



## CSBT Newsletter | Summer 2020

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## Our Trustees Are Looking For Your Feedback

CSBT Board of Trustees governs using the Policy Governance model.

### The 3 principle tasks of our Board are to:

1. Learn what the Trust's "moral owners" desire
2. Create policies which direct the activities of our Administrator (GroupHEALTH) toward fulfilling those desires
3. Monitor the work of the Administrator to ensure it does, indeed, fulfill those desires

Considering that the "moral owners" of CSBT are the CSBT member agencies who purchase their employee benefits from CSBT (and others who could if they so desired), and keeping in mind that there are over 1,000 member agencies spread across Canada, it is a daunting undertaking to learn from them.

We have used various models to better and worse effect. Our Trustees are all current or former senior staff of community social service agencies. As such each one takes this responsibility to hear from "owners" very seriously.

In the last 2 months we have, finally, embarked on a method of learning from our "owners" that we believe will be of great benefit to our Board and to our member organizations. Each one of us is taking on the job of calling either 10 - 20 of these agencies every month.

We want to talk with you about how well our Trust is or is not working for your organization in fulfilling your desire to provide the best value in employee benefits possible while, at the same time, insuring long term cost sustainability. While we believe we're on the right track we can only know what is working, what is not

working, and what might need to be changed, if you tell us.

So, you might very well get a call from someone who identifies as a Trustee of CSBT. You can check out who we are by reviewing the “Meet Our Trustees” section of the website at [www.csbt.ca](http://www.csbt.ca).

We’ll have a series of set questions to review so we can get consistent input. More so, we just want to have a conversation. So, thank you for taking our calls and for giving us a bit of your valuable time to help us be the best we can.

Our commitment to you is that your information will be used to help us further develop the CSBT program and properly monitor GroupHEALTH’s performance. In addition you may let us know if you need information or have a problem. We’re social service folks, not insurance experts, so if you do need assistance, we’ll refer you to the appropriate people at GroupHEALTH or your Benefits Advisor.

Thank you for your help and support. I hope you look forward to being part of making CSBT the best possible as much as we look forward to working with **you**.

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## Leadership Changes at GroupHEALTH and the CSBT

I deeply regret to announce the resignation of Jeremy Brown from his position as GroupHEALTH liaison to the CSBT Board of Trustees. Jeremy has been an integral part of the GroupHEALTH family for 14 years in varying capacities, most recently the last 2 years as Director of Associations. This was a role he moved into after time spent in Underwriting and Sales.

His primary focus as the Director of Associations was to support the CSBT program, including his deep involvement with the Board of Trustees.

Jeremy spearheaded large initiatives such as restructuring the CSBT Trust to align with changing CRA criteria, ownership linkage programs, and the overall administration required to support the Board with the achievement of our ENDS policies. He was also directly involved with securing and onboarding non-CSBT associations to the GroupHEALTH block of business.

Jeremy was an active participant at GroupHEALTH’s Advisor Partner Bootcamps, strategic leadership team initiatives, and their ongoing process and business improvement plans. In his work with CSBT, Jeremy has been a key person responsible for our tremendous growth in the last 2 years. He has helped us develop many new relationships. His commitment, ability, and hard work have been invaluable.

On behalf of CSBT, it’s Board of Trustees, and all of our participating organizations, I wish Jeremy all the best in his future career aspirations. He will be sorely missed, but I have no doubt he will find great success. Jeremy’s last day was June 24<sup>th</sup>, 2020.

All the best,

**Paul Wheeler, Chair, CSBT Board of Trustees**  
[paul.wheeler@csbt.ca](mailto:paul.wheeler@csbt.ca)

## Inclusion & Diversity

At a recent conference, the Board of Trustees of CSBT attended, there was a marvelous speaker on Diversity and Inclusion. Dr, Leeno Karumanchery has a Ph.D. in psychology with a special interest in how the brain works, and why we have not seen a real change in workplace diversity and inclusion in the past 30 years of D&I best practices and initiatives.

Our brains are associative, so all of our experiences teach us how to understand the world. The brain is designed to keep us safe so it is always on the lookout for threats. If we view 'different' as a threat then our understanding of the work will take on that view.

Although studies show that truly diverse organizations have significant success in the market, few achieve the inclusive culture that they work towards. People can't communicate their beliefs, fears, or biases, so how does an organization move towards true inclusion?

The answer is that it comes from the top and will be disruptive. There has to be zero tolerance for any type of 'ism'.

### **If you want to solve a problem:**

1. Recognize you have a problem that needs solving.
2. Understand the issue that's causing the problem.
3. Understand where you are, so you can plot your course forward.
4. Building safety and trust will block the psychological threats that increase discrimination against others.

The key to driving a sustainable Diversity and Inclusion strategy is building a healthy culture where people feel safe, where they belong, and are included. The result of such a culture is truly engaged employees who are more productive, passionate about their work, and motivated.