

# COVID-19: The Road to Return to Work



# Group Benefits

Noel MacKay

Principal Consultant, Cowan Insurance Group

# Benefits Plan Claims and COVID-19 (Early Days)

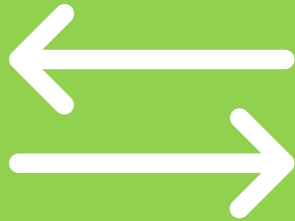


- Paramedical, vision, and dental claims dropped
  - Results in many insurers providing premium relief
- COVID-19 specific short-term disability
  - Industry
  - Cowan Return to Health<sup>®</sup>
- Evolution of health care service delivery accelerated

# Mental Wellbeing and COVID-19



- **Mental wellbeing was at risk prior to COVID-19**



- **COVID-19 brought a new set of mental wellbeing challenges to Canadians**
  - During the disruption
  - When we return to work, to school, to play, to the next normal

# Mental Wellbeing and COVID-19



- Time to maximize the value of your Employee and Family Assistance plan
  - Plan members, spouses/partners, dependents
- Have you taken advantage of free virtual mental wellbeing services?
- Will you keep these services as part of your plan?

# Pension and Retirement

Teresa Norris-Lue  
National VP, Pension and Retirement Consulting  
Cowan Insurance Group



# POST COVID-19 Retirement Plan



## Plan member support:

- Market volatility and financial stress
- Review of communication /education strategy for the next 12 to 18 months
- Retirement planning
  - Changes in planned retirement dates



# POST-COVID-19 Retirement Plan



## Plan design considerations:

- Increased plan flexibility
  - Plan type
  - Contributions
  - Withdrawals
- Coverage for contract employees
- Amendments required





# Presenters



**Noel MacKay, CEBS**  
Principal Consultant,  
Cowan Insurance Group

Joining Cowan in 2000, Noel brings over 30 years of employee benefits experience in a variety of roles. His commitment to excellence has earned him the respect and confidence of his peer group and enabled him to efficiently lead strategic projects and initiatives for clients and our organization. A long-standing course instructor for the International Foundation of Employee Benefits Plans in Canada and the U.S., Noel's passion for challenging teammates and clients to question their benefits plan status quo is as strong as his drive to educate and share his knowledge.

Highly experienced as a lead consultant on complex plan implementations for private, public, and not-for profit clients, Noel is also an active contributor to in-house publications and client presentations. He has been featured in well-known industry events and publications, including LIMRA, Conference Board of Canada, Benefits Breakfast Club, Crosslinks Advisor Forums, Benefits Canada, and Pension and Benefits Monitor.



**Teresa Norris-Lue**  
National Vice President,  
Pension and Retirement Consulting,  
Cowan Insurance Group

With over 30 years of experience in group insurance, pension, and retirement programs, as well as consulting, governance, and risk management, Teresa's multi-disciplinary work approach ensures the best possible service for our clients and partners. Teresa is a valued mentor to her consulting team and devotes herself to fostering a collaborative and engaged high-performance culture.

A proponent of life-long learning, Teresa holds a diploma in Business Administration, Marketing from Conestoga College, an Employee Benefits Certificate from Humber College, her Life License designation and numerous industry-related certifications. She is also an active member of the International Foundation of Employee Benefits Plans and Waterloo Rotary, serves on the Board of Directors for Strong Start, and volunteers for Nutrition for Learning.

**For more information:**  
**[covid19.cowangroup.ca/covid19-the-next-12-months](https://covid19.cowangroup.ca/covid19-the-next-12-months)**