



2022
**HEALTHY
OUTCOMES**
Conference

Benefits
CANADA

October 17-18, 2022

Omni King Edward Hotel
Toronto, Ontario



2022 | **HEALTHY
OUTCOMES** | *Conference*

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Thank you, sponsors





ATTENDEES



2022 HEALTHY OUTCOMES

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ATTENDEES

FIRST NAME	LAST NAME	TITLE	COMPANY NAME
Sarah	Abdelnour	Director, Health Solutions	People Corporation
Karin	Adams	VP, Talent & Total Rewards	TMX Group
Eleisha	Akin	Compensation & Benefits Analyst	Magna International
Ayman	Alvi	VP, Global Pension & Benefits	Scotiabank
Crystal	Arnold	Senior Manager, Wellness, Retirement & Group Benefits	LifeLabs
Colleen	Baker	VP, Enterprise Group Solutions	People Corporation
Sharon	Beers	HR Director	Fidelity Investments Canada
Felicia	Blackburn	Director, Pension, Benefits & Wellness	IGM Financial
F. Darryl	Burton	AVP, Canadian & International Benefits & Well-being	TD Bank Group
Susan	Callender	Disability Benefits Analyst	Estee Lauder Cosmetics
Laura	Carter	HR Manager, Wellness & Benefits	Healthcare of Ontario Pension Plan
Jim	Chung	Chief Medical Officer	Air Canada
Dan	Clarry	Director, Pension & Benefits Programs	CPPIB
Kristen	Coady	Senior Strategy Manager, People & Culture	TELUS
Sarah	Cross	Manager, Total Rewards & HR Operations	Canadian Institute for Health Information
Kelly	Dawson	Global Lead, Wellness & Leaves	Shopify
Andrea	Dedrick	Director, HR & EHS	Troy Life & Fire Safety
Madison	Dickson	HR Intern	Equitable Bank
Michael	Dimaano	Manager, Total Compensation & HR Policy	Ottawa Community Housing Corp.
Robin	Doobay	Senior Manager, Rewards	Labatt Breweries of Canada
Cheryl	Douglas	AVP, Total Benefits Canada	Sun Life
Brittany	Dunlop	Manager, Wellness & Benefits	York Region
Linda	Duxbury	Chancellors Professor, Sprott School of Business	Carleton University
Sobora	Duy	Manager, Mental Health & Wellness	Air Canada
Mikkaela	Fernandez	Manager, Total Rewards (Benefits, Recognition & Well-being)	Cineplex Entertainment
Anna	Fisher	Health & Wellness Director	Flight Centre Travel Group Americas
Pragashini	Fox	Head of HR, Product & Talent Management	Thomson Reuters
Tamara	Glasgow-Cox	Diversity & Inclusion Manager	Fidelity Investments Canada
Laura	Glenn	Wellness Program Manager, North America	Ericsson
Kendra	Goudey	Senior Health & Well-being Consultant	CGI
Alison	Harvey-Chuter	AVP, Wellness, Pension & Benefits	Foresters Financial
Rosemary	Hatnay	Director & Head, Total Rewards Solutions	Scotiabank
Tanya	Hickey	Senior Manager, Health & Safety Strategies	Ontario Power Generation
Nicole	Horbatiuk	Director, HR & Benefits	CAA Club Group
Victoria	Houston	Superintendent, HR	Greater Essex County District School Board



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FIRST NAME	LAST NAME	TITLE	COMPANY NAME
Dana	Hurst	Director, Wellness	BGIS
Taryn	Huyer	VP, Transformation	CBI Health
Clara	Iacob	Benefits Specialist	Bill Gosling Outsourcing
Elena	Iacono	Senior Project Manager, Well-being & Health Services	TELUS
Nermin	Ibrahim	Nurse Practitioner - Endocrinology	Halton Diabetes Program
Carolyn	James	Manager, Workplace Mental Health	Canada Post
Laura	Joudrey	Chief Financial Officer	Extend Communications
Joseph	Kazibwe	Director, Pension Financial Governance	CIBC
Heather	Keough	Director, People & Culture	Provident10
Zayna	Khayat	VP, Business Development & Strategy, Canada	Teladoc Health
Heather	Kleiman	Director, HR	Spin Master
Anetta	Kleinert	Director, Total Rewards	TMX Group
Jasmine	Kong	HR Generalist	Equitable Bank
Sophia	Lam	Senior Analyst, Total Rewards	Bimbo Canada
Sukhdeep	Legha	Senior Manager, People & Culture	Chudleigh's
Terri-Lynn	Levy	HR Manager	Fluor Canada
Marina	Lodyga	Manager, Pension & Benefits Programs	CPPIB
Chris	MacGillivray	VP, Talent Management	DORA Construction
Marlon	Majdoub	Director, Business Development, Canada	Teladoc Health
Zabina	Meru	Mental Health Implementation Advisor	Workplace Safety and Insurance Board
Angela	Miller	People & Culture Global Manager	ATX Networks Corp.
William	Moore	Manager, Total Reward Programs	Definity Insurance
Denyse	Morgan	Senior Benefits Administrator	Magna International
Janice	Neshevich	Director, HR	Bill Gosling Outsourcing
Gontran	Nzobonimpa	D&I Coordinator	Fidelity Investments Canada
Dianna	Ospina	Benefits & Disability Advisor	Healthcare of Ontario Pension Plan
Bronwyn	Ott	Head, Well-being & Benefits Strategy	Nasdaq
Chris	Pepper	VP, Corporate Affairs	Fidelity Investments Canada
Judy	Plotkin	VP, Health Solutions	People Corporation
Kourtnee	Plume	Regional Director, Canada HR	Fluor Canada
Michelle	Reidel	Director, Corporate Communications, Canada	Capital One Canada
Genevieve	Roby	Senior Healthcare Analyst	Molson Coors
Fran	Roebuck	HR Manager	Inertia Product Development
Lisa	Rosen	Senior Manager, Benefits, Pension & Well-being	PwC
Jenn	Ross	Director, Transformation	CBI Health



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FIRST NAME	LAST NAME	TITLE	COMPANY NAME
Jeff	Sawchuk	Manager, Total Rewards	Region of Peel
Meghan	Schenk	Senior People & Culture Coordinator	Chudleigh's
Brooke	Schwarz	Manager, National Total Rewards	BDO Canada
Karen	Scott	Advisor, Health and Wellness	Region of Peel
Merlyn	Sequeira	Director, Total Rewards	Samsung Electronics Canada
Maria	Serio	Senior Manager, Canadian Benefits	TD Bank Group
Ivan	Sheehan	Principal Consultant	Ontario Teachers Insurance Plan
Elena	Shiganova	Senior Manager, Total Rewards	City of Mississauga
Roshney	Simon	Senior HR Representative	Fidelity Investments Canada
Yanique	Smith	Director, Well-being & Accessibility	Rogers Communications
Ratna	Sondagar	Director, Retirement & Integration	CIBC
Jay	Sutherland	Compensation Analyst	Medavie
Kim	Taylor	Associate Director, Total Rewards	EY
Carolyn	Tong	Specialist, Psychological Health & Wellness	Region of Peel
Wendy	Turner	Manager, Total Rewards	Medavie
Bessie	Wang	Market Access - National Private Payers	Abbott
Maxwell	Watson	AVP, HR Operations	Swiss Re
Evelyn	Wei	Senior Manager, Compensation & Canadian Benefits	Magna International
Ryan	Yoo	HR Administrator	Equitable Bank
Janet	Young	Director, Well-being & Health Services	TELUS



AGENDA



All times listed below are in Eastern Time. All meals and sessions will take place at the Omni King Edward Hotel.

AGENDA

Monday, October 17

6:00 – 7:00 PM: **COCKTAIL RECEPTION** (*Pall Mall*)

7:00 – 9:00 PM: **DINNER** (*Palm Court*)

Tuesday, October 18

7:30 – 9:00 AM: **BREAKFAST** (*Lobby Lounge*)

9:00 AM: **OPENING REMARKS** (*Sovereign Ballroom*)

9:00 – 10:00 AM: **TORN BETWEEN WANT AND REALITY: HYBRID WORK AND WORK-LIFE BALANCE**

More than two years after many employees started working from their homes, both employers and employees are talking about how they want to work post-pandemic. However, few are factoring work-life boundary preferences into the discussion. Research in this area has shown employees use two different approaches – segmentation and integration – when attempting to balance work and family. This session will use data from the 2020-23 Employee Wellbeing in Times of COVID-19 study to review the relationship between boundary management preferences, work-life balance and employee well-being, outlining the implications for employers and employees as they seek a balance between what they want and what's actually best for them.

SPEAKER:

Linda Duxbury, professor, Carleton University's Sprott School of Business

10:00 – 10:30 AM: **WHAT DOES A SUCCESSFUL HEALTHY OUTCOME LOOK LIKE FOR A PLAN MEMBER AND THE WORKPLACE?**

With up to five generations in the workplace and each employee facing individual health conditions and life circumstances, a successful healthy outcome will look different from one plan member to the next. In this panel discussion, plan sponsors will share the details of their comprehensive health and wellness programs, including how they translate into healthy outcomes for their employees and their organizations.

PANELLISTS:

Laura Glenn, wellness program manager, North America, Ericsson

Merlyn Sequeira, director, total rewards, Samsung Electronics Canada

Elena Shiganova, senior manager, total rewards, City of Mississauga

MODERATOR: **Jennifer Paterson**, editor, *Benefits Canada*

10:30 – 10:40 AM: **WORKPLACE BENEFITS AWARDS PRESENTATION**

- Health/Wellness Program (>1,000 employees)
- Health/Wellness Program (<1,000 employees)

10:40 – 11:00 AM: **NETWORKING BREAK**

11:00 – 11:30 AM: **A PROACTIVE APPROACH TO DISABILITY, REHABILITATION TO CREATE A RESILIENT RETURN TO WORK**

When health issues force an employee to take disability leave, early intervention is the best way for an employer to manage the process and ensure the employee returns to work, leading to a healthy outcome for both the employee and the organization. This panel will share how employers are connecting well-being to their disability journey, including how they can intervene earlier and treat employees' health holistically to create a more resilient employee.

PANELLISTS:

Kelly Dawson, global lead, wellness and leaves, Shopify

Taryn Huyer, vice-president, transformation, CBI Health

Brooke Schwarz, manager, national total rewards, BDO Canada

MODERATOR:

Lauren Bailey, associate editor, *Benefits Canada*



All times listed below are in Eastern Time. All meals and sessions will take place at the Omni King Edward Hotel.

AGENDA

Tuesday, October 18 (continued)

11:30 AM – 12:00 PM: **MENTAL HEALTH TODAY AND TOMORROW**

Employers' attention to mental health was on the rise long before the onset of the coronavirus pandemic, but it's certainly taken centre stage over the last two years and counting. In this panel discussion, employers will share their organization's journeys in developing outstanding and innovative mental-health programs, including how these programs have evolved during the pandemic and what's coming up next.

PANELLISTS:

Sobora Duy, manager, mental health and wellness, **Air Canada**

Zabina Meru, mental health implementation advisor, **Workplace Safety and Insurance Board**

Judith Plotkin, vice-president, health solutions, **People Corporation**

MODERATOR:

Jennifer Paterson, editor, **Benefits Canada**

12:00 – 12:10 PM: **WORKPLACE BENEFITS AWARDS PRESENTATION**

- Mental Health (>1,000 employees)
- Mental Health (<1,000 employees)

12:10 – 1:10 PM: **LUNCH** (*Lobby Lounge*)

1:10 – 1:40 PM: **THE CONNECTION BETWEEN DEI AND EMPLOYEE WELL-BEING**

Many organizations are aligning their diversity, equity and inclusion strategies with employees' psychological safety and well-being in the workplace, as well as framing the management of health conditions in the context of people's different genders, races and socio-economic circumstances. In this panel discussion, employers will share how they align DEI with employee wellness, sharing the policies and initiatives underway to highlight this important topic.

PANELLISTS:

Nermin Ibrahim, nurse practitioner, endocrinology, **Halton Diabetes Program**

Robin Doobay, senior manager, total rewards, **Labatt Breweries of Canada**

Rita Mizzi-Gago, interim head, HR, **Capital One Canada**

MODERATOR: **Lauren Bailey**, associate editor, **Benefits Canada**

1:40 – 2:10 PM: **LINKING DATA AND DISABILITY IN TODAY'S HEALTH AND WELLNESS PROGRAMS**

Short- and long-term disability can create major issues for organizations around absences and productivity, but many are crunching the numbers to take a proactive approach in supporting employees. This panel discussion will delve into how disability management ties into employers' health and wellness programs and how they use data to inform the development of these programs.

PANELLISTS:

Kelly Dawson, global lead, wellness and leaves, **Shopify**

Tanya Hickey, senior manager, health and safety strategies, **Ontario Power Generation**

Nicole Horbatiuk, director, HR and benefits, **CAA Club Group**

MODERATOR:

Blake Wolfe, managing editor, **Benefits Canada**

2:10 – 2:20 PM: **WORKPLACE BENEFITS AWARDS PRESENTATION**

- DEI Program
- Coronavirus & Benefits (>1,000 employees)
- Coronavirus & Benefits (<1,000 employees)



All times listed below are in Eastern Time. All meals and sessions will take place at the Omni King Edward Hotel.

AGENDA

Tuesday, October 18 (continued)

2:20 - 2:35 PM: **NETWORKING BREAK**

2:35 - 3:05 PM: **COMMUNICATIONS DURING COVID-19: HOW BEST TO REACH AND ENGAGE EMPLOYEES**

The onset of the global coronavirus pandemic upended the basic fabric of the workplace and dramatically changed the traditional employer-employee relationship. In this panel discussion, employers will share how they embraced this once-in-a-lifetime challenge to expand their benefits plans and communications strategies to keep employees engaged with employees, as well as how these new strategies will stick around as the pandemic subsides.

PANELLISTS:

Karin Adams, vice-president, talent and total rewards, **TMX Group**

Crystal Arnold, senior manager, wellness, retirement and group benefits, **LifeLabs**

Janet Young, director, well-being and health services, people and culture, **TELUS**

MODERATOR:

Jennifer Paterson, editor, *Benefits Canada*

3:05 - 3:35 PM: **KEEPING EMPLOYEES HEALTHY AND HAPPY, VIRTUALLY: A RETENTION STRATEGY TO COMBAT THE 'GREAT RESIGNATION'**

With the coronavirus pandemic reimagining the way that people work, many employers are facing recruitment and retention issues in a labour market that strongly favours employees. This panel discussion will highlight health as an essential component to combatting the 'Great Resignation,' showing how mental health and holistic health strategies can help attract and retain quality employees.

PANELLISTS:

Brittany Dunlop, manager, wellness and benefits, **York Region**

Pragashini Fox, head, HR, product and head, talent and diversity, **Thomson Reuters**

Zayna Khayat, vice-president, growth and client success, **Teladoc Health**

MODERATOR:

Lauren Bailey, associate editor, *Benefits Canada*

3:35 - 3:45 PM: **WORKPLACE BENEFITS AWARDS PRESENTATION**

- Benefits Plan Communications
- Drug/Benefits Plan Innovation

3:45 - 4:15 PM: **FINANCIAL WELLNESS: HOW IS SAVING FOR RETIREMENT LINKED TO MENTAL WELLNESS?**

The uncertain economic landscape is raising several concerns for employers and employees alike, with many people struggling to balance their various financial priorities and save for their future. In this panel discussion, employers will consider the broad spectrum of financial wellness and how it ties into employees' mental well-being, including sharing some steps they're taking to support employees' holistic health.

PANELLISTS:

Ayman Alvi, vice-president, global pension and benefits, **Scotiabank**

Dr. Jim Chung, chief medical officer, **Air Canada**

Michael Dimaano, manager, total compensation and HR policy, **Ottawa Community Housing Corp.**

MODERATOR:

Blake Wolfe, managing editor, *Benefits Canada*

4:15 - 5:15 PM: **CLOSING COCKTAIL PARTY AND WORKPLACE BENEFITS AWARDS PRESENTATION** (*Lobby Lounge*)

- Absence Management
- Financial Wellness Program



SPEAKER BIOGRAPHIES



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SPEAKER BIOS



KEYNOTE SPEAKER

Dr. Linda Duxbury

professor, **Carleton University's Sprott School of Business**

Dr. Linda Duxbury is a professor at Carleton University's Sprott School of Business. She received a master's degree in chemical engineering and a PhD in management sciences from the University of Waterloo. Within the past decade, Duxbury has completed major studies on balancing work and family in the public, private and not-for-profit sectors. She's currently conducting research, which evaluates the organizational and individual impacts of e-mail, mobile telephones, telework, flexible work arrangements, change management and what makes a supportive manager. She has completed four national studies on work-life balance in which more than 100,000 Canadian employees participated. Within the business school at Carleton, Duxbury teaches MBA and PhD courses in managing change, as well as the MBA course in organizational behaviour. She's published widely in both academic and practitioner literatures in the area of work-family conflict, change management, supportive work environments, stress, telework, the use and impact of office technology, managing the new workforce and supportive management. She's also given more than 400 plenary talks on these issues to public, private and not-for-profit sector audiences. Duxbury works extensively with policing services in Canada and across the globe, focusing on work-life and well-being issues within police services, sustainability of the police and how best to introduce change within police services. She's also undertaking research with police services on how best to demonstrate the value of police work within communities. The author of two books, Duxbury's received numerous awards throughout her academic career for her research, teaching and leadership within the community. She's also a well-known public speaker, delivering major talks related to work-life issues around the world. Duxbury is currently involved in a major multi-method longitudinal research initiative exploring employee well-being in times of the coronavirus pandemic.



Karin Adams

vice-president, talent and total rewards, **TMX Group**

Karin Adams is currently vice-president, talent and total rewards at TMX Group and has accountability for the strategic direction and operations of integrated centres of excellence including total rewards, human resources technology and operations, learning and talent management and equity, diversity and inclusion.

Over her career, Adams has been involved in all aspects of HR, including HR strategy development, M&A and program harmonization, incentive design, talent and succession planning, policy development and governance and organizational change management activities.

In 2020, she served as TMX's interim senior vice-president and group head HR, leading the organization's shift to 95 per cent remote work in the wake of the coronavirus pandemic, which resulted in a number of industry awards and recognitions, including two 2020 Workplace Benefits Awards in the Coronavirus and Benefits and Benefits Plan Communications categories.

Prior to joining TMX, Adams spent three years at Maple Leaf Sports and Entertainment Ltd., leading the total rewards and organizational development functions across the company. She also spent 10 years in total rewards consulting at Willis Towers Watson, advising executive teams and boards of directors on all aspects of executive and broad-based rewards programs.

Adams graduated from Western University in London, Ont. with an undergraduate and master's degree in business administration from the Ivey Business School. She also holds the chartered financial analyst designation.



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Ayman Alvi

vice-president, global pension and benefits, **Scotiabank**

Ayman Alvi is the vice-president, global pension and benefits at Scotiabank. Alvi and his team are responsible for the global strategy around all aspects of employee wellbeing - physical, financial, mental and social. His team works with different stakeholders to develop policy around pension, benefit and wellness programs to bridge strategic, financial and talent management objectives across lines of business at Scotiabank.

Prior to joining Scotiabank in 2019, Alvi spent his career at several consulting firms, supporting clients on their human capital strategies across industries and geographies. Alvi is a fellow of the Canadian Institute of Actuaries and of the Society of Actuaries.



Crystal Arnold

senior manager, wellness, retirement, group benefits, **LifeLabs**

Crystal Arnold is currently the senior manager, wellness, retirement and group benefits at LifeLabs and has been with the organization for over 10 years. Prior to LifeLabs, Arnold held positions at various companies doing disability management work, which was a passion stemming from her bachelor's degree in kinesiology and master's degree in occupational science. Since joining LifeLabs, she has held many roles as she pursued different areas of focus and education in her career - starting with employee health and safety, then moving to project management within multiple business functions and now total rewards. These varied experiences give her a great understanding and appreciation for LifeLabs' employees and their needs in the benefits and wellness space. In response to COVID-19, Arnold was integral in building and delivering the strategy to evolve the group benefits plan and communicate changes effectively to ensure employees had the right supports in place, during such a challenging time. As a finalist in this year's coronavirus and benefits (>1,000 employees) category, she is excited to share her experiences at LifeLabs in supporting their employees who have been essential to delivering consistent and reliable healthcare to Canadians throughout the pandemic.



Dr. Jim Chung

chief medical officer, **Air Canada**

Dr. Jim Chung has been Air Canada's chief medical officer since 2014. In this role, he has oversight for both employee and passenger medical regulatory and pilot medical certification. He is also responsible for the corporate disability management program and the corporate wellness program, Unlock the Best in You.

Dr. Chung is a graduate of the University of Toronto Faculty of Medicine and completed his undergraduate studies at McMaster University. He served in the Canadian Forces in various medical officer roles while stationed at CFB Petawawa, including a deployment to Bosnia on Canada's NATO SFOR mission and to Turkey with Canada's Disaster Assistance Response Team in response to a major earthquake in 1999. Dr. Chung attained his flight surgeon training through the Canadian Forces and also received his master's in aviation medicine and post graduate diploma in occupational medicine with Otago University. He also completed his emergency medicine training and certification with the University of Toronto following his service with the Canadian Forces, practicing as an emergency medicine physician in Toronto prior to joining Air Canada in 2009 and assuming the role of chief medical officer with Air Canada in 2014.

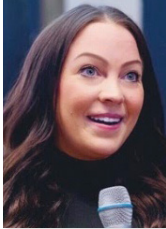


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Kelly Dawson

global lead, wellness and leaves, **Shopify**

Kelly Dawson is currently a global lead of wellness & leaves at Shopify. Her and the team are responsible for global leaves and time away from work strategies, ergonomics, accommodations and the global wellness strategy and programming. She has over 10 years of experience in disability management and joined Shopify 4 years ago. She has focused on creating programs that scale globally and that offer tools and resources that support through all phases of an employee's wellbeing journey.



Michael Dimaano

manager, total compensation and HR policy, **Ottawa Community Housing Corp.**

Prior to joining the Ottawa Community Housing Corp., Michael Dimaano worked with various global organizations in the consumer goods industry. He has 20 years of experience in human resources management with a strong focus on compensation and benefits planning and administration. At the OCHC, he's responsible for conceptualizing the attendance management strategy, which serves as the organization's guide in coming up with new and meaningful benefits initiatives.



Robin Doobay

senior manager, rewards, **Labatt Breweries of Canada**

Robin Doobay is the senior manager, rewards for Labatt Breweries of Canada, the country's leading brewer with over 3500 employees. As the head of rewards in Canada for over eight years, he and his team collaborate with colleagues around the world on the strategic design, execution and communication of all components of Labatt's rewards programs for both salaried colleagues, unionized and non-unionized hourly team members. Prior to leading the rewards team, he spent six years leading the control and reporting team within Labatt's finance function and seven years in progressive roles within KPMG Canada's audit and assurance practice, providing client services to companies in consumer markets. Doobay holds a bachelor of commerce from the University of Toronto, Trinity College and is a chartered professional accountant.



Brittany Dunlop

manager, wellness and benefits, **York Region**

Brittany Dunlop holds a master of science specializing in health education from Ball State University as well as a bachelor of science and a bachelor of physical and health education from Queen's University. She is the manager of wellness and benefits at the Regional Municipality of York. Dunlop is responsible for providing wellness and benefits expertise to the organization through strategic planning, analysis, development, management and evaluation of benefits and wellness programs that support employees across the entire health continuum. Over the course of her 16 years at York Region, she has supported the development and implementation of an award-winning program based on best practices. Dunlop is passionate about improving the health and wellbeing of Canadians. She is a strong believer that comprehensive organizational health, wellness and benefits programs can inspire people to lead healthier, happier lives. Outside of work, she loves travelling, wilderness canoe tripping and being active with her husband and young boys.



SPEAKER BIOS



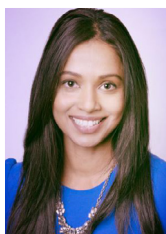
Sobora Duy

manager, mental health and wellness, **Air Canada**

Sobora Duy is the manager of mental health and wellness programs at Air Canada and is a licensed MHFA facilitator for the Mental Health Commission of Canada. He holds a bachelor's in business administration from the University of Central Florida and a Workplace Health Leadership Program certificate from Queen's University.

Prior to his current role, Duy was a manager in Air Canada's leave of absence department and he was a benefits specialist before that. He also gained knowledge and experience as a social media coordinator at the airline company. Earlier in his career, Duy was an HR advisor and the learning and development subject matter expert at PwC in Tampa, Florida. Being an advocate for well-being among his colleagues, he was a member of the wellness committee and he was nominated team captain to raise funds for the American Cancer Society.

On a personal level, Duy was a wellness blogger, documenting his weight loss journey on Facebook to motivate others. He received nationwide recognition and was featured on media outlets such as MSN, AOL, Huffington Post and the LA Times for this work. His mission is to elevate Air Canada's wellness program, turning it into a world-class experience for the life journey of every employee.



Pragashini Fox

head, HR, product and head of talent and diversity, **Thomson Reuters**

Pragashini Fox is head of HR, product and head of talent and diversity at Thomson Reuters. As head of talent management, she leads the company's talent and diversity centres of excellence and oversees talent acquisition. She is a member of the Thomson Reuters people leadership team and is responsible for architecting the organization's overall talent strategy, which includes how to attract, develop, retain and grow the best talent while building diverse teams and an inclusive environment.

Prior to joining Thomson Reuters in September 2018, Fox was at Royal Bank of Canada for 18 years, serving in various leadership roles in executive compensation, talent management and leadership development. More recently, she served as the head of HR for technology with a focus on digital talent strategy.

Fox holds a bachelor of science degree from York University and has her Certified Human Resources Professional designation. She is also a current board member of Ascend Canada.



Laura Glenn

wellness program manager, **Ericsson**

Laura Glenn has been working at Ericsson since 2018 and oversees their wellness programs for both the Canadian and U.S. offices. She has a master's degree in human nutrition from McGill University and a certificate in public health from Université de Laval. She worked as a registered dietitian for six years before making the leap to employee benefits. She brings her passion for health to her role in promoting the wellbeing of Ericsson's 2500 Canadian employees. Ericsson's wellness program was awarded both the Canadian HR Award of excellence for financial, physical and mental wellness and *Benefits Canada's* Workplace Benefits Award in 2020.



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Tanya Hickey

senior manager, health and safety strategies, **Ontario Power Generation**

Tanya Hickey is a senior manager of health and safety strategies for Ontario Power Generation. Hickey started her career in environment, health and safety in the manufacturing industry over 20 years ago. It was in these early years where she obtained her Canadian registered safety professionals and built a strong network and partnerships in the health and safety industry. When she joined OPG in 2009, her focus remained with the environment and EHS managed systems until she moved to the greater Toronto area in 2014. Her portfolio shifted to health strategies and disability management. This opportunity sparked a desire to bring employees the best access to care, evaluate psychosocial hazards and make improvements to the organizations bottom line. A new passion was ignited. Hickey has been recognized for her work in developing best in class programs to support employees and reduce sick leave. She has received accolades from *Benefits Canada*, EASNA, Pandemic Heroes and most recently has been identified as a finalist in the Canadian HR Awards.



Nicole Horbatiuk

director, HR and benefits, **CAA Club Group**

Nicole Horbatiuk is the director of human resources and benefits at CAA Club Group. In this role, she serves as a strategic business partner focused on employee relations. Horbatiuk oversees the design and delivery of benefits and disability programs to enhance the employee experience. She has demonstrated success in working across the business at all levels developing trust and building effective partnerships.



Taryn Huyer

vice-president, transformation, **CBI Health**

Taryn Huyer is the vice-president of transformation for CBI Health's national rehabilitation services. Having joined CBI Health's leadership team in 2021, she is seeking new models of care to improve healthcare outcomes for Canadians. Under her leadership, CBI Health is working to deepen strategic partnerships with its clients to identify and investigate emerging trends and healthcare solutions that can transform healthcare.



Nermin Ibrahim

nurse practitioner, endocrinology, **Halton Diabetes Program**

Nermin Ibrahim is an endocrinology nurse practitioner at the Halton Diabetes Program in Oakville Trafalgar Memorial Hospital. She is guest lecturer at the University of Toronto and is an established and highly skilled Certified Diabetes Educator with many years of experience. She has enjoyed a diverse career in diabetes education, working in chronic disease management with adults living with type 1 and type 2 diabetes.

Ibrahim is a co-chair of the Toronto West Professional Section at Diabetes Canada. She is passionate about improving the experience for people with multiple chronic conditions by championing an integrated approach to the prevention and management of chronic disease and promoting optimal health and wellness.



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Zayna Khayat

vice-president, growth and client success, **Teladoc Health**

Zayna Khayat is vice-president of growth and client success at Teladoc Health in Canada. She previously led the futures team with national home health care and aging non-profit SE Health as its future strategist. Khayat is faculty in Singularity University's exponential medicine stream and is adjunct faculty in the health sector strategy stream at the University of Toronto's Rotman School of Management. She was previously the lead of health system innovation at MaRS Discovery District, a health innovation hub in Toronto. In 2017, Khayat was seconded to the REshape Innovation Centre at Radboud University in the Netherlands. In 2001, she completed her PhD in diabetes research from the University of Toronto, followed by a career in strategy consulting, including as a principal in the health-care practice at the Boston Consulting Group. She currently resides in Toronto with her husband and three children and is proficient in French and Arabic.



Zabina Meru

mental health implementation advisor, **Workplace Safety and Insurance Board**

Zabina Meru is the mental health implementation advisor at the Workplace Safety and Insurance Board. Her main focus for the last four years has been to continue to develop the WSIB's mental-health strategy and drive awareness and engagement of the various mental health and wellness programming and resources. Meru led the organization in achieving Excellence Canada's Gold certification in Mental Health at Work, recognizing the WSIB's strategic focus on programs and practices that contribute to positive mental health in the workplace. In response to the pandemic, she has helped in shifting the focus of the strategy to cater to the needs of the organization, creating opportunities for alternate ways of working and innovative solutions.



Rita Mizzi-Gago

interim head, HR, **Capital One Canada**

Rita Mizzi-Gago is the interim head of human resources for Capital One Canada. Bringing more than 20 years of HR expertise and experience to the role, she is a positive leader and strategic business partner committed to establishing the talent and organizational strategy for the business, providing executive coaching to the leadership team and ensuring operational excellence to all areas of Capital One's people operations.

Mizzi-Gago is particularly passionate about elevating the employee experience and has dedicated her time and efforts to developing a strong interaction model that ensures all associates can learn, thrive and grow at work. Her in-depth experience includes time in the financial services, non-profit and workforce management industries.

She holds an honour of business administration from Wilfrid Laurier University, a bachelor of arts from Western University and certificates in change management ADKAR and advanced alternate dispute resolution (negotiation and mediation).



SPEAKER BIOS



Judith Plotkin

vice-president, health solutions, **People Corporation**

Judith Plotkin holds overall responsibility for leadership and growth of People Corporation's proprietary health and wellness solutions. Through innovative and outcome driven products, she is committed to helping employees lead healthier lives. Plotkin has over 25 years of progressive leadership expertise in the employee assistance, disability management and workplace wellness industry. She is a frequent speaker and has published many workplace mental health and healthy workplace articles. Prior to joining People Corporation, Plotkin held a number of leadership roles at ReedGroup (formerly Aon), Wellpoint, Homewood Health and Morneau Shepell. She holds a bachelor of arts and social work degree from Ryerson University and a master of social work from University of Toronto. She has completed the corporate directors program at University of Toronto's Rotman School of Management and is the immediate past-president of the Employee Assistance Society of North America.



Brooke Schwarz

manager, national total rewards, **BDO Canada**

Brooke Schwarz has been a member of BDO Canada since 2008. Schwarz has held a variety of roles both within the practice accounting area and internally within the human resources team. For the past six years, she has held the manager of national total rewards position within BDO Canada's human resources team, where she is responsible for the firm's benefit programs and disability management strategy, as well as wellness and mental-health support. Schwarz and her team are focused on listening to employee needs and working with various stakeholders to offer tools and resources to support all aspects of an employee's well-being. She is also a proud member of BDO Canada's "are you okay" committee which is dedicated to creating awareness and providing support around mental-health by providing an environment where mental-health discussions are normalized.



Merlyn Sequeira

director, total rewards, **Samsung Electronics Canada**

Merlyn Sequeira currently leads totals rewards and payroll for Samsung Electronics Canada, which includes their sales subsidiary, R&D centre and artificial intelligence labs. Prior to Samsung, she was with Manulife working in investment compensation. Sequeira has over 20 years of experience in compensation, benefits, pensions, systems, recognition and wellness spanning North America, the Middle East and India.



2022 **HEALTHY
OUTCOMES** Conference

Benefits
CONFERENCE

SPEAKER BIOS



Elena Shiganova

senior manager, total rewards, **City of Mississauga**

Elena Shiganova is the senior manager of total rewards at the City of Mississauga and is responsible for strategic direction and priorities as it relates to all aspects of total rewards for over 7000 non-union and union employees. Shiganova leads a team of passionate professionals, who are accountable for all aspects of total rewards including compensation, benefits, recognition, rewards programs as well as payroll and pension services.

Bringing holistic experience from both the public and private sectors, Shiganova and her team have launched several innovative and flexible programs and services, drawing on employees' feedback while at the same time staying in tune with the changes in the industry and ensuring fiscal responsibility. She earned her degree in languages and human resources management and is also certified in project management and change management. Shiganova has over 20 years of experience in the field and believes in continuous evolution of human resources.



Janet Young

director, well-being and health services, people and culture, **TELUS**

As director of well-being and health services at TELUS, Janet Young and her team are passionate advocates for the importance of good health. Through their award-winning well-being strategy, they're creating opportunities for team members to become their best selves, by enhancing their whole health and well-being at home, at work and in the community. As the strategy owner, Young is responsible for the coordination of TELUS's national fitness centres, EFAP services, absence support (disability management) and proactive well-being related initiatives, all driving true culture evolution.

Prior to joining TELUS, Young spent 20 years in the consulting and service provider industry advising organizations throughout North America and the globe on the development of comprehensive, high impact wellness strategies. She's also managed the business development and operations functions for various wellness service providers, including a national carrier.



Finalists

Absence Management

BDO Canada LLP
Fluor Canada Ltd.
Shopify

Benefits Plan Communications

BDO Canada LLP
CIBC
TD Bank Group

Coronavirus & Benefits (>1,000 employees)

Bill Gosling Outsourcing
Hootsuite
LifeLabs
Fidelity Investments Canada

Coronavirus & Benefits (<1,000 employees)

Alberta School Employee Benefit Plan
Rise People
Troy Life & Fire Safety

DEI Program

Hootsuite
Labatt Breweries of Canada
TMX Group
TransAtlanta Corp.

Drug/Benefits Plan Innovation

Bill Gosling Outsourcing
Fluor Canada Ltd.
TD Bank Group

Financial Wellness Program

Air Canada
Equitable Bank
Fluor Canada Ltd.

Health/Wellness Program (>1,000 employees)

Fluor Canada Ltd.
IGM Financial
Medavie
TELUS

Health/Wellness Program (<1,000 employees)

ATX Networks Corp. Canada
Flight Centre Travel Group
Ottawa Community Housing Corp.

Mental Health (>1,000 employees)

Air Canada
Brookfield Global Integrated Solutions Canada
Corus Entertainment
Fluor Canada Ltd.

Mental Health (<1,000 employees)

Alberta School Employee Benefit Plan
Extend Communications
Flight Centre Travel Group
Rise People



SPONSOR PROFILES



ABBOTT DIABETES CARE

Abbott's FreeStyle Libre platform is a scientific breakthrough that has fundamentally changed how people manage their diabetes. With more than 463 million people living with diabetes globally, there's a need to bring life- changing technology like Abbott's FreeStyle Libre to more people. Abbott Diabetes Care is focused on continuing to drive the development of sensing technologies that are accurate, affordable, and accessible to help people with diabetes -and beyond - reach better health outcomes.

LEARN MORE:

- Website: [Abbott in Canada](#)
- Facebook: [@FreeStyleDiabetesCanada](#)
- LinkedIn: [abbott-](#)
- Youtube: [FreeStyle Diabetes Canada](#)

CONTACT:

Bessie Wang, a division of Abbott Laboratories, Co.
Email: Bessie.Wang@abbott.com



CBI HEALTH

CBI Health is Canada's leading community healthcare provider. We use an active health approach with a focus on purpose, function, and well-being to execute early and complex intervention strategies.

Our national clinic network supports employees, employers, and insurers at every stage. Every day, we make a meaningful difference in people's lives by supporting them in achieving their goals. For millions of Canadians, we are where better begins.

LEARN MORE:

- Website: [cbihealth.ca](#)
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Director, Transformation
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We are a national provider of group benefits, group retirement and human resource services. Our industry experts provide uniquely valuable insight to customize our innovative suite of services for your organization.

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- Website: [peoplecorporation.com/en-ca](#)

CONTACT:

Judith Plotkin, vice-president, health and wellness
Email: Judy.Plotkin@peoplecorporation.com
Phone number: 416.445.0000 ext. 5278



TELADOC HEALTH

Teladoc Health was founded on a simple, yet revolutionary idea: that everyone should have access to the best healthcare, anywhere in the world on their terms. Today, we're delivering on our mission by providing whole-person virtual care that includes primary care, mental health, chronic condition management and more. We're creating a truly unified and personalized consumer experience; developing technologies to connect to patients and extend the reach of care providers; delivering the highest standard of clinical quality at every touchpoint; and enhancing health decisions and outcomes with smart data and actionable insights.



TELUS Health

TELUS Health is a global healthcare company serving people in more than 160 countries delivering both digital innovation and clinical services to improve total physical, mental and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals and their families.

LEARN MORE:

For more information, please visit: www.telushealth.com.

Links: www.telushealth.com

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LinkedIn: [telus-health](https://www.linkedin.com/company/telus-health)

YouTube: [TELUSHealth](https://www.youtube.com/channel/UC...)

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RESOURCES

Technology transforming the lives of employees with diabetes

For employees with diabetes, monitoring their glucose is a critical way to reduce the risk of health complications and co-morbidities that can affect them during their prime working years.¹

The FreeStyle Libre flash glucose monitoring portfolio, which features the FreeStyle Libre and FreeStyle Libre 2 systems, offer real-time glucose readings through a 14-day sensor worn on the back of the upper arm. The FreeStyle Libre technology is life-changing and helps people living with diabetes check their glucose levels without the need for finger pricks², which can be uncomfortable, painful, and can lead to non-compliance.

The FreeStyle Libre system has been transformative for people like Stéphane Landry. At 55, he has been living with diabetes for over two decades while also working in a safety-critical role, rotating day and night shifts at a Canadian mine in the far north. This made finger pricking inconvenient and was an obstacle to managing his diabetes effectively while at work.

"It's great that the FreeStyle Libre system makes it easy to check my glucose level anytime,³ anyplace,⁵ using my smartphone,"⁶ he says. "I can keep an eye out for sudden fluctuations without having to stop and find somewhere to wash my hands and perform a finger prick. With the FreeStyle Libre system, I then adjust my diet accordingly. It gives me the peace of mind I need so that I can focus on doing my job."

Glucose data can also be shared with the user's health care professionals virtually through remote, secure data sharing, which is convenient and helps to inform treatment decisions.⁴

"Being able to closely monitor my glucose levels and share that data with

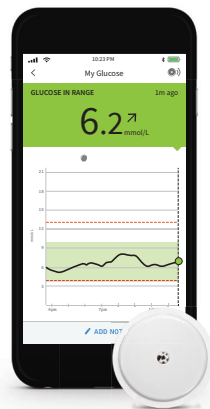
my doctor remotely² means fewer in-person visits, and less time off work," says Landry.

The FreeStyle Libre systems also empower users to see how lifestyle, diet, medication and activity impacts their glucose results in real-time, so they can make thoughtful and timely self-management decisions.

"Studies have shown that uncontrolled diabetes results in more sick days and significant lost productivity during work hours," says Nazli Topors, Medical Director, Canada with Abbott Diabetes Care Canada. "The FreeStyle Libre system is the most studied flash glucose monitoring technology, with proven clinical and real-world data that shows users get and stay healthier – improving glucose control and reducing hospitalizations. We know that proper diabetes management increases productivity and reduces absenteeism in the workplace."^{7,8}



Stéphane Landry uses Abbott's FreeStyle Libre flash glucose monitoring system to help manage his diabetes.



Abbott's FreeStyle Libre system is the world's #1 sensor-based glucose monitoring technology.*

“ The FreeStyle Libre system makes it easy to check my glucose level anytime, anyplace, using my smartphone.

Given the growing prevalence and the associated cost of diabetes in the workplace, employers and employees can both benefit. By providing access to digital and virtual health tools that keep them safe and healthy, employees can stay focused on managing their work, not their diabetes.

For more information about the FreeStyle Libre portfolio visit www.MyFreeStyle.ca

Abbott
life. to the fullest.®

The FreeStyle Libre flash glucose monitoring system is indicated for measuring interstitial fluid glucose levels in adults aged 18 years and older with diabetes mellitus. Always read and follow the label/insert. The FreeStyle Libre 2 flash glucose monitoring system is indicated for measuring interstitial fluid glucose levels in people aged 4 years and older with diabetes mellitus. Always read and follow the label/insert. This article was paid for by Abbott, a manufacturer of diabetes care products in Canada. This is an actual testimonial of a FreeStyle Libre system user and Abbott has consent to use their story. Consent is on file with Abbott. © 2021 Abbott. FreeStyle, Libre, and related brand marks are marks of Abbott. Product images are for illustrative purposes only. ADC-44350 1 Diabetes 360: A Framework for a Diabetes Strategy for Canada. Diabetes Canada. 2 A finger prick test using a blood glucose meter is required during times of rapidly changing glucose levels when interstitial fluid glucose levels may not accurately reflect blood glucose levels or if hypoglycaemia or impending hypoglycaemia is reported by the system or when symptoms do not match the system readings. 3 60-minute warm-up required when applying the sensor 4 Use of FreeStyle LibreLink requires registration with LibreView. Automatic upload requires a wireless internet connection or mobile data connection. 5 The sensor is water resistant in up to 1 meter (3 feet) of water. Do not immerse longer than 30 minutes. Not to be used above 10,000 feet 6 The LibreLinkUp app is only compatible with certain mobile device and operating systems. Please check www.librelinkup.com for more information about device compatibility before using the app. Use of LibreLinkUp and FreeStyle LibreLink requires registration with LibreView. The LibreLinkUp mobile app is not intended to be a primary glucose monitor: home users must consult their primary device(s) and consult a healthcare professional before making any medical interpretation and therapy adjustments from the information provided by the app 7 Fokkert M, van Dijk P, Edens M, et al. Improved well-being and decreased disease burden after 1-year use of flash glucose monitoring (FLARE-NL4). *BMJ Open Diab Res Care* 2019;7:e000809. doi:10.1136/bmjdr-2019-000809 8 Charleer S, De Block C, Van Huffel L, et al. Quality of life and glucose control after 1 year of nationwide reimbursement of intermittently scanned continuous glucose monitoring in adults living with type 1 diabetes (FUTURE): a prospective observational real-world cohort study. *Diabetes Care*. 2020 Feb;43(2):389-397 * Data based on the number of users worldwide for the FreeStyle Libre system compared to the number of users for other leading personal-use sensor-based glucose monitoring systems.



For millions of Canadians, we are where better begins

CBI Health is Canada's leading community healthcare provider. Our national, interdisciplinary team shares a common goal to improve the physical and mental health of our clients.

Care Uniquely Aligned to Plan Member Needs

CBI Health uses an Active Health approach with a focus on purpose, function, and well-being to execute early and complex intervention strategies. Our clinic network supports employees, employers, and insurers at every stage.

At Work | Short-Term Disability | Long-Term Disability



people
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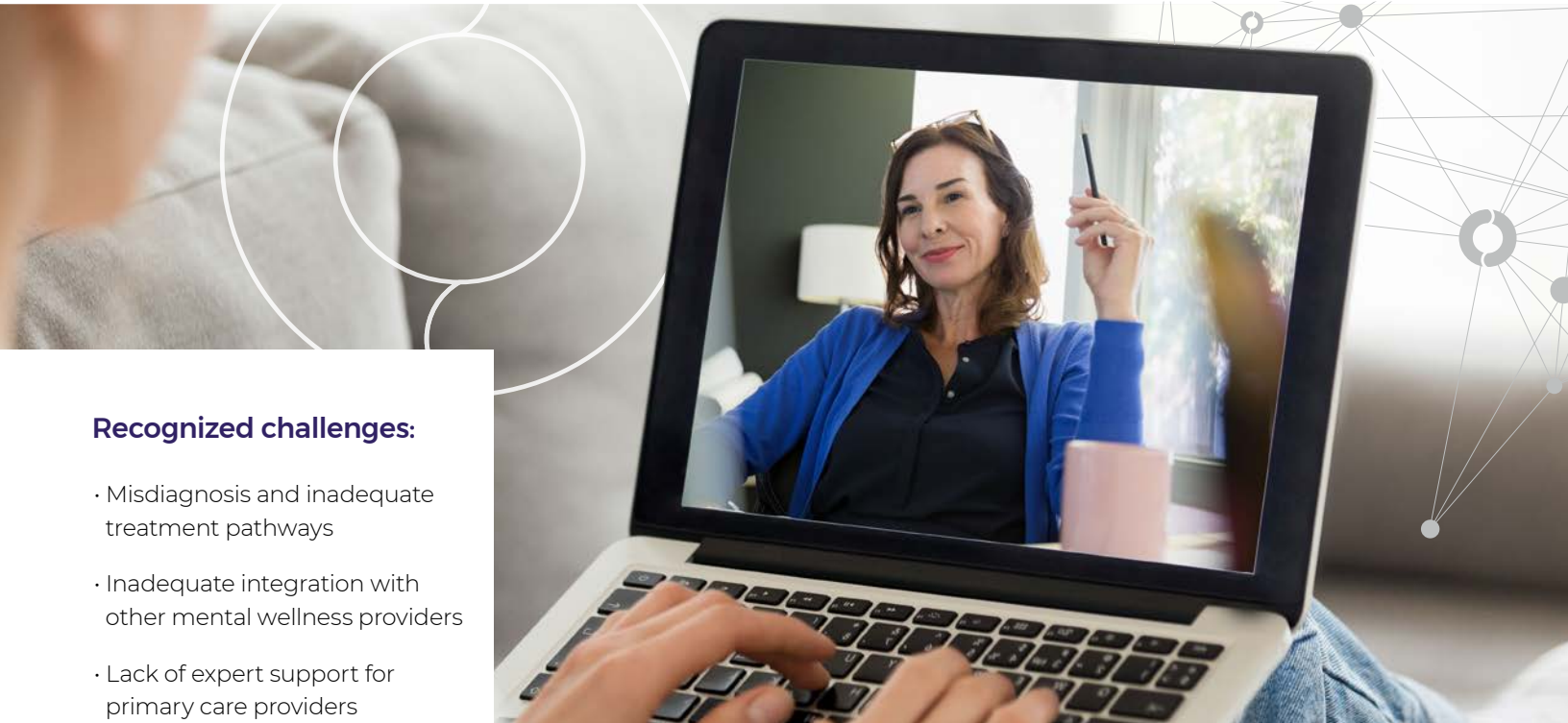
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As one of Canada's leading providers of group
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Mental Health Services in Canada



Recognized challenges:

- Misdiagnosis and inadequate treatment pathways
- Inadequate integration with other mental wellness providers
- Lack of expert support for primary care providers
- No coordination of healthcare management
- The complex Canadian healthcare system is difficult to navigate
- Stigma and other social barriers prevent care

Mental health concerns are on the rise globally, and limited access to high-quality care remains a challenge for many. Teladoc Health offers four distinct virtual mental healthcare solutions in Canada to meet both members' and employers' specific needs.

Our solutions:



Mental Health Care

Provides members convenient access to provincially licensed psychiatrists, psychologists and therapists by phone or video.



Mental Health Navigator

Members receive an in-depth review of their existing mental health diagnosis and treatment plan from a leading expert, guidance and support from a navigator, and a customized action plan to guide them to the most appropriate care.



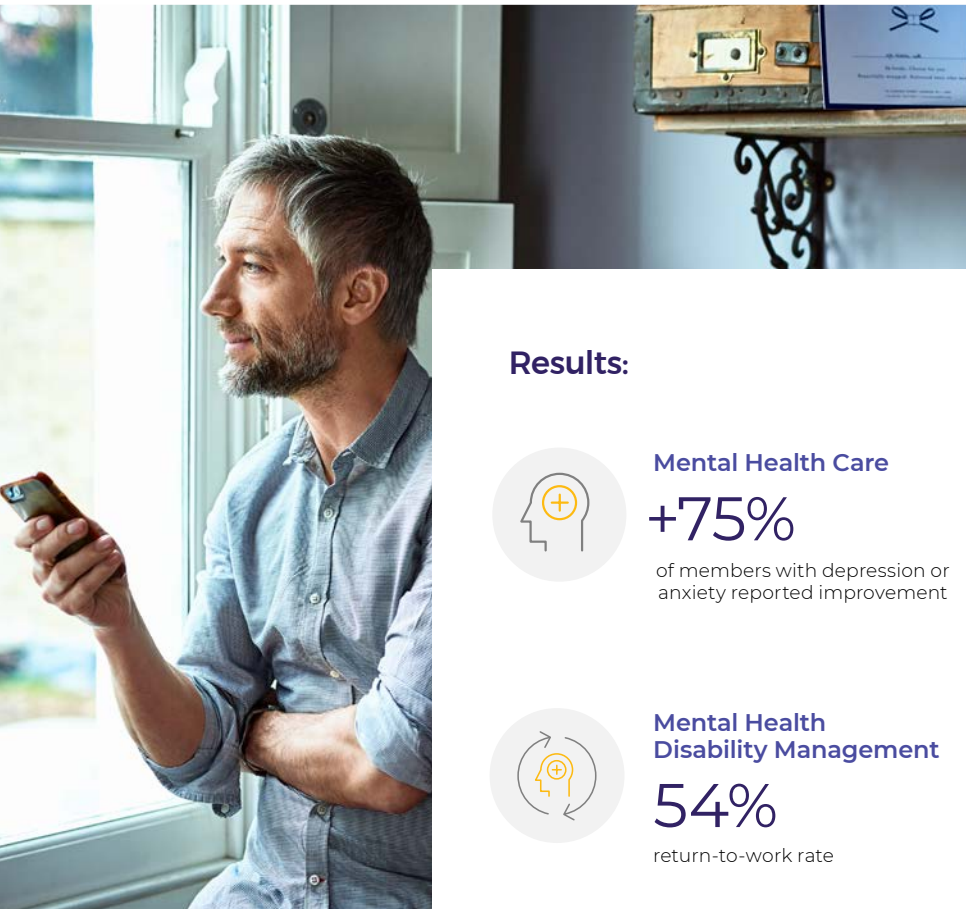
Mental Health Disability Management

For members on disability related to a mental health diagnosis, this service provides an expert review, weekly virtual therapy sessions, care management coordination, and ongoing support to improve care and return-to-work outcomes.



myStrength

Digital mental health platform empowering members with engaging, clinically-proven resources.



Results:



Mental Health Care

+75%

of members with depression or anxiety reported improvement



Mental Health Navigator

+80%

of members receive improved treatment plans



Mental Health Disability Management

54%

return-to-work rate



myStrength

55%

reduction in depression scores

Stepped care addresses the full spectrum of needs:

MENTAL HEALTH DISABILITY MANAGEMENT

RETURN-TO-WORK PROGRAMS

MENTAL HEALTH CARE

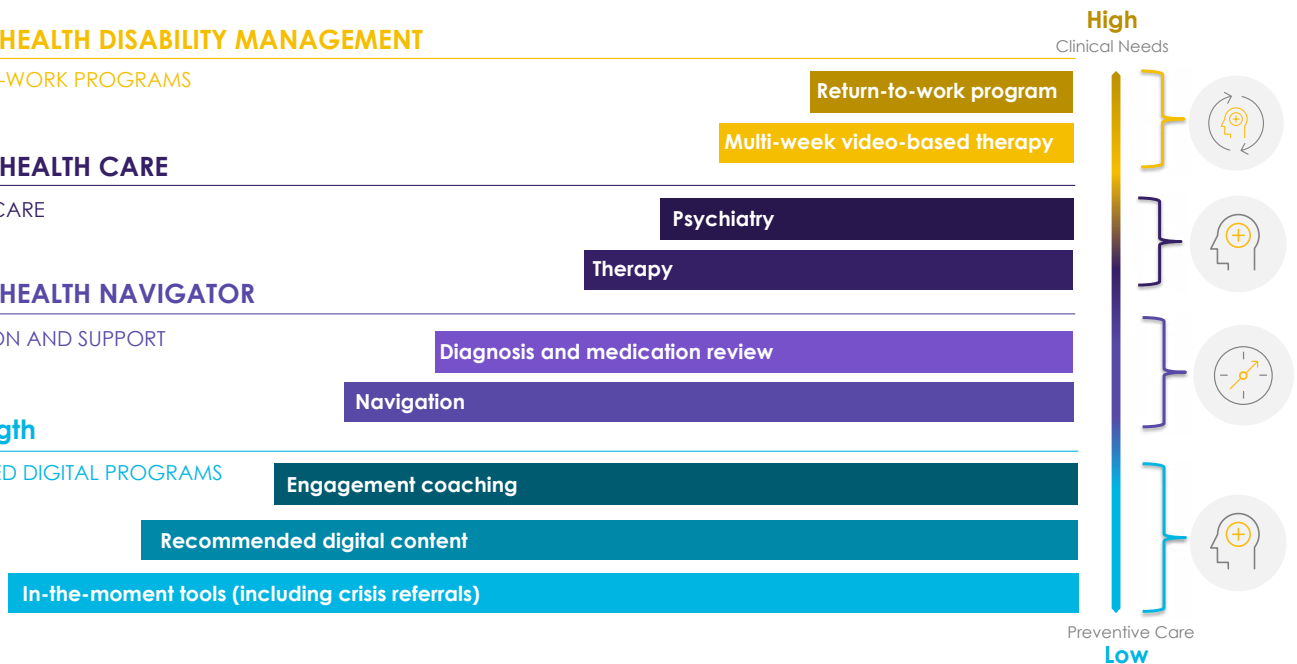
CLINICAL CARE

MENTAL HEALTH NAVIGATOR

NAVIGATION AND SUPPORT

myStrength

SELF-GUIDED DIGITAL PROGRAMS



LEARN MORE: TeladocHealth.com/en-CA | engage@teladochealth.com

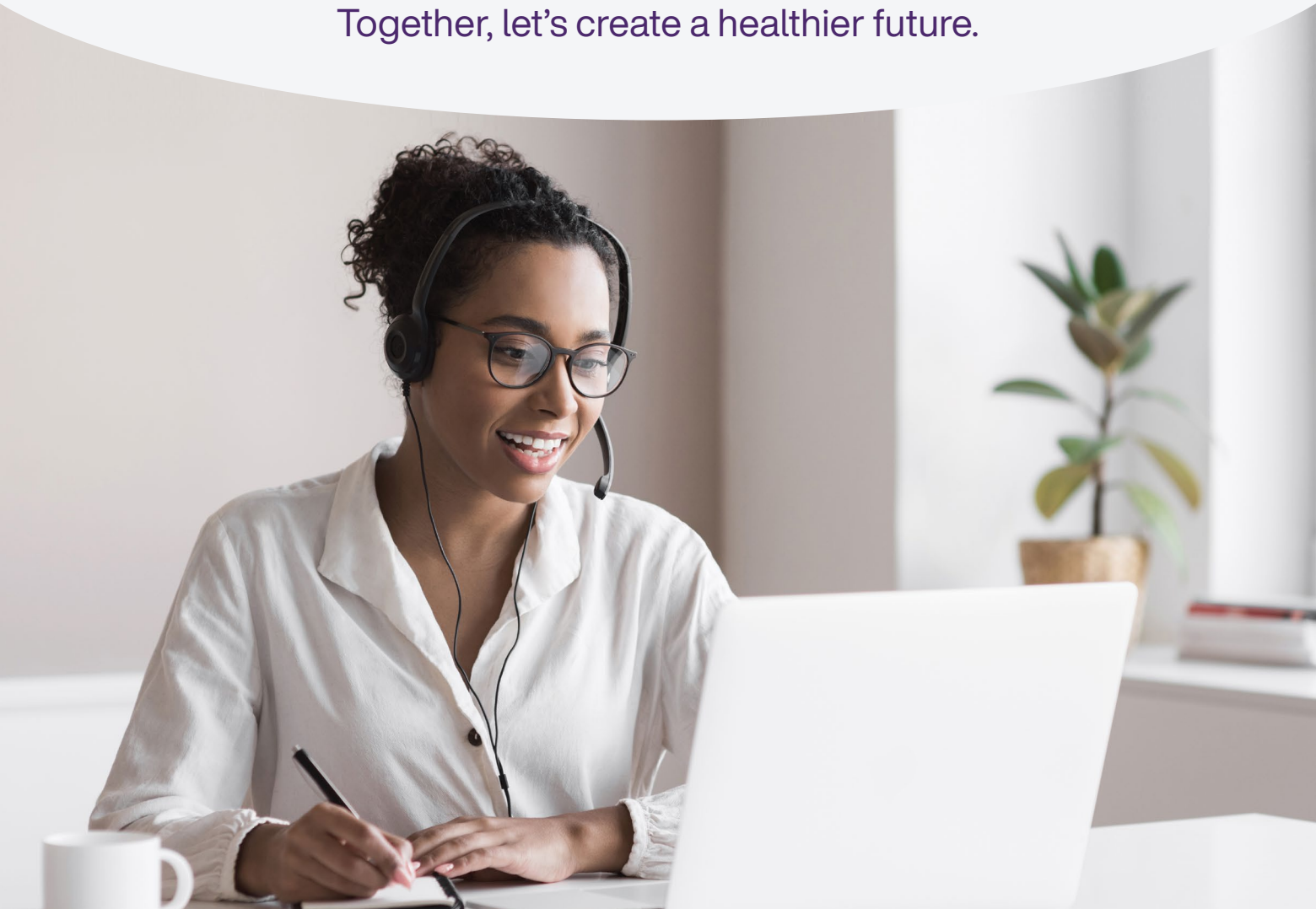
About Teladoc Health: Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.



For employers and benefits providers.

We help provide improved access to healthcare, which can help attract top talent and provide support for their employees.

Together, let's create a healthier future.



telushealth.com/employers