



Working With Our Board

CALL FOR APPLICATIONS



CSBT
Community Services Benefits Trust

What is Community Services Benefits Trust (CSBT)?

Let's ask our Board Chair!

CSBT launched in British Columbia in January 2002 with 8 Community Living agencies. We came together believing we could do a better job of ensuring our employees had the best benefits while we experienced long-term cost containment. We didn't dream of how far things would go over the next 21 years. We are now active in every province and territory. We have over 1,900 member agencies/organizations. There are over 46,000 individual employee lives covered in our program and that, with family members, equates to over 100,000 people enjoying superior employee benefits.

In the midst of all the growth we've worked with our administrator, GroupHEALTH Benefits Solutions, to develop extensive value-added features that, if used, provide a true long-term reduction in the slope of cost increases. This means sustainability for the employer. So, while we've grown, we believe our volunteer Board of Trustees is fulfilling the mandate to which we committed.

Our membership base now includes every type of community social service organization. Members include not for profit and for-profit agencies. Many are unionized while many others are not. Some are very large while many are small. Our membership is as broad as community services get in Canada and ranges from Day Care/Early Education providers, through every kind of social service for adults

and children. We provide benefits for museums and private schools, long term care providers, criminal justice agencies, women's services, and so many more.

We're proud that, through GroupHEALTH we are reaching out to every type of service provider and proving that it is possible that employees in our sector can experience quality health and welfare benefits. We know that as we work with you and your employees, we also participate in the stellar work each of you do on behalf of Canadians. We know Canada is a better place because you're there and we're proud to be part of your efforts.



Paul Wheeler
Chair, CSBT Board
of Trustees

Executive Summary

The Community Services Benefits Trust was founded by seven non-profit community service agencies from British Columbia in September 2001. The CSBT was formally established on January 1, 2002 under a Trust Agreement wherein the seven founding agencies, now referred to as Founding Organizations, established a Board of Trustees to oversee the affairs of the CSBT. Working together, these organizations created the Trust to provide the choice of fully insured, locally accessible benefits to community service organizations.

Also in 2002, CSBT entered into a strategic partnership with GroupHEALTH Benefit Solutions. Using GroupHEALTH's expertise in building and supporting industry-leading employee benefits plans and harnessing the CSBT Boards 150+ years of combined experience running community social service agencies, CSBT has grown to over 1900 agencies across Canada and represents more than 46,000 employees. Administered by GroupHEALTH Benefit Solutions, the CSBT plan is delivered through a national network of Advisor Partners, providing solutions that meet the needs of each organization.

CSBT's four Key Principles were intended to make the Community Services Benefits Trust dramatically different from the agencies experience with previous plans.

All benefits provided by the CSBT are available to members on a fully insured basis and there is no risk of unfunded liability to any agency, non-profit or private, that participates in a fully insured plan.

Participation in the CSBT is an option for any agency providing community services and for any organization who supports the provision of community services. There is no penalty, fee or assessment for any member who chooses to leave CSBT.

The CSBT benefit plan matches provisions in the collective agreements of all sectors of community services including the provision of the Claims Review Committee as stipulated by the Munroe Terms of Settlement within the province on British Columbia.

The CSBT is overseen by a Board of Trustees appointed by the Founding Organizations which includes six senior executives of community service agencies.

The CSBT has been supporting community service agencies in the provision of group insurance benefits to their employees since January 2002.

CSBT defines a community service organization as any society, agency, organization, trust, group, or entity in Canada, whether not-for-profit or for-profit, designed to enhance the social well-being and strength of the community, while promoting equality and opportunity.

Vision

CSBT will be the premier purveyor of quality health and welfare products to Community Services in Canada.

Values

The CSBT Board of Trustees value integrity, honesty, openness, excellence, creativity, critical thinking, continual improvement, and mutual respect.

- We are committed and hold ourselves accountable to our participating organizations and to our provider and distribution partners.
 - We have a passion for quality health & welfare products that keep people healthy and on the job.
 - We accomplish our vision by honouring our commitments, providing results, and striving for the optimum experience for our participating organizations.
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Service Principles

CSBT Trustees and our provider and distribution partners will adhere to the following principles while providing health and welfare products to our participating organizations. We will:

- Start by listening to who you are
 - Treat you in a manner that makes you feel welcomed, valued, and respected
 - Only exist to serve your health and welfare needs
 - We will seek to improve your health and welfare benefits experience
 - We will be a valuable asset in helping you develop and fulfill your health and welfare benefit objectives
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Key Principles

1. **All plans must be available to members on a fully insured basis.**
Member organization which choose the fully insured option have no financial liability associated with the plan's financial successes or challenges. These member agencies only financial requirements are to pay their monthly premiums.
2. **The program engages and consults with participating agencies.**
The CSBT has regular communication with member agencies and provides participating organization with opportunities to provide feedback.
3. **The program has no operational requirements.**
As a non-profit trust, the CSBT does not directly employ staff or own buildings. To meet this mandate, the CSBT has outsourced the delivery of the plan to GroupHEALTH and their national network of Advisor Partners.
4. **All CSBT benefit plans shall be delivered through CSBT Board certified insurance experts.**
The CSBT utilizes the GroupHEALTH network of Advisor Partners to deliver person-centered services to community service organizations across Canada.

The CSBT Structure



Owners

The Board connects its authority and accountability to those who morally own the organization – in the case of CSBT it is the participating agencies on the benefit plan who are deemed the owners



CSBT Board of Trustees

CSBT contracts with GroupHEALTH to administer the entire CSBT package of benefits



GroupHEALTH Benefit Solutions

GroupHEALTH contracts with the service providers, insurers, and advisors as the administrator of the CSBT benefit program

Insurance providers, DMI,
TELUS, etc.



Advisor Partners



Participating Agencies

Advisors contract with participating agencies to provide the CSBT benefit program



Employees & Beneficiaries

The Purpose of the Board of Trustees – Instructions to the Board

The purpose of the Board, on behalf of participating organizations, is to see to it that Community Services Benefits Trust achieves appropriate results for the appropriate people at an appropriate cost (as specified in Board Ends Policies) and avoids unacceptable actions and situations (as prohibited in Board Executive Limitations Policies).

Please see the **Global Governance Commitment (GP)** and **Governing Style (GP-1)** Policies.

Governance

Since inception, the CSBT Board of Trustees have followed the Carver Governance Model and annually update their policy governance best practices through the Governance Coach.

Policy governance principles form a complete governance system which enables the CSBT Board to provide strategic leadership in shaping the future of the trust. This governance provides role clarity necessary to ensure accountability of the Board to those on whose behalf it governs as well as the CEO to the CSBT Board.

Policy governance sets the stage for the Board to use their time effectively, while ensuring they are shaping a future that's meaningful for those they serve.

Starting with the recognition of the fundamental reasons that boards exist and the nature of board authority, policy governance integrates several unique principles designed to enable accountable board leadership.

To achieve its commitment to governance, the Board will adhere to further policies (please click on each to open the policy):

- **Board Job Contributions (GP-2)**
- **Code of Conduct (GP-8)**
- **Investment in Governance (GP-9)**
- **Board Linkage with Ownership (GP-10)**
- **Governance Succession Planning (GP-12)**
- **Definition of Community Services Organizations (GP-15)**
- **Equity, Diversity, and Inclusion (GP-16)**
- **Anti-Harassment and Discrimination (GP-17)**

The Carver Governance Model is a complete operating system made up of a set of internally consistent principles focused on:

- **Role Clarity** with a clear definition of where governance stops, and management starts.
- **Strategic Leadership** that allows the CSBT Board to exercise strategic foresight by clearly defining on behalf of the owners, what needs are to be met, for whom and at what worth.
- **Accountability to Owners** and ensuring the board is accountable to the “moral owners” of the trust.
- **Empowerment with Accountability** which defines expected organizational results and setting parameters in which management has creative freedom but is held accountable to the board

Board Education

In addition to governing with excellence, the CSBT Board recognizes that continual updating of skills and awareness of new issues are vital to a Trustee's contribution to the Board.

Trustee Educational Requirements

- New Trustees receive a complete orientation to ensure familiarity with the organization's issues and structure, as well as the Board's policies.
- All Trustees annually participate in Policy Governance training.
- At a minimum, all Trustees are expected to successfully complete Advanced Trustee Management Standards Certification through the International Foundation of Employee Benefit Plans (IFEBC).

Desired Trustee Skills and Perspectives

We have a strong organizational commitment to justice and equity and welcome applicants from diverse cultural and demographic backgrounds. We are currently recruiting board trustee positions to join us. In addition to experience with the community service sector, we are particularly interested in candidates with the following attributes:

• Passion	• Outward Focus
• Servant Leadership	• Commitment
• Systems Perspective	• Critical Thinking
• Learner Mentality	• Values Based
• Team Player	• Use of Resources
• Diversity	• Commitment to Governance
• Sense of Humour	

What YOU Will Gain

By joining the CSBT Board, you will get an opportunity to develop your network with a passionate group of people and shape an organization that is working to make employees working in community services across Canada "Healthy at Work".

Accountability

Each CSBT Board Trustee serves and is accountable to the Board of Trustees of CSBT as a whole. The Board of Trustees connects its authority and accountability to those who morally own the organization – in the case of CSBT, it is the participating agencies on the benefit plan who are deemed the moral owners.

Authority

The CSBT Board of Trustees speak with one voice. Therefore, an individual Board Trustee has no formal authority to direct the Board of the affairs of CSBT, including the work of the CEO.

Time Commitment

Members of the CSBT Board of Trustees can expect to expend approximately 12-15 days per year involved directly in CSBT work. The upper limit would include travel time. This would be for 5 days of Board meetings, 4 days attendance at the International Federation of Employee Benefit Plans (IFEBC) conference, travel time and Board meeting preparation. In recognition of the large time commitment, CSBT will reimburse the Trustee's agency with an honorarium for each day used.

The CSBT Trustees meet three times annually:

- Spring retreat (mid-March to late-April)
- Fall meeting (mid-September)
- Late fall educational conference

Term of Appointment

Each new Trustee commits to serving for a minimum of 3 years due to the extensive financial commitment CSBT will make to provide initial training. Following this, there is no fixed term.

Responsibility and Commitment

The CSBT Board as a whole has a duty to ensure that CSBT is accountable to its owners as outlined in the Governance Process Policies (attached as addenda to this Call for Applications). In fulfilling this duty, individual Board Trustees make significant commitments which are also detailed in the attached Governance Process Policies.

Qualifications

Each potential CSBT Trustee must have:

- Commitment to, and clear understanding of, the mission and Ends of CSBT
- Knowledge of meeting procedures, governance policies, and by-laws of CSBT
- Sufficient time to devote to their duties
- Knowledge and understanding of the impact of comprehensive employee benefits in supporting the work of community service organizations.

Submitting Your Application

If you would like to apply to join the CSBT Board of Trustees, please complete the linked form on the back of this document. If you would like more information or have any questions, please contact CSBT at boardrecruitment@csbt.ca.

We thank all applicants for their interest. Only shortlisted applicants will be contacted.



Healthy employees at work.



Contact us

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boardrecruitment@csbt.ca

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csbt.ca