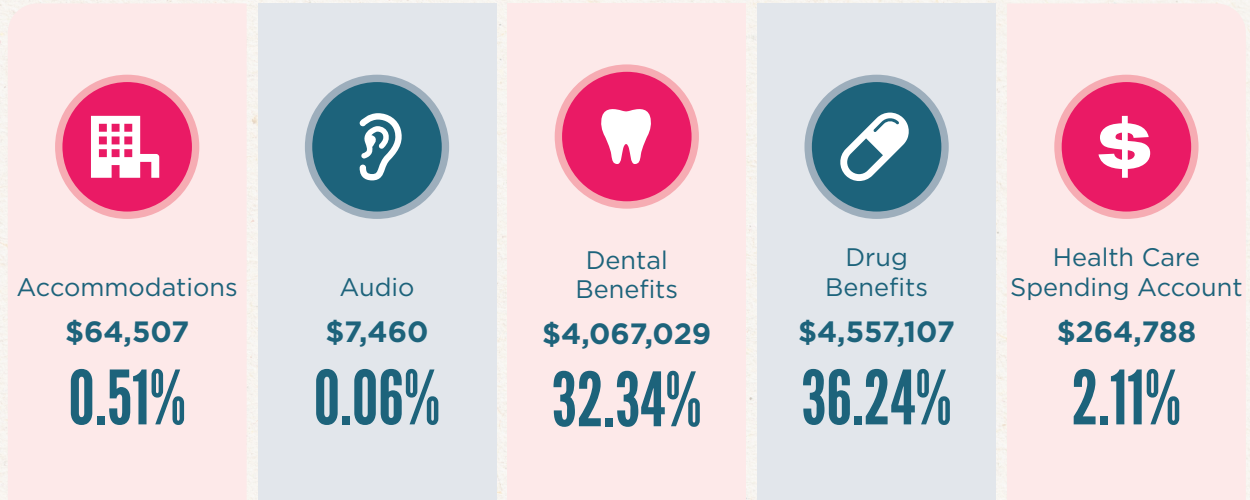


*Our organization really values OASSIS and its helpful staff.
The coverage is terrific and reasonably priced.* ”

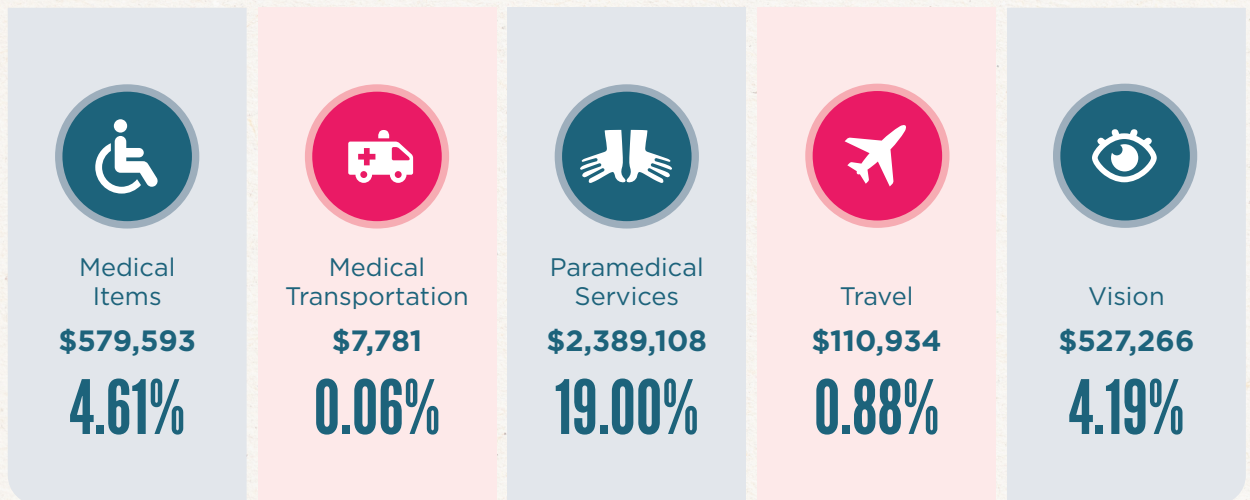


Claims Overview

APRIL 2022 – MARCH 2023
All OASSIS member groups combined

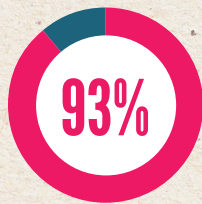


TOTAL \$12,575,573



OASSIS Annual Survey Results

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



of survey respondents who attended an OASSIS-hosted information session found it helpful

95%

of survey respondents say they would recommend OASSIS!

Our
TOP 3
rated virtual care
services are:

1

Employee Assistance Program (EAP)

2

Maple Telemedicine

3

GSC BEACON

The
TOP 3
reasons why you
stay with OASSIS

1

Stable rates

2

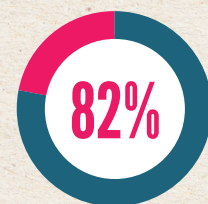
Comprehensive benefits

3

Responsive customer service

61%

agreed or strongly agreed that the cost of the OASSIS benefit plan is competitive



of survey respondents say the Benefits Administration team is quick to help and knowledgeable

Providing this benefit plan for employees helps us recruit and retain staff. It also helps us demonstrate the value of wellbeing. ”



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