

2013/  
14 ANNUAL  
REPORT

---

---

**OASSIS**  
BENEFIT PLANS *for* NOT-FOR-PROFITS

# MESSAGE FROM THE CHAIRPERSON

It is my pleasure to present the 2013/14 Annual Report for OASSIS.

This year, we welcomed a new Employee Assistance Plan (EAP) provider, Ceridian, to the plan. Please take the opportunity to invite a Ceridian representative to present to your staff team or log into their website to view their offerings. They have a vast array of excellent resources to enhance our plan members' well-being!

After many years of stable premiums, this year we experienced an increase in our renewal rates. Our OASSIS team and advisors worked diligently to negotiate our rates as low as possible but increasing drug costs, expensive biological drugs and an increase in disability claims have contributed to the situation. The OASSIS team will continue to work with our member agencies by providing guidance and tips to help to monitor our premium levels.

One of these initiatives is the new electronic newsletters that have recently been published and distributed to all member agencies. One publication is specifically geared to assist the plan administrators in your agency and the other one is targeted for employees with lots of great health and wellness information. Please share these publications as they will provide valuable information about the plan.

It is exciting that OASSIS has been able to gather our service providers (Green Shield, SSQ, Ceridian and Eckler) together with the Board of Trustees and the OASSIS staff to begin a cross-provider discussion in an effort to maximize plan member experience by streamlining processes. Many great process improvements were found in our initial meeting and we hope to find more in our future engagements.

Thank you to Karen Bentham and the OASSIS team for another year of performance excellence, and to the Board of Trustees for many hours of volunteer work on behalf of the plan members.

OASSIS looks forward to serving you in 2014.



Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Candace Thomson'.

Candace Thomson

## WHAT'S INSIDE

- *Current Participation*
- *Claims Overview*
- *Claims History*
- *2014 Survey Feedback*

---

*This report covers OASSIS' plan year that runs from April 2013 to March 2014.*

# A MESSAGE FROM THE EXECUTIVE DIRECTOR

OASSIS staff and Board have worked hard this past year to deliver on our goals:

- **Cost-effective, flexible plans**
- **Accessibility for groups of any size**
- **Comprehensive benefit administration**
- **Educational tools**
- **Exceptional service in all we do**

We know from our Annual Members' Survey that these things are important to you too. Here is a summary of some of the changes and improvements OASSIS has introduced in 2013/14:

1. **Improved Communications** – In February 2014 OASSIS launched the “OASSIS Benefits Connector” for both employers and employees. This communication will be delivered on a monthly basis to keep you updated with what’s new in employee benefits.
2. **New EAP provider with program enhancements** – In September 2013 OASSIS made the decision to switch our EAP provider over to Ceridian. With Ceridian, you will find so many valuable resources that are available to your managers, your employees and their families.
3. **Offering a new benefit; Critical Illness is now available** – You can offer this benefit to your employees on a voluntary basis. We have two packages for you to choose from, either 21 Illness, or 31 Illness coverage. Contact your OASSIS benefits administrator to learn more about this offering.
4. **Improved new OASSIS website and new OASSIS logo** – Our new website can be easily read off of your smartphones and tablets, connecting you faster to your benefits, services and plan features. Plus, we have a new look to our logo which everyone can easily identify with.

5. **We have moved our office** – OASSIS moved on May 1, 2014, relocating to 5409 Eglinton Avenue West, Suite 208 in Toronto, Ontario.
6. **We introduced orthopedic shoe coverage to the Pooled Plan offerings** – Your employees can now claim for orthopedic shoes or orthotics.
7. **Now offering pre-authorized payments for your monthly invoices** – Monthly payments can be automated to save you the work of issuing a monthly cheque.
8. **Webinars** – In an effort to provide ongoing education to those in your organization responsible for administering the benefits plan, OASSIS will be periodically offering webinars on important, informative topics. Please take the time to “dial-in”.

We are also celebrating our partnership with Green Shield Canada. They have been with OASSIS for 5 years now, providing exceptional service for our Health & Dental needs.

Our partnership with Volunteer Alberta has strengthened, enabling us to offer employee benefits in Western Canada.

We are proud to say that OASSIS is the provider of choice for employee benefits for not-for-profit organizations in Canada.

Thank you OASSIS members for another terrific year! We will strive to exceed your expectations in the coming year.



Warmest regards,

A handwritten signature in black ink, which appears to read "Karen Bentham". The signature is written in a cursive, flowing style.

Karen Bentham

# CURRENT PARTICIPATION



“

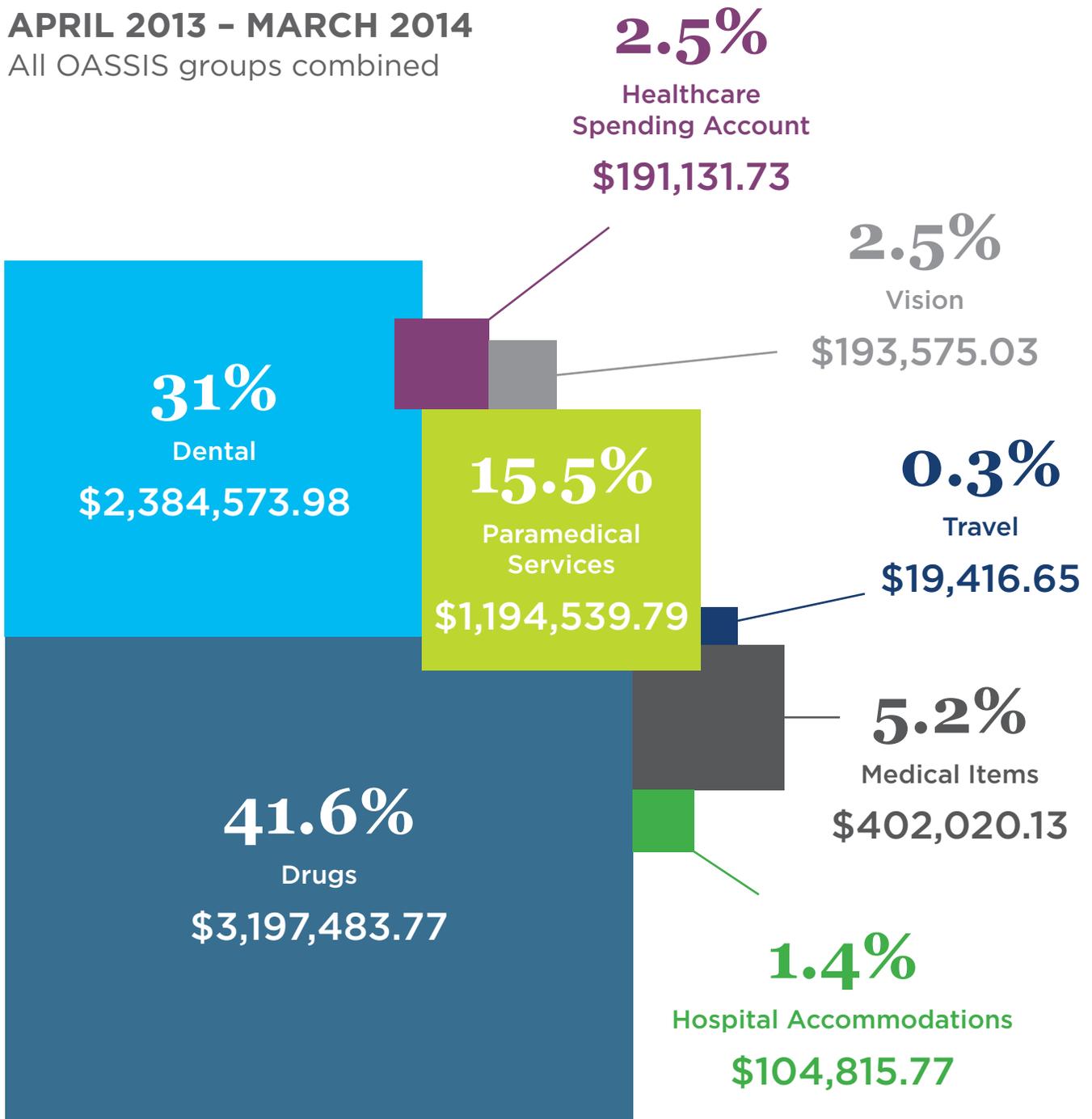
- We are satisfied with everything OASSIS has to offer.
- OASSIS customer service is excellent every time I need information. Thanks for being approachable and knowledgeable.

”

# CLAIMS OVERVIEW

APRIL 2013 - MARCH 2014

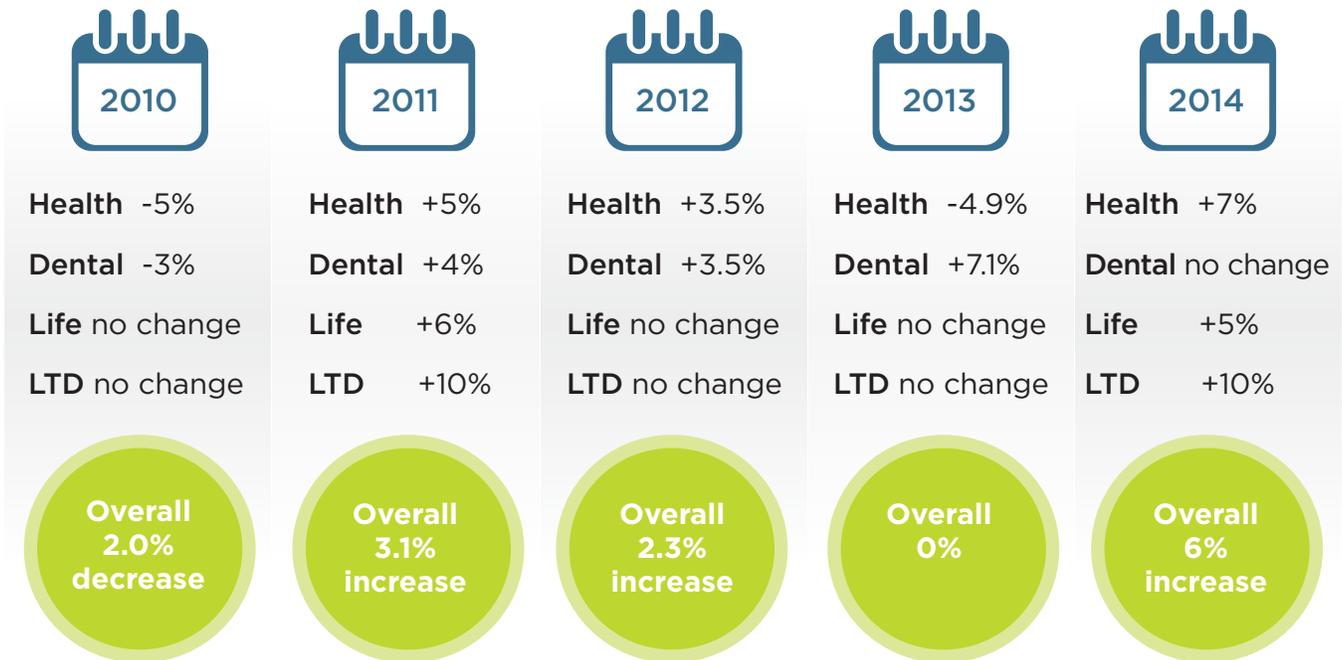
All OASSIS groups combined



**TOTAL** **\$7,687,556.85**

# CLAIMS HISTORY

One of the objectives of OASSIS' Group Benefits Plan is to provide rate stabilization for Participating Organizations.



“

- They are helpful, knowledgeable and offer a great plan!
- As a new client, I found OASSIS very reputable and very assured that our staff is well insured.
- Continue to offer great service and customer support, and you will beat out your competitors even if they are less expensive. Not-for-profits don't have the time or resources to deal with benefits. I appreciate having someone at OASSIS I can call to get things done.

”

“

*Our dealings have been great! Our OASSIS contact person is great and always very helpful. Thank you for the great service.*

”

## Top 3

features that are most important to you:

1. Low cost
2. Rate stability
3. Responsive to my needs

96%

say the benefits administration team is knowledgeable; 91% feel the benefits administration team is responsive to their member's needs

90%

of respondents say they would recommend OASSIS to a friend or other not-for-profit organization

# 2014 SURVEY FEEDBACK

**OASSIS**  
BENEFIT PLANS for NOT-FOR-PROFITS

86%

say OASSIS offers their organization good value for money

92%

confirm that using a not-for-profit benefit provider is important to their organization

85%

of respondents say they expect to remain with OASSIS for the next two years (or longer)

---

---

# TRUSTEES

**Candace Thomson**  
*Chairperson*

**Sujata Ganguli**  
*Trustee*

**Kathleen Praught**  
*Trustee*

**Valerie Bishop-de Young**  
*Vice Chairperson*

**Cindy Kliaman**  
*Trustee (departed May 2014)*

**Alfred Rasmussen**  
*Trustee (departed Aug. 2013)*

**William (Bill) Krever**  
*Secretary/Treasurer*

**Debbie MacDonald Moynes**  
*Trustee*

**Susan Thorning**  
*Trustee*



## **OASSIS**

5409 Eglinton Ave, W.  
Suite 208  
Toronto, ON Canada  
M9C 5K6

Tel: 416-781-2258  
Toll Free: 1-888-233-5580  
Fax: 647-689-3061

**OASSIS**  
BENEFIT PLANS *for* NOT-FOR-PROFITS

**[www.oassisplan.com](http://www.oassisplan.com)**