



Volume **3** Issue **3** | Fall 2015

# Community Services Benefits Trust

## Newsletter – Fall Edition

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### Path Process – Building Capacity



In previous newsletters, I shared the PATH (Planning Alternative Tomorrows with Hope) our Board of Trustees completed with GroupHEALTH staff and our Partners. This included PATH details and in-depth discussion of the PATH section related to "Communication and Education". In this newsletter I'll discuss our progress with our next goal section, "Building Capacity".

"Building Capacity" is very important to our Board of Trustees because our vision is for CSBT to be the premium purveyor of quality health and welfare products to community services in Canada.

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In our PATH, we postulated activities that, if successful, would contribute to our growth across Canada. Some examples of our goals include:

- 50 more committed Partners
- Doubling the number of members
- Five regional advisory committees
- Capacity to provide biannual regional wellness events in every area we serve
- Additional support mechanisms to support partners with their client renewals year round and explored multiple renewal date options
- Partners saying “I get the support I need from CSBT”
- Partner application and evaluation process
- CSBT offers wealth management/optional retirement program

Let’s look at how we’re doing with each of these so far:

### **50 more committed Partners**

CSBT believes in offering clients across the country access to a local partner to be your advocate, and currently, we have over 50 certified Partners across Canada. Each Partner is required to go through a certification process from the Chairman of the Board or CEO to ensure they are educated in the intricacies of the Social Services sector market. Not everyone is well suited to work in this market, so we feel it is necessary to ensure our Partners are a good fit! We are well on our way of achieving our goal this year. In fact, last quarter we brought on 11 new Partners, nine in Ontario, and two in Alberta, and we are continually making this our focus for 2015.

### **Doubling the number of members**

We’ve had considerable growth over the last year at CSBT, and are fortunate enough to bring on new agencies across Canada. In fact, we’ve grown over 20% this past year, have over 450 agencies, and serve over 20,000 employees across Canada, and we are still growing!

### **Five regional advisory committees**

We are getting close to achieving our goal of having five regional Advisory Committees across Canada, as we currently have committees in Ontario (five members), Manitoba (two members), Alberta (one member), and Maritimes (three members). As you can see, we are well on our way of achieving a fully functioning committee in each province.

### **Capacity to provide biannual regional wellness events in every area we serve**

This year, we have had several wellness events across the country, including Manitoba, British Columbia, and Ontario. We didn’t stop there as we believe Keeping Healthy Employees at work is crucial to our success. It’s why this year we tried something new to reach all of our members by putting together over 400 wellness kits, and then sending one to each member agency!

### **Additional support mechanisms to support partners with their client renewals year round**

We have explored multiple renewal date options and have now added an additional quarterly renewal date for Partners. This will assist them in serving your needs!

### **Partners saying, “I get the support I need from CSBT”**

Earlier this year, we surveyed our Partners and the results revealed a very positive response from them. They are happy with the support they receive from CSBT and are extremely satisfied with CSBT. When asked if they would refer a friend or family to CSBT, the response was very favorable. On average, CSBT received a score of 9 out of 10, so they were all strong promoters of CSBT.

### **Partner application and evaluation process**

CSBT has a very strong and rigorous Partner evaluation and on boarding process to ensure the Partners are well suited to the social services sector. In fact, Partners are often mentored for six months following initiation with CSBT. All Partners must obtain the CSBT certification to ensure fit.

## CSBT offers wealth management/optional retirement programs

We currently do this through our Advisor Partner networks. Our Partners will meet with the agency and design a specific program tailored to the client's needs.

As always, we're working diligently to continuously improve CSBT and your experience with us. If you have questions or comments, please don't hesitate to contact me or any other board member at 888-719-3077 or [info@csbt.ca](mailto:info@csbt.ca). For more information, please visit us at [csbt.ca](http://csbt.ca).

**Paul Wheeler,**  
*Chair, Board of Trustees, CSBT*

## New Advisory Committee in AB & Maritimes



**ALBERTA**  
**Lorelei Martin, Executive Director, D.A.R.T.S.**

Lorelei began her journey in the disabilities field in 1988 working at Michener Services in Red Deer. She is the Executive Director of the

Drumheller and Region Transition Society (D.A.R.T.S.) since 2000.

D.A.R.T.S. is a rural community based organization, which provides a diverse array of individualized support to people with disabilities and maintains a staffing component of 70-80 employees. D.A.R.T.S. envisions a future where all people regardless of their abilities are included, respected and valued members of their community.

Lorelei holds great enthusiasm and passion for the future of Community Disability Services and her family in particular her granddaughter!



## Why did I choose to be on CSBT Advisory Committee?

My goal as a member of the CSBT Advisory committee would be to create better workplaces in Alberta by promoting and enhancing CSBT through mutual consultation with current and potential members.



**Jorge VanSlyke**  
**MSW, CEO/Administrator**  
**Grandview Manor**

[jorge.vanslyke@grandviewmanor.org](mailto:jorge.vanslyke@grandviewmanor.org)

Jorge VanSlyke, MSW, is the CEO / Administrator for Grand View Manor (GVM), a 142-bed long term care home in Berwick, Nova Scotia. She has her Masters in Social Work and she has been GVM's CEO for over two years.

## Why did I choose to be on CSBT Advisory Committee?

I am very pleased to be part of the CSBT advisory committee. As the administrator of a non for profit long-term care home with 240 employees, I believe it is important to use every opportunity to inform and advocate for the best benefit package that will meet employees' needs within organizations' fiscal goals.



**Marty Wexler, Executive Director**  
**Community Living Centres Inc.**

[martinwexler@ns.sympatico.ca](mailto:martinwexler@ns.sympatico.ca)

Community Living Centres, Inc. (CLC) was founded by Marty Wexler in 1986, to address a recognized need for quality, community-based residential services for persons with disabilities. Employing the principles of normalization and inclusion he designed and opened several small option homes and supported apartments in Halifax and Dartmouth

### Why did I choose to be on CSBT Advisory Committee?

I believe continuity of “care givers” is essential to achieving quality care for the residents of Community Living Centres, which is why I believe working with CSBT to be the best provider of health care because support for our employees is vital. I further believe being on the Advisory Committee will enable me to ensure CSBT’s focus is on supporting a healthy work force and to enhance their environment.



**Mike Walsh, Administrator**  
**New Vision Special Care Homes Ltd**  
michael\_e\_walsh@hotmail.com

New Vision is a licensed special care home located in Berwick, Nova Scotia. Created in 1993, the company was the vision of owners Helen and Mike Walsh. The company name reflects their perception of a new and better health care system focused on creating a loving and stable environment for people with special needs.

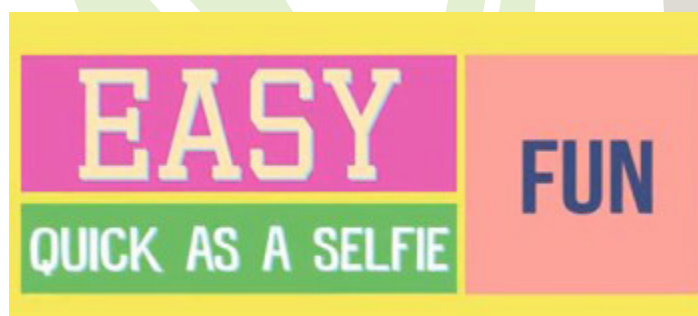
### Why did I choose to be on CSBT Advisory Committee?

I choose to be on the CSBT Advisory Committee in Nova Scotia to help promote CSBT to our CCANS membership facilities and increase awareness of this fantastic program.

### ClaimSecure’s PhotoClaims is as “Quick as a Selfie!”

Just finished a massage and on the way home...but first, let me take a #selfie...of my claim receipt!

That’s right, you can now submit a claim by taking a picture on your phone with ClaimSecure’s recently launched PhotoClaims submission feature, which is available through their eProfile Mobile Launcher app. It’s the easiest and fastest way to file a claim. In fact, ClaimSecure says it’s as “quick as a selfie!”



This new submission feature is available for all drug, health, dental and health spending account claims with payment made via direct deposit. To file your claim using PhotoClaims, use the GroupHEALTH app available on Android, BlackBerry or iPhone and follow the steps below:

1. Launch your eProfile through the app
2. Select PhotoClaims and the benefit category
3. Take a picture of your receipts, statements and any other supporting documentation
4. Submit

There is no typing, so in four taps, you are done! It’s that quick! Once ClaimSecure has processed your claim, you will receive an email notification of ClaimSecure payment within two days.

### CBST linking to their owners across Canada!

CSBT is happy to report we have been busy over the last quarter, getting out, and meeting and supporting our members across Canada. Here are some of the events and organizations we supported:

#### Community Living Ontario 62nd Conference & AGM September 30-October 2, 2015, Hamilton, ON

- The 2015 Community Living Ontario conference will build on our shared vision of a society where everyone belongs and has equality, respect and acceptance. As a confederation, we understand the valuable contributions people make when



they are truly present and included in the community and have choice over their own lives. We also understand the important roles that families, friends, communities, and associations play in making that happen. Together we're better.

- CSBT is a PEDG Sponsor and event attendee!



### CSSEA 2015 AGM & Conference October 5-7 2015 Vancouver, BC

- The conference is an opportunity to showcase your organization and services to over 250 decision-makers from social service agencies located across British Columbia
- Other attendees include government officials and human resources and labour relations experts
- CSBT is a Silver Sponsor and event attendee!



### ONPHA 2015 Conference & Trade Show October 16-18, 2015 Sheraton Centre Toronto, ON

- Each year, the ONPHA Conference and Trade Show draws non-profit housing staff, board members and tenants. More than 1,100 delegates from across Ontario turn to the event to learn, find new products, technical solutions and service innovations to improve the efficiency of their operations. The ONPHA Conference and Trade Show is the largest social housing conference in Canada.
- CSBT is a member and exhibitor at this event!



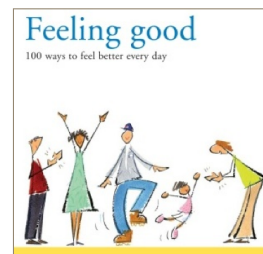
### Tools for Life Conference & Exhibit October 23, 2015 Greenwich, NS



**Together We Build Stronger  
Inclusive Communities**  
Children - Youth - Adults - Seniors

- We welcome a wide range of community resources, such as presenters and exhibitors representing 120 local and provincial organizations, agencies, government departments, educational institutions, and businesses offering information, programs, products and services to help people of all ages and abilities.
- CSBT is a Patron Sponsor and exhibitor at this event!

### Feeling Good: 100 Ways to Feel Better Every Day



#### Tip 70:

#### **Use your break to feel good.**

Breaks are good for you, especially if you take advantage of your break to do healthy things.

- Get up out of your chair, stand up and stretch in your work area, take a walk down the hall if you're able to leave your area
- Share a joke or funny story with a co-worker
- Take a break from what you are doing if you're feeling frustrated or blocked with a project or task and come back to it after a short break
- Get some fresh air on your break if you can



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