

# IRON WORKERS (SASKATCHEWAN) LOCAL UNION 771



## CENTRAL WELFARE TRUST FUND

**Metal Building System  
Erectors (MBSE)**

January 2023

# Table of Contents

Section	Page No.
Letter to Plan Participants.....	2
Notice Regarding Personal Information .....	3
Privacy .....	4
Highlight of Benefits.....	5
General Information.....	9
Initial Eligibility .....	9
Ongoing Eligibility .....	9
Eligible Participants.....	10
Eligible Dependents .....	11
Survivor Benefit Provision.....	11
Reinstatement of Insurance .....	11
Changes in Insurance Benefits .....	12
Termination of Insurance.....	12
Self-Pay Provision.....	13
Monthly Statements.....	14
Disability Claims .....	14
Extension of Coverage .....	14
Wage Loss Provision.....	15
Reciprocal Agreements .....	15
Third Party Liability.....	16
Life Insurance.....	17
Dependent Life Insurance .....	19
Critical Illness .....	20
Accidental Death and Dismemberment Insurance .....	22
Weekly Disability Income Insurance.....	33
Long Term Disability Insurance .....	36
Extended Healthcare.....	40
Prescription Drugs Benefit .....	46
Visioncare Benefits.....	48
Dentalcare Benefits .....	50
Travel Medical Emergency .....	57
Coughlin Care Gold .....	59
How To Make A Claim .....	61
Coordination of Benefits.....	64
Group Optional Term Life Insurance.....	68

**To All Participants  
Metal Building System Erectors (MBSE) Division of  
Iron Workers (Saskatchewan) Local Union 771  
Central Welfare Trust Fund**

We are pleased to present this updated booklet describing the current benefits and provisions of the Health and Welfare Plan. We urge you to read your booklet carefully to thoroughly familiarize yourself with the benefits that are available to you and your dependents.

The Extended Healthcare, Visioncare, Prescription Drugs, and Dentalcare Expense Benefits are designed to assist you with the payment of these expenses. It may not pay the total cost of services and supplies. In effect, this Group Insurance Plan shares the payment of your medical and dental bills with you. These Benefits are underwritten on a self-insured basis by the Trust Fund while the Pay Direct Drug Card is coordinated with TELUS and the Weekly Disability Income benefits are also self-insured by the Trust Fund. The Travel Medical Emergency Benefits are underwritten by AIG Insurance Company, Accidental Death and Dismemberment coverage via Chubb Life, and the Life, Dependent Life, Long Term Disability benefits by Sun Life Financial.

The Plan Administrator is Coughlin & Associates Ltd., PO Box 764, Winnipeg, Manitoba, R3C 2L4. If you have any questions concerning your benefits or claim procedures, please contact either the Local Union 771 office or the Plan Administrator for this information.

Please note that it is the intention of the Trustees to maintain the current benefits available under the Welfare Plan. The Trustees however, reserve the right to change the benefit portfolio at any time given legislative revisions and/or the utilization costs of the benefits. Insured Participants will be advised accordingly of any required plan revisions.

We are pleased to make these arrangements on your behalf and are certain that your participation in the Plan will bring greater security and peace of mind to you and your family. We wish you continued good health.

Sincerely,

The Board of Trustees of the  
Iron Workers (Saskatchewan) Local Union 771  
Central Welfare Trust Fund

# Notice Regarding Personal Information

When you apply for coverage under the group benefit plan, Sun Life Financial, Chubb Life, AIG, TELUS (Pay Direct Prescription Drug Card provider), and the Plan Administrator, Coughlin & Associates Ltd., set up a file with personal information relevant to your insurance coverage under the plan.

The purpose of this file is to permit these companies to administer all financial services provided to you and to keep information specific to Sun Life Financial and Coughlin's business relationship with you. This includes the following:

1. Underwriting and financial reporting
2. Claims adjudication and management
3. Internal and external audits
4. Preparation of regulatory and statutory reports
5. Assisting you in planning and financial security

The files are kept in the offices of the Plan Administrator. The employees of each insurance company and Coughlin have access to the file when required for insurance purposes.

You have certain rights and access and correction with respect to the information in your file. A request for access or correction must be in writing and may be sent to Coughlin's office.

# Privacy

Effective January 1, 2004, the federal Personal Information Protection and Electronic Documents Act (PIPEDA) governs the collection, use and disclosure of all personal data by all Canadian commercial organizations. Thus, every transaction involving the handling of personal data (collection, use, transfer, disclosure, storage, accessing, processing, etc.) has to be conducted in accordance with the Act.

Coughlin & Associates Ltd. is committed to respecting your right to privacy and safeguarding your personal information. For more information regarding Coughlin's Privacy Policy, please contact Coughlin & Associates Ltd. directly or via the website [www.coughlin.ca](http://www.coughlin.ca).

# Highlight of Benefits

## PARTICIPANTS

### **Life Insurance**

Benefit.....\$100,000

### **Dependent Life Insurance**

Benefit..... Spouse - \$15,000  
..... Child - \$10,000

### **Critical Illness**

Members are eligible to a \$10,000 flat benefit for any of 27 insured conditions. The Critical Illness benefit ceases at age 70. Please refer to the Critical Illness booklet on the Member Portal prepared by AIG, or contact the Administrator for more information.

### **Optional Life Insurance**

Benefit.....Units of \$10,000 to a maximum of \$500,000 for Member and/or Spouse  
.....Subject to medical evidence requirements with preferred smoker/non-smoker rates

### **Accidental Death & Dismemberment Insurance**

Principal Sum .....\$100,000

### **Weekly Disability Income (WI) Insurance**

Benefit..... 75% of weekly earnings to a maximum benefit of \$650/week  
(E.I. Equivalent)  
Commencement..... 1st day of accident/  
..... 1st day hospitalized (over 24 hours)/8<sup>th</sup> day sickness

*This benefit is taxable and must be reported as income*

Maximum Duration.....52 weeks  
Basic Reductions..... W.C.B. and C.P.P.

## Long Term Disability (LTD) Insurance

Benefit..... \$1,000/month  
Commencement..... 52 weeks  
Maximum Duration..... To Age 65  
All Source Limit..... 85% of Pre-Disability Earnings

*This benefit is taxable and must be reported as income*

## Will Preparation

Benefit..... \$350 plus applicable taxes for Members  
in good standing with L.U. 771

*This benefit must be provided through either of the following firms:*

- *Steven S. Wilson in Saskatoon or*
- *Glen Dowling in Regina*

## PARTICIPANTS AND DEPENDANTS

### Extended Healthcare

Deductible..... Nil  
Reimbursement..... 100% of eligible expenses  
- Semi-Private Hospital Room and Board,  
- Paramedical Services including Licensed, Speech Therapists,  
Osteopath, Chiropractor, Acupuncturist, Naturopath, Audiologist,  
Dietician, Occupational Therapist, Podiatrist/Chiropodist, Massage  
Therapist..... Up to \$600/person/calendar year  
- Physiotherapist (including Athletic Therapy) ..... Up to \$1,000/  
person/calendar year  
- Orthotics/Orthopedic Shoes..... Up to \$350/12 months  
- Ambulance Services  
- Hearing Aids..... Up to \$3,000/person/5 years

*Refer to Extended Healthcare section for more details*

### People Connect – Mental Health Resource

Maximum (per person) ..... included under Psychology benefit in  
Extended Healthcare, Paramedical Services,  
plus eligible under H.S.A.

People Connect provides members and their family members with educational tools, an online assessment, and access to immediate care through virtual therapy. The first virtual counselling session is free, and

each additional session is \$90 per hour or \$45 per 30 minutes and payable via credit card. For reimbursement from the Health and Welfare Trust Fund, please submit the receipt and claim form to Coughlin & Associates for processing.

To get started, please visit [pcpeopleconnect.com](http://pcpeopleconnect.com). For additional information, please contact [peopleconnect@peoplecorporation.ca](mailto:peopleconnect@peoplecorporation.ca).

Coverage Ceases..... upon cessation of  
Extended Healthcare benefit coverage

### **Prescription Drugs (via Pay Direct Drug Card)**

Deductible..... Nil  
Reimbursement..... 100% of eligible drugs subject to 20%  
mark-up maximum and \$15 dispensing fee maximum  
Annual Maximum..... \$4,000/family/calendar year  
Smoking Cessation Products..... \$500/person/lifetime maximum

### **Visioncare**

Benefit..... \$500/person/24 months  
Reimbursement..... 100% of eligible expenses

### **Dentalcare**

Deductible..... Nil  
Reimbursement..... 90% for Basic Treatment  
..... 80% for Major Treatment  
..... 80% for Orthodontics  
Fee Schedule..... Current SDA  
Basic and Major combined  
Annual Maximum..... \$2,000/person/calendar year  
Orthodontic Lifetime Maximum ..... \$5,000/Dependant under age 19

Check ups and cleanings are once per person every twelve (12) months

### **Travel Medical Emergency**

Policy Number ..... CMG 9428901

Deductible ..... Nil

Benefit Maximum ..... Under 70: \$5 Million/per person/lifetime  
..... 70 to 74: \$2 Million/per person/lifetime

Maximum Duration ..... 90 days



Coverage ceases ..... Earlier of age 75 or depletion of  
..... Hour Bank account and/or self-pay period

Contact Number ..... Canada/US: 1-8779-207-5018  
..... Outside Canada/US: 1-819-566-3940

Please see the Travel Medical Emergency section for how to make a claim. Or refer to the Travel Medical Emergency Booklet provided by AIG for further information.

### **Member and Family Assistance Program (MFAP)**

Benefit for Office Staff..... - 12 sessions (hour)/individual/  
calendar year via Human Solutions

Benefit for Local Union Members ..... - coordinated via CODC  
Refer to <http://www.codc.ca/pro-care>

*Please contact the Plan Administrator for more information regarding this benefit.*

### **Hearing Aids**

Benefit.....\$3,000 maximum/person/5 years

### **Coughlin Care Gold Package**

- **Virtual Healthcare** (vCare): To register for vCare you can access directly via the secure link <https://www.vcareregistration.com> You will require your policy number (83269) and certificate number (Member ID) off your Prescription Drug card or contact the Coughlin Administrator at [vcare-info@coughlin.ca](mailto:vcare-info@coughlin.ca) or (204) 942-4438.
- **Healthcare Navigator:** Assist navigating public health system (# 1-866-883-5956)
- **Cancer Assistance:** Personalized assistance (# 1-866-599-2720)
- **Medical Second Opinion:** Following diagnosis of a serious illness, verification/review of a prescribed treatment and results assessment (1-866-599-5956)

Eligibility ..... Insured Participants and Families

*Refer to Coughlin Care Gold section.*

# General Information

The Plan is administered by the Board of Trustees who retains the services of Coughlin & Associates Ltd., to perform this function.

An account is kept, by the Plan Administrator for each eligible Participant which shows hours worked for a certified Employer for which contributions have been made for the purpose of Group Insurance. This account is called an **Hour Bank Account**.

Please note that for Union Staff, the hours worked will equate to the monthly deduction (see below), as there can be no accumulation of hours worked.

## Initial Eligibility

Membership in the Plan for Life, Accidental Death and Dismemberment, and Member Family Assistance Program Insurance is open to all Participants (see Eligible Participants section) who are actively employed by a certified Employer or Local Union 771.

A Participant must join the Plan for Life and Accidental Death and Dismemberment **on the date active employment commences**.

Eligibility for Dependent Life, Weekly Disability Income, and Long Term Disability Insurance will commence on the **first day following the date you have accumulated 405 bank hours worked**.

Subsequently, eligibility for all other benefits will commence **on the first day of the month following receipt of 405 bank hours worked by the Administrator**.

If a Participant is unable to work when coverage is to become effective, the effective date of coverage will be postponed until the Participant is able to work.

**An enrollment form must also be completed to be eligible to receive benefits.**

## Ongoing Eligibility

Each month 135 hours (monthly deduction) will be deducted from each Participant's Hour Bank Account. Only a Union Member may

accumulate up to 1,215 hours (enough to provide nine (9) months of coverage even though they may not work any hours during that period) in their Hour Bank Account. Excess hours accumulated over 1,215 hours will be credited to the general reserves of the Fund. Furthermore, although a Probationary Member can accumulate hours worked in excess of the monthly deduction upon the date of cessation of employment or lay-off, the balance in the Hour Bank Account is forfeited to the general reserves of the Fund unless the Probationary Member becomes a Member in good standing with the Local Union 771.

## **Eligible Participants**

Under this Plan, the following Participants, provided they are declared residents of Canada, are eligible for coverage:

### Union Member

A Member in good standing with the Local Union 771 on whose behalf contributions are made to the Iron Workers' Local Union 771 Central Welfare Trust Fund.

### Probationary Member

Employees of certified Employers on whose behalf contributions are made to the Iron Workers Local Union 771 Central Welfare Trust Fund but are not members of the Local Union 771 or any reciprocating local will be eligible for benefits under this Plan while working for a certified Employer, however, benefit coverage will cease immediately upon the date of lay-off or cessation of employment unless the individual becomes a Member in good standing with the Local Union 771.

### Retired Member

A Union Member is considered retired when he has attained early retirement (age 55 or older) and has either withdrawn his funds from the Pension Trust Fund, or has indicated in writing to the Local Union 771 of his retirement from the Trade. When a Union Member has retired, benefit coverage (excluding disability (WI and LTD)) subject to benefit age parameters will continue until the earlier of the benefit age restriction or depletion of the Member's Hour Bank Account. Furthermore, Extended Healthcare, Prescription Drugs, Visioncare, Dentalcare (ceases at age 70, and Travel Medical Emergency (ceases at age 75), may be extended to age 75 via self-pay, as long as the Retired Member remains in good standing with the Local Union 771.

## Eligible Dependants

Your eligible dependants consist of:

- Your spouse, or a person of the opposite sex or same sex who is living in a conjugal relationship for a minimum period of twelve (12) consecutive months immediately prior to the date on which a claim arose. Divorced or separated spouses (with or without a court order or separation agreement) are **not** eligible for coverage.
- Your unmarried children from birth to 20 years of age inclusive. As well, dependants age 21 to 25 provided they are in full time attendance at a University or similar institution (evidence of attendance will be required).
- Stepchildren, and legally adopted children may be included the same as your own children provided they depend upon you for support and maintenance.
- A child who is physically or mentally incapable of self-support beyond the limiting age may be continued under the Healthcare insurance while remaining incapacitated and unmarried subject to your own coverage continuing in effect. To continue a child under this benefit provision, proof of incapacity must be received by the Insurer within 31 days after dependent coverage would otherwise terminate. Additional proof may be required from time to time.

**IMPORTANT: PLEASE REPORT ALL CHANGES OF BENEFICIARY, DEPENDENT STATUS, AND ADDRESS TO THE PLAN ADMINISTRATOR AS SOON AS POSSIBLE**

## Survivor Benefit Provision

If your death occurs while you are insured, the Extended Healthcare, Visioncare, Dentalcare, Prescription Drugs, and Travel Medical Emergency coverage for eligible dependants shall continue without premium payment up to a maximum of 24 months from the date of death.

## Reinstatement of Insurance

If your insurance had previously terminated because of insufficient hours in your Hour Bank Account, and you have not been out of benefit for a period exceeding 9 consecutive months, you will again become insured on the first day of the month after the accumulation of 270 hours in your

Hour Bank Account. Otherwise, you will have to meet the original eligibility requirements as though you were a new Participant in the Plan.

## **Changes in Insurance Benefits**

Any changes in the amount of your insurance shall become effective on the date of such change provided that you are actively at work on the date of the change; otherwise, the increase shall become effective on the first day thereafter on which you are actively at work.

If your insurance benefits change because of an amendment to the Plan, or because of a change in your age, class, earnings, dependent status, etc., the new benefits become effective on the date the change affecting your benefits occurred.

When a change results in increased benefits, you must be actively at work for an eligible Employer to be eligible for the new benefits. If you are not at work for an eligible Employer on the date the new benefits would otherwise become effective, the change will not become effective until you return to work for an eligible Employer. Increased benefits for a dependent confined in hospital on the dates the new benefits would otherwise become effective do not become effective until he or she is released from the hospital. In any case, payment for services and supplies received before the date of an increase in benefits will always be based on plan benefits in effect before the change.

## **Termination of Insurance**

The insurance for yourself and your dependants will terminate:

- **For a Union Member**, at the end of any month when you do not have at least 135 hours in your Hour Bank Account. However, a Union Member may arrange to have his insurance continued for as long as twelve (12) months on a self-paying basis. Please contact your Plan Administrator for the required self-pay amount.
- **For a Probationary Member**, immediately upon the date of cessation of employment or lay-off, or disability (certain provisions may apply, contact the Plan Administrator for more details). Probationary Members are not eligible to make self-payments.
- **For a Retired Member**, no later than age 75 if self-paying for Extended Healthcare, Prescription Drugs, Visioncare, Dentalcare (ceases at age 70), and Travel Medical Emergency (ceases at age 75)

or depletion of his accumulated Hour Bank Account, as long as he remains a Member in good standing with the Local Union 771. Please note disability coverage is excluded for Retired Members.

- For specific benefits, if you reach the benefit age restriction;
- If you cease to be a Participant in the eligible class;
- If you enter military service;
- If the Group Policy terminates;
- Under the Survivor Benefit provision, if the deceased Participant no longer has any qualified survivors because of legal separation, divorce, death or attainment of the age limit;
- Extended Healthcare, Prescription Drugs, Visioncare, Dentalcare, and Travel Medical Emergency coverage for a dependant, if he/she is no longer an eligible dependant.

### **Self-Pay Provision**

*Union Members and Retired Members are eligible to self-pay to continue benefit coverage.*

If there are insufficient hours (i.e. due to a lay-off) in a Union or Retired Member's Hour Bank Account to make the monthly deduction for benefit coverage, a Union or Retired Member will be allowed to continue his coverage by making a self-payment (direct contribution) to the Fund. For Union Members, such self-paid contributions must be continuous and consecutive for a period not to exceed twelve (12) months. For Retired Members, self-paid contributions must be continuous and consecutive up to age 75 for Extended Healthcare, Dentalcare, Prescription Drugs, Visioncare (ceases at age 70), and Travel Medical Emergency (ceases at age 75) benefits only. The payment must be made prior to the 22nd of the month following the month in which the Hour Bank Account falls below 135 hours. If you do not remit your self-payment by the required date, your insurance will be terminated without further notification as identified in the Termination of Insurance section of this booklet.

**Eligibility to self-pay is contingent on the Participant being in good standing with Local Union 771.**

**Probationary Members are not eligible to extend coverage through self-payment.**

## **Monthly Statements**

Each month a statement is mailed to each insured Member. This statement will show your benefit status, your Employers or self payment contribution, your previous Hour Bank Account balance and your current Hour Bank Account balance. It should be noted that an amount (135 hours) is deducted from your Hour Bank Account balance each month to pay the premium for your coverage.

For Union or Retired Members, if you have insufficient hours in your account, the statement will show the amount required for you to pay on the “self-pay basis”. If the required amount is not paid, the next statement will show you as being out of benefit with a final option to self-pay. Your coverage will not become effective until you have satisfied the reinstatement requirements (see Reinstatement of Insurance section).

**In order to assure yourself of receiving this statement regularly it is necessary to inform the Plan Administrator of any change of address.**

## **Disability Claims**

**All disability claims should be recorded with the Plan Administrator (Coughlin & Associates Ltd.) and the Insurer (Sun Life Financial and Chubb Life) regardless of whether or not you are eligible to receive Workers’ Compensation, Auto Insurance or E.I. Disability Benefits.** This recording will assist you should your claim with these agencies be declined either immediately or at a future date. In addition, proper application will be made relative to a Waiver of Life Insurance and AD&D Premiums which is required within twelve (12) months of the date of initial disability.

## **Extension of Coverage**

If a Union Member is disabled and receiving disability payments for a period of three (3) consecutive months following the month of disability and the Union Member has maintained continuous eligibility status for benefits by either running out his Hour Bank Account or making self-payments during this three (3) month period, the Trust Fund will extend coverage for all benefits for an additional nine (9) months (if the Union Member is continuously disabled for this period) with the appropriate

insurance premiums assumed by the Trust Fund. If the Union Member continues to receive disability benefits after this twelve (12) month period, Extended Healthcare, Visioncare, Dentalcare, Prescription Drug (ceases at age 70), and Travel Medical Emergency (ceases at age 75), coverage will be further extended to the earlier of an additional two (2) years, attainment of age 65, or retirement, with all insurance premiums assumed by the Trust Fund. Following the three (3) year subsidization period of benefits (Visioncare, Dentalcare (ceases at age 70), and TME (ceases at age 75), Hearing Aids, and Drugs) and depletion of the disabled Member's Hour Bank Account, the disabled Member will be eligible to continue coverage on a self-pay basis to age 75 provided he/she remains disabled (receiving disability benefits from a Long Term Disability Plan, Provincial Automobile Insurance Program, Workers Compensation, or if a Life Waiver is in place) and in good standing with the Local Union 771. Will be reviewed on a yearly basis to confirm disabled. Regardless of the above, this extension of coverage is subject to the financial stability of the Plan and review by the Board of Trustees from time to time.

### **Wage Loss Provision (Union Members Only)**

In the event that a Union Member incurs a total disability while insured but on layoff or leave of absence and “running down” his Hour Bank Account during self-pay period, the plan will recognize the Union Member's disability for wage loss benefits (WI and LTD) from the scheduled date of return to work, provided the Union Member is then totally disabled and submits an attending physician's statement certifying continued disability.

### **Reciprocal Agreements**

**Local Union 771 Members** – Union Members working in a jurisdiction other than Local Union 771 and on whose behalf contributions are being made to a Health and Welfare Trust Fund which has entered into a reciprocal agreement with Iron Workers (Saskatchewan) Local Union 771 Central Welfare Trust Fund should complete a Transfer Authority form and advise the Union or Plan Administrator to reciprocate contributions to the “Home Fund”. This will maintain coverage under the Iron Workers (Saskatchewan) Local Union 771 Central Welfare Trust Fund.

**Travel Card Member** - Employees of Employers on whose behalf contributions are made but who are Member's of other Local Unions or Funds and whose Funds have entered into reciprocal agreements with the Iron Workers (Saskatchewan) Local Union 771 Central Welfare Trust Fund will not be eligible for benefits but will have all contributions made



on their behalf reciprocated to their “Home Fund” after they complete the Transfer Authority form available at Local Union 771 office.

### **Third Party Liability**

If a Participant or dependant has the right to recover damages from any person or organization with respect to which benefits are payable by the Insurer, the Participant will be required to reimburse the Insurer in the amount of any benefits paid out of the damages recovered.

The term **damages** will include any lump sum or periodic payments received with respect to (1) past, present or future loss of income, and (2) any other benefits, otherwise payable by the Insurer.

If a Participant or dependant receives a lump sum payment under judgment or settlement for benefits which would otherwise be payable by the Insurer, no further benefits will be paid by the Insurer until the benefits that would otherwise be payable equal the amount of the lump sum.

If a claim for damages is settled before trial, you will be required to reimburse the Insurer the amount that reasonably reflects the loss of benefits that would otherwise be payable by the Insurer.

A Participant or dependant must notify the Plan Administrator of any action commenced against a third party and of any judgment or settlement in the circumstances described above.

# Life Insurance for Participants

The amount of your Life Insurance benefit will be paid to your beneficiary upon your death, regardless of the cause.

When you enroll in the Plan, you should name a beneficiary to whom you wish your Life Insurance proceeds paid. Your estate will be your beneficiary if you do not name one. Subject to provincial laws, you may change your beneficiary at any time. Your Plan Administrator or Local Union Office will have the appropriate form to make such a change.

## Amount of Benefit

As a Participant of the Plan, you are entitled to an amount of Life Insurance equal to outlined in the Highlight of Benefits section.

## Coverage Ceases

For Union Members, Life Insurance coverage terminates following depletion of your Hour Bank Account and/or self-pay period. For Retired Members, coverage terminates following Hour Bank Depletion. For Probationary Members, coverage terminates on the date of cessation of employment or lay-off.

## Waiver of Premium for Disability

If you become totally disabled before age 65, your Life Insurance coverage may be continued without payment of premiums, until you cease to be totally disabled or you reach the age of 65, whichever occurs first. After you have been totally disabled for at least six (6) months, you must submit the appropriate claim forms. **These claim forms must be received by the Plan Administrator and subsequently Sun Life Financial** within twelve (12) months of the date of disability. Your premiums will be waived following six (6) continuous months of total disability. Proof of a continuing disability may be required from time to time.

Disability is considered total when it prevents you from performing your regular duties during the qualifying period and the first two (2) years that you are entitled to disability payments. If you are still disabled at the end of this time, disability is considered total when it prevents you from performing any work where the requirements are within the range of your education, training or experience.

If you recover and return to work, but the same disability recurs, it will be considered a continuation of the previous disability if the period between disabilities is less than six (6) months. A recurrence of disability due to an unrelated cause will be considered a new disability if you have worked at least one (1) day between disabilities.

If you are also insured for group Long Term Disability Insurance with Sun Life Financial, total disability will be as defined under the Long Term Disability Insurance. You will only need to submit the claim forms for Long Term Disability Insurance. Premiums for both benefits will be waived when you begin receiving group Long Term Disability payments.

Premiums will not be waived if, within twelve (12) months of joining the Plan, you become totally disabled due to a condition which originated twelve (12) months prior to joining the Plan. This restriction will not apply if after becoming insured you have completed three (3) months of employment without any absence due to such condition.

### **Conversion Privilege**

If your Life Insurance coverage terminates because you change jobs or retire, you may convert up to the full amount of your Group Life Insurance to an individual whole life or a convertible one-year term plan or a term to age 65 plan without submitting evidence of insurability. The premium rate will be determined from your age and class of risk at the time of conversion. Should you die within 31 days after your insurance terminates, an amount equal to your Group Life Insurance benefit will be paid whether or not you have applied for a converted policy.

# Dependent Life Insurance

## **Amount of Benefit**

If one of your dependants dies, Sunlife Financial will pay you the Dependent Life Insurance as outlined in the Highlight of Benefits section.

## **Coverage Ceases**

For Union Members, Dependent Life Insurance coverage terminates on your retirement following depletion of your Hour Bank Account. For Probationary Members, coverage terminates on the date of cessation of employment or lay-off.

## **Waiver of Premium for Disability**

If you become totally disabled before age 65, the Dependent Life Insurance may be continued without payment of premiums the same as your Life Insurance.

## **Conversion Privilege**

If your spouse's insurance terminates she/he may be eligible to apply for an individual conversion policy without providing proof of insurability. Your spouse must apply and pay the first premium no later than 31 days after your Group Insurance terminates.

# Critical Illness

(Underwritten by AIG – Policy # CI 9428112)

## Eligibility

You will be eligible for coverage if you are a “in benefit” Member of the Policyholder, under age 70. This group coverage is for Member only and is not provided for your spouse or dependent children.

## Covered Critical Illness – 100% of Principal Sum for:

- Aortic Surgery
- Aplastic Anemia
- Bacterial Meningitis
- Benign Brain Tumor
- Blindness
- Coma
- Coronary Artery Bypass Surgery
- Deafness
- Dementia, including Alzheimer’s Disease
- Heart Attack
- Heart Valve Replacement or repair
- Kidney Failure
- Life-Threatening Cancer
- Loss of Independent Existence
- Loss of Limbs
- Loss of Speech
- Major Organ Failure on Waiting List
- Major Organ Transplant
- Motor Neuron Disease
- Multiple Sclerosis
- Muscular Dystrophy
- Occupational HIV Infection
- Parkinson’s Disease and Specified Atypical Parkinson Disorders
- Quadriplegia, Paraplegia, Hemiplegia
- Severe Burn
- Stroke

**Partial Payment** for Coronary Angioplasty – 10% of Principal Sum.

**Partial Payment** for Non-Threatening Cancer – 25% of Principal Sum for:

- Stage I malignant melanoma of the skin
- Basal or Squamous Cell Carcinoma
- Stage 1 Colon Cancer (T1 or T2)

- Carcinoma in situ
- T1a or T1b Prostate cancer
- Papillary thyroid cancer or follicular thyroid cancer
- Chronic lymphocytic Leukemia classified as Rai stage 0
- Any tumor in the presence of any Human Immunodeficiency (HIV)

## **Principal Sum**

Mandatory Coverage – you are covered for a flat amount of \$10,000

## **Benefit Payment Conditions**

Payment of benefits upon the first diagnosis of the Critical Illness listed above, including partial payment, is subject to the following:

- diagnosis is made within Canada;
- diagnosis is made while your coverage is in effect under policy;
- payment is not precluded by general or specific exclusion or limitation set forth in the policy or any failure to meet any condition precedent set out.
- Once 100% of the maximum Principal Sum has been paid, coverage terminates and no further benefits are payable; except as described under Multiple Event Benefit.

**Multiple Event Benefit** – If you are diagnosed with a Critical Illness for which the Principal Sum has been paid and is then diagnosed with a subsequent Critical Illness, an additional payment equal to the Principal Sum is payable if you have been actively at work for at least 90 days before being diagnosed with a subsequent Critical Illness and the subsequent Critical Illness is a different Critical Illness Group (9 groups) than the initial Critical Illness Group for which the Principal Sum has been. You are eligible for payment of the Principal Sum one time per Critical Illness Group.

**Note:** For complete details, please contact the Administrator and/or refer to the Critical Illness Program Brochure as prepared by the Insurer, AIG which is available on the Member Portal.

# Accidental Death and Dismemberment Insurance for Participants

## Coverage Ceases

For Union Members, Accidental Death & Dismemberment coverage terminates following depletion of your Hour Bank Account and/or self-pay period. Coverage for Retired Members terminates following Hour Bank depletion. For Union Staff or Probationary Members, coverage terminates on the date of cessation of employment or lay-off.

## Schedule of Losses

### Accidental Death & Dismemberment

If such injuries shall result in any one of the following specific losses within 1 year from the date of the accident, Chubb Life will pay the percentage of the benefit amount, based on the amount stated under the benefit amount section, however, that not more than one (the largest) of such benefits shall be paid with respect to injuries resulting from one accident.

### Percentage of Benefit Amount

Loss of Life.....	100%
Loss of Entire Sight of Both Eyes.....	100%
Loss of One Hand and One Foot.....	100%
Loss of Use of One Hand and One Foot.....	100%
Loss of One Hand and Entire Sight of One Eye.....	100%
Loss of One Foot and Entire Sight of One Eye.....	100%
Loss of Speech and Hearing in Both Ears.....	100%
Brain Death.....	100%
Loss of Both Arms, Both Hands, Both Legs or Both Feet.....	200%
Loss of Use of Both Arms, Both Hands, Both Legs or Both Feet.....	200%
Quadriplegia.....	200%
Paraplegia.....	200%
Hemiplegia.....	200%
Loss of One Arm or One Leg.....	75%
Loss of Use of One Arm or One Leg.....	75%
Loss of One Hand or One Foot.....	75%

Loss of Use of One Hand or One Foot.....	75%
Loss of Entire Sight of One Eye .....	75%
Loss of Speech or Hearing in Both Ears.....	75%
Loss of Thumb and Index Finger of Same Hand.....	33 1/3%
Loss of Use of Thumb and Index Finger of Same Hand.....	33 1/3%
Loss of Four Fingers of Same Hand.....	33 1/3%
Loss of Hearing in One Ear .....	33 1/3%
Loss of All Toes of Same Foot .....	25%

"Loss" shall mean with respect to hand or foot, the actual severance through or above the wrist or ankle joint; with respect to arm or leg, the actual severance through or above the elbow or knee joint; with respect to eye, the total and irrecoverable loss of sight; with respect to speech, the total and irrecoverable loss of speech which does not allow audible communication in any degree; with respect to hearing, the total and irrecoverable loss of hearing which cannot be corrected by any hearing aid or device; with respect to thumb and index finger or four fingers, the actual severance through or above the metacarpophalangeal joints of the same hand (the joints between the fingers and the hand); with regard to toes, the actual severance through or above the metatarsophalangeal joints (the joints between the toes and the foot) of the same foot. If an Insured Person suffers complete severance of a hand, foot, arm or leg as described above, then Chub Life will pay the amount specified in the Schedule of Losses even if the severed limb is surgically reattached, whether successful or not.

"Loss" as used with reference to quadriplegia (paralysis of both upper and lower limbs), paraplegia (paralysis of both lower limbs), and hemiplegia (total paralysis of upper and lower limbs of one side of the body), means the complete and irrecoverable paralysis of such limbs, provided such loss of function is continuous for 180 consecutive days and such loss of function is thereafter determined on evidence satisfactory to Chub Life to be permanent.

"Loss of Use" shall mean the total and irrecoverable loss of function of an arm, hand, foot, leg or thumb and index finger of the same hand provided such loss of function is continuous for 12 consecutive months and such

loss of function is thereafter determined on evidence satisfactory to Chubb Life to be permanent.

"Brain Death" means irreversible unconsciousness with total loss of brain function; and complete absence of electrical activity of the brain, even though the heart is still beating.



Quadriplegia, Paraplegia, Hemiplegia and Loss of Use losses are subject to an all policies combined maximum Benefit Amount of \$1,000,000.

### **Repatriation Benefit**

When injuries result in loss of life of an Insured Person outside 50 kilometers from their city of permanent residence or outside Canada and the loss of life occurs within 365 days from the date of the accident, Chubb Life will pay the actual expense incurred for preparing the deceased for burial and shipment of the body to the city of residence of the deceased, but not to exceed \$15,000.

### **Rehabilitation Benefit**

When injuries result in a payment being made by Chubb Life under any benefit excluding the Loss of Life Benefit, Chubb Life will also pay the reasonable and necessary expenses actually incurred up to a limit of \$15,000 for special training of an Insured Employee provided:

- (a) such training is required because of such injuries and in order for an Insured Employee to become qualified to engage in an occupation in which he or she would not have been engaged except for such injuries;
- (b) expenses are to be incurred within 2 years from the date of the accident;
- (c) no payment will be made for ordinary living, travelling, or clothing expenses.

### **Family Transportation Benefit**

When injuries result in an Insured Person confinement as an in-patient in a hospital outside 50 kilometers from an Insured Person's city of permanent residence or outside Canada and requires personal attendance of a "Member of the Immediate Family" as recommended by the attending physician, in writing, Chubb Life will pay for the expense incurred by the member of the family, for the transportation by the most direct route by a licensed common carrier to an Insured Person, while confined, but not to exceed \$15,000.

"Member of the Immediate Family" means spouse, parent or stepparent, child or stepchild, brother or sister, stepbrother or stepsister, brother-in-law or sister-in-law, mother-in-law or father-in-law, or son-in-law or daughter-in-law.

## **Spousal Occupational Training Benefit**

When injuries result in a payment being made by Chubb Life under the Loss of Life Benefit, Chubb Life will pay in addition the expenses actually incurred, within 365 days from the date of the accident, by the spouse of an Insured Employee for a formal occupation training program for the purpose of specifically qualifying such spouse to gain active employment in an occupation for which the spouse would otherwise not have sufficient qualifications. The maximum payable hereunder is \$15,000.

## **Home Alteration and Vehicle Modification Benefit**

In the event an Insured Person sustain an injury which results in a payment being made under the Schedule of Losses, excluding the Loss of Life Benefit, and such injury subsequently requires the use of a wheelchair to be ambulatory, Chubb Life will pay the reasonable and necessary expenses actually incurred within 365 days from the date of the accident for:

1. the one-time cost of alterations to an Insured Person's principal residence to make it wheelchair accessible and habitable; and
2. the one-time cost of modifications necessary to a motor vehicle utilized by an Insured Person to make the vehicle accessible or drivable for an Insured Person.

Benefit payments herein will not be paid unless:

- (i) home alterations are made by a person or persons experienced in such alterations and recommended by a recognized organization, providing support and assistance to wheelchair users; and
- (ii) vehicle modifications are carried out by a person or persons with experience in such matters and modifications are approved by the Provincial vehicle licensing authorities.

The maximum payable under both items 1 and 2 shall be 10% of an Insured Person's Principal Sum.

## **Day Care Benefit**

If an Insured Person suffers a loss of life in a covered accident while the policy is in force, Chubb Life will pay, in addition to all other benefits payable under the policy a Day Care Benefit equal to the reasonable and

necessary expenses actually incurred, subject to the lesser of 5% of an Insured Person's Principal Sum amount or a maximum of \$5,000 per year, on behalf of any dependent child who is enrolled in a legally licensed day care centre on the date of the accident or who enrolls in a legally licensed day care centre within 365 days following the date of the accident.

The "Day Care Benefit" will be paid each year for 4 consecutive years, but only upon receipt of satisfactory proof that a child is enrolled in a legally licensed day care centre.

"Dependent Child" means the Employee's eligible unmarried natural, legitimate, illegitimate, adopted, step child or common law child who is principally dependent on the Employee or the Employee's Spouse for financial support.

### **Special Education Benefit**

If an Insured Person suffers a loss of life in a covered accident while the policy is in force, Chubb Life will pay, in addition to all other benefits payable under the policy, a Special Education Benefit up to 5% of an Insured Person's Principal Sum amount (subject to a maximum of \$5,000 per year), on behalf of any dependent child who, on the date of the accident, is enrolled as a full-time student in any post-secondary institution of higher learning or was at the 12<sup>th</sup> grade level and subsequently enrolls as a full-time student in any post-secondary institution of higher learning within 365 days following the date of the accident.

The "Special Education Benefit" is payable annually for a maximum of 4 consecutive annual payments but only if the dependent child continues his or her education as a full-time student in an institution of higher learning.

### **Bereavement Benefit**

When injuries covered by the policy result in loss of life of an Insured Person within 365 days from the date of the accident, Chubb Life will pay the reasonable and necessary expenses actually incurred by the spouse and dependent children of an Insured Person for up to 6 sessions of grief counseling, by a "Professional Counselor", subject to a maximum of \$5,000.

"Professional Counselor" means a therapist or counselor who is licensed, registered or certified to provide such treatment.

## **In-Hospital Confinement Monthly Income Benefit**

In the event an Insured Person sustains an injury which results in a payment being made under the Schedule of Losses, excluding the Loss of Life Benefit, and an Insured Person is hospital confined as an in-patient and is under the care of a legally qualified and registered physician or surgeon other than himself or herself, Chubb Life will pay for each full month, 1% of an Insured Person's Principal Sum amount, subject to a maximum amount of \$2,500, or 1/30 of such monthly benefit for each day of partial month, retroactive to the 1st full day of such confinement but not to exceed 365 days in the aggregate for each period of hospital confinement.

"Hospital" as used herein means a legally constituted establishment which meets all of the following requirements: (1) operates primarily for the reception, care and treatment of sick, ailing or injured persons as in-patients; (2) provides 24 hour a day nursing service by registered or graduate nurses; (3) has a staff of one or more licensed physicians available at all times; (4) provides organized facilities for diagnosis and surgical facilities; and (5) is not primarily a clinic, nursing home or convalescent home or similar establishment nor, other than incidentally, a place for alcoholics or drug addicts.

"In-Patient" means a person admitted to a hospital as a resident or bed-patient and who is provided at least one day's room and board by the hospital.

## **Cosmetic Disfigurement Benefit**

If an Insured Person suffers a third degree burn due to an accident, Chubb Life will pay a percentage of the Principal Sum depending on the area of the body which was burned according to the following table, **subject to a maximum benefit payable of \$25,000:**

<b>Body Part</b>	<b>% of Principal Sum Payable</b>
Face, Neck, Head	10%
Hand & Forearm	25%
Either Upper Arm	15%
Torso (Front or Back)	35%
Either Thigh	10%
Either Lower Leg (below knee)	25%

In the event of a 50% surface burn, the % of benefit is reduced by 50%. This table only represents the maximum percent of the Principal Sum payable for any one accident. If the Insured suffers burns in more than one area as a result of any one accident, benefits will not exceed a maximum of \$25,000.

### **Seat Belt Benefit**

In the event an Insured Person sustains an injury which results in a payment being made under the Schedule of Losses, an Insured Person Principal Sum amount will be increased by 10% to a maximum of \$25,000 if, at the time of the accident, an Insured Person was driving or riding in a vehicle and wearing a properly fastened seat belt. Due proof of seat belt use must be provided as part of the written proof of loss. "Vehicle" means a private passenger car, station wagon, van, or jeep-type automobile. "Seat Belt" means those belts that form a restraint system.

### **Identification Benefit**

In the event accidental loss of life is sustained by an Insured Person not less than 150 kilometers from an Insured Person's normal place of residence and identification of the body by a "Member of the Immediate Family" has been requested by the police or a similar governmental authority, Chubb Life will reimburse the reasonable expenses actually incurred by such member for:

- a) transportation by the most direct route to the city or town where the body is located; and
- b) hotel accommodation in such city or town, subject to a maximum duration of 3 days.

The reimbursement of such expenses incurred is subject to the accidental Loss of Life benefit being subsequently payable in accordance with the terms of the policy following the identification of the body as an Insured Person. The maximum amount payable will not exceed \$15,000 for all such expenses.

Payment will not be made for board or other ordinary living, travelling or clothing expenses, and transportation must occur in a vehicle or device operated under a license for the conveyance of passengers for hire.

"Member of the Immediate Family" means spouse, parent or stepparent, child or stepchild, brother or sister, stepbrother or stepsister, brother-in-

law or sister-in-law, mother-in-law or father-in-law, and son-in-law or daughter-in-law.

## **Exposure and Disappearance**

Loss resulting from unavoidable exposure to the elements shall be covered to the extent of the benefits afforded an Insured Person. If the body of an Insured Person has not been found within 1 year of disappearance, stranding, sinking or wrecking of the conveyance in which an Insured Person was riding at the time of the accident, it shall be presumed, subject to all other conditions of the policy, that an Insured Person suffered a loss of life resulting from bodily injuries sustained in the accident covered under the policy.

## **Conversion Privilege**

On the date of termination of employment or during the 31-day period following termination of employment, an Insured Person may convert his or her insurance to an individual ACCIDENTAL DEATH and DISMEMBERMENT only insurance policy of Chubb Life. The individual policy will be effective either as of the date that the application is received by Chubb Life or on the date that coverage under the group policy ceases, whichever occurs later. The premium will be the same, as a person would ordinarily pay when applying for an individual policy at that time. Application for an individual policy may be made at any office of Chubb Life. The amount of insurance benefit converted shall not exceed that amount issued during employment up to an all policies combined maximum of \$200,000. The individual policy will cover ACCIDENTAL DEATH and DISMEMBERMENT only.

Benefits payable under this section will be limited to only one (1) policy in the event the benefits are contained in two (2) or more policies issued to the Policyholder by Chubb Life (not applicable to the Schedule of Losses, Exposure and Disappearance and Conversion).

## **Waiver of Premium**

If an Insured Employee, under age 65, becomes totally disabled for 6 consecutive months and an Insured Employee provides evidence of total disability satisfactory to Chubb Life, Chubb Life will then waive the payment of each premium which falls due with respect to an Insured Employee and any Insured Dependents. Subject to all the terms and conditions of the policy, waiver of any premium as herein provided will continue with respect to an Insured Employee until age 65 or earlier

termination of the policy. If an Insured Employee ceases to be disabled and an Insured Employee returns to employment with the Policyholder and is a member of an eligible class, insurance with respect to an Insured Employee may be continued upon resumption of premium payments by an Insured Employee or the Policyholder.

If after 120 days, an Insured Employee receives approval of any long term disability claim provided under a policy of group insurance through the Policyholder, Chubb Life will then waive the payment of each Accidental Death and Dismemberment insurance premium subject to the terms stated above.

### **Recurrent Disabilities**

When an Insured Employee becomes totally disabled again from the same or related causes within 6 months of cessation of the Waiver of Premiums, then all such recurrences will be considered a continuation of the same disability and Chubb Life will waive the 6 months qualification period.

If the same disability recurs more than 6 months after cessation of the Waiver of Premiums, such disability will be considered a separate disability. Two disabilities which are due to unrelated causes are considered separate disabilities if they were separated by a return to work of at least one 1 day.

### **Termination of Waiver of Premium**

Waiver of Premiums will cease on the earliest of:

- a) the date an Insured Employee ceases to meet the policy's definition of totally disabled;
- b) the date an Insured Employee does not supply Chubb Life with appropriate medical evidence as deemed necessary by Chubb Life;
- c) the date an Insured Employee is no longer receiving regular, ongoing care and treatment of a Physician appropriate for the disabling condition, as determined by Chubb Life;
- d) the date an Insured Employee does not attend a medical, psychiatric, psychological, functional, educational and/or vocational examination evaluation by an examiner selected by Chubb Life;

- e) the date the policy terminates;
- f) the date an Insured Employee turns 65; or
- g) the date an Insured Employee dies.

### **Coverage During Waiver of Premium**

While premiums are being waived, Basic Accidental Death and Dismemberment Insurance under the policy on an Insured Employee will continue to be in force. The amount of such insurance will be the amount of insurance that was in effect on the date of commencement of the disability, subject to any age reduction or termination shown in the policy.

**“Totally Disabled or Total Disability”** with respect to Waiver of Premium means disability resulting from injury or sickness which prevents engagement in an Insured Employee’s regular occupation for 6 consecutive months.

### **Funeral Benefit**

When injuries covered by this policy result in loss of life of an Insured Person within 365 days from the date of the accident, Chubb Life will pay the actual expense incurred for preparing the deceased for burial or cremation but shall not exceed \$5,000.

The plan does not cover any loss, which is the result of:

1. intentionally self-inflicted injuries, suicide or any attempt thereat, while sane or insane;
2. declared or undeclared war or any act thereof;
3. travel or flying in an aircraft owned or leased by the Policyholder, an Insured Person or a member of an Insured Person’s household, or aircraft being used for any test or experimental purpose, firefighting, power line inspection, pipeline inspection, aerial photography or exploration;
4. losses occurring while an Insured Person is serving on full-time active duty in the Armed Forces of any country or international authority (any premium paid to be returned by Chubb Life pro-rata for any such period of full-time active duty);



5. travel or flight in any vehicle or device for aerial navigation; except to the extent such travel or flight is provided in the “Hazards Insured Against” section of the Accidental Death & Dismemberment portion of the policy.

# WEEKLY DISABILITY INCOME FOR PARTICIPANTS

In the event you become totally disabled due to an injury or illness you will receive a disability benefit provided you are under the continual treatment of a qualified and licensed physician (Medical Doctor).

**All Disability claims should be recorded with the Plan Administrator (Coughlin & Associates Ltd.) and the Insurer (Sun Life Financial) regardless of whether or not you are eligible to receive Workers' Compensation, Auto Insurance or E.I. Disability Benefits.** This recording will assist you should your claim with these agencies be declined either immediately or at a future date. In addition, proper application will be made relative to a waiver of Life Insurance Premiums which is required within twelve (12) months of the date of initial disability.

Benefits for any one disability are payable from the 1st day of disability for injury and the 8th continuous day of disability for illness. **But in no event prior to the first day of visit to your doctor.** Your benefit will be payable for not more than 52 weeks during any one period of disability, except as outlined in the Highlight of Benefits section.

**Note: Any benefits collected are taxable and must be reported as income.**

Totally disabled shall mean the Participant is incapacitated to the extent that the Participant is not able to perform all of the usual and customary duties of his/her occupation. A Participant is not considered totally disabled unless he/she is under the active and continuous care of a physician and is following the treatment prescribed by the physician for that disability.

If following a period of disability you return to active work for at least two (2) weeks, a recurrence of this disability will be considered a new period of disability.

## **Amount of Benefit**

As a Participant of the Plan, you are eligible for an amount of weekly disability income as outlined in the Highlight of Benefits section.

If you are receiving other forms of retirement income or disability income, the weekly benefit under this plan will be reduced so that the disability income which you receive from all sources does not exceed 100% of your regular weekly earnings at the time you became disabled. Benefits payable under any individual disability income policy or rider attached to an individual life insurance policy will not be included as disability income.

For Union Members, Weekly Disability Income coverage terminates on your retirement. For Probationary Members, coverage terminates on the date of cessation of employment or lay-off.

**Benefits are not payable for:**

- disability resulting from an intentionally self-inflicted injury;
- disability resulting from voluntary participation in a war, riot, insurrection or criminal offence;
- the portion of a period of disability during which a Participant is receiving Workers' Compensation benefits; unless proof is submitted to the Insurer that the Participant has been disqualified for such benefits.
- for the portion of a period of disability during which the Participant is unable to earn income due to:
  - a) imprisonment in a penal institution; or
  - b) confinement in a hospital, or similar institution as a result of criminal proceedings;
- during any leave of absence (including maternity leave) as defined below.

**Leave of Absence** shall mean a period of time away from work mutually agreed to by the Employer and Participant. In the case of maternity leave of absence, the leave shall begin on the earliest of

- i) the elected start date of the maternity leave,
- ii) the date of delivery or

- iii) the date the Employer may require the leave of absence to commence if the Participant's performance is affected by the pregnancy.

Such leave shall terminate on the later of the date defined by Provincial or Federal Statute, or the date agreed to between the Employer and Participant.

### **Offsets**

The amount of any benefit payable under this coverage shall be reduced by any income or benefit payable under:

- a) any other plan or program provided to the Participant by or through the Employer;
- b) any other plan or program of any government or the crown or of any subdivision of the government or the crown, including any plan or program established pursuant to a provincial automobile insurance act.

Notwithstanding the above, the Weekly Disability Income benefit will not be payable if a Participant is eligible for payments as a result of coverage from a Provincial Automobile Insurance Program.

If a Participant is receiving any income or benefit payable under any government plan or program of an injury or disease totally unrelated to the injury or disease that caused the current disability, the Insurer shall not reduce the weekly benefits by that amount.

# Long Term Disability Insurance for Participants

If you become totally disabled before you reach age 65 and are unable to work, you are eligible for a monthly disability benefit. Although it is not necessary for you to be confined to your house during the entire period of your disability, you must be under the care of a physician.

## Description of Benefit

You will begin receiving disability payments after you have been continuously and totally disabled for a qualifying period of 52 weeks and your salary continuance plan (i.e. Weekly Disability Income) has expired. Payments are made at the end of each month and continue as long as you are totally disabled, even if the Group Policy terminates, but not beyond the date that you reach 65 years of age. During any period of disability payments, premiums will not be required.

Disability is considered **“total disability”** when it prevents you from performing your regular duties during the qualifying period and the first two (2) years that you are entitled to disability payments. If you are still disabled at the end of this time, disability is considered **“total disability”** when it prevents you from performing any work where the requirements are within the range of your education, training or experience.

If you recover and return to work, but the same disability recurs, it will be considered a continuation of the previous disability if the period between disabilities is less than one (1) month during the qualifying period or less than six (6) months during the period when disability payments are being made. A recurrence of disability due to an unrelated cause will be considered a new disability if you have worked at least one (1) day between disabilities.

## Amount of Benefit

As a Participant of this Plan, you are eligible for an amount of monthly disability income as outlined in the Highlight of Benefits section.

It should be noted that the disability payment from this plan may be adjusted so that the monthly disability and retirement income which you receive from all sources does not exceed 85% of your pre-disability earnings (earnings are net of income tax for non-taxable benefits).

For Union Members, Long Term Disability Insurance coverage terminates upon attainment of age 65 or retirement whichever occurs first. For Probationary Members, coverage terminates on the earlier of age 65 or date of cessation of employment or lay-off.

All sources of total Monthly income includes:

- a) Long Term Disability benefits under this Plan;
- b) Income or benefits specified below, including any income or benefit from a different or lesser paid occupation;
- c) Income from the Program of Rehabilitation.
- d) Income payable to the Participant under a pension or retirement plan of the Employer, or any plan or arrangement resulting in the payment of any salary, wage or other payment by the Employer to the Participant during the total disability;
- e) Income or benefit payable under:
  - a) any other plan or program provided to the Participant by or through the Employer. Such plan or program includes any permanent and total disability benefit of Group Life Insurance for which the Participant could have elected not to apply.
  - b) any Workers' Compensation law or similar law;
  - c) the Canada Pension Plan or Quebec Pension Plan primary benefits.
  - d) any other plan or program of any government or the Crown or of any subdivision or agency of the government or the Crown, including any plan or program established pursuant to the provincial Automobile Insurance Act. The Insurer shall not reduce the monthly benefit in respect of benefits payable by the Employment Insurance Commission.

A Participant must apply for all benefits or income for which he/she may become eligible under any of the preceding sources.

If a Participant is receiving any income or benefits payable under any government plan or program for an injury or disease totally unrelated to the injury or disease that caused the current disability, the Insurer shall not reduce the gross monthly benefit by that amount.

**This benefit is taxable to the receiving Participant.**

## **Subrogation**

If a Participant is entitled to recover compensation for loss of income from a third party as a result of the incident which caused or contributed to the disability, for which benefits are paid or payable, the Insurer will be surrogated to all rights of recovery of the Participant for loss of income, to the extent of the sum of benefits paid or payable by the Insurer. The Participant shall execute such documents as required by the Insurer.

In the event that the insured Participant provides proof to the Insurer that the said Participant has not recovered full compensation for loss of income, the Insurer shall determine the proportion of damages actually recovered and share pro rata in that amount.

Should the Participant choose to settle the matter prior to judicial determination, the Participant understands that the sum reached in settlement will be deemed to be full compensation for loss of income, and the Insurer's right of subrogation will apply.

The term compensation shall include any lump sum or periodic payments which the Participant receives or is entitled to receive on account past, present or future loss of income.

## **Waiver of Premium**

The Insurer will waive the payment of premiums for the Long Term Disability Insurance for each Participant who is receiving benefits under this coverage. Premiums will be waived beginning with the premium for the first full policy month for which benefits became payable and continuing for each full policy month for which benefits are payable.

## **Rehabilitation**

As your condition improves, if it does not allow you to return to your job on a full-time basis, you might be able to work on a part-time basis or take a less demanding job. Inform Sun Life Financial of this and it may qualify as a rehabilitation program. If it does, you will continue to receive your

regular monthly disability benefit less 50% of your monthly earnings, during your rehabilitation.

## **If Your Long Term Disability Terminates**

If the Long Term Disability insurance coverage terminates while you are totally disabled, you will continue to be eligible for this benefit as if it were still in force.

## **Exclusions and Limitations**

The Long Term Disability benefit is not payable if your disability results from:

- intentionally self-inflicted injuries;
- civil disorder or war;
- the use of drugs or alcohol unless certified as being actively supervised by and receiving continuing treatment from a rehabilitation centre or a provincially designated institution;
- any condition which originated 12 months prior to joining the plan where disability commences within 12 months of joining the plan, except if after becoming insured you have completed 3 months of employment without any absence due to such condition.

You are not considered totally disabled unless you are under the active and continuous care of a physician whom Sun Life considers to be appropriate to your total disability and you are following the treatment prescribed by the physician for that disability.



# Extended Healthcare for Participant and Dependants

## Supplementary Hospital Benefit

### Definitions

**Hospital** means a legally licensed hospital which provides facilities for diagnosis, major surgery and the care and treatment of a person suffering from disease or injury on an in-patient basis, with 24 hour services by registered nurses and physicians. This includes legally licensed hospitals providing specialized treatment for mental illness, drug and alcohol addiction, cancer, arthritis and convalescing or chronically ill persons when approved by us. This does not include nursing homes, homes for the aged, rest homes or other places providing similar care.

**Reasonable and customary charges** means those who are usually made to a person without insurance for the items of expense listed under Eligible Expenses, and which do not exceed the general level of charges in the area where the expense is incurred.

### Eligible Expenses

Eligible expenses mean reasonable and customary charges for accommodation in a hospital, limited to the difference between the charges for public ward and semi-private room for each day of hospitalization.

### Exclusions

No benefit is payable for:

1. Expenses incurred under any of the conditions listed on the Extended Healthcare Insurance Provision page as an Exclusion.
2. Drugs which are listed in the “Monographs of Pharmaceuticals and Specialties” section of the current Compendium of Pharmaceuticals and Specialties of the Canadian Pharmaceutical Association, excluding the following items unless they legally require a prescription.

## Supplementary Healthcare Benefit

### Definitions

***Acupuncturist*** means a person who is listed on the appropriate provincial registry.

***Audiologist*** means a member of the Canadian Speech & Hearing Association or of any provincial association affiliated therewith.

***Chiropodist/Podiatrist*** means a person licensed by the appropriate provincial licensing authority.

***Chiropractor*** means a member of the Canadian Chiropractic Association or of a provincial association affiliated with it.

***Hospital*** means a legally licensed hospital which provides facilities for diagnosis, major surgery and the care and treatment of a person suffering from disease or injury, on an in-patient basis, with 24 hour services by registered nurses and physicians. This includes legally licensed hospitals providing specialized treatment for mental illness, drug and alcohol addiction, cancer, arthritis and convalescing or chronically ill persons when approved by us. This does not include nursing homes, homes for the aged, rest homes or other places providing similar care.

***Naturopath*** means a member of the Canadian Naturopathic Association or any provincial association affiliated with it.

***Occupational Therapist*** means a person licensed by the appropriate provincial licensing authority.

***Osteopath*** means a person who holds the degree of doctor of osteopathic medicine from a college of osteopathic medicine approved by the Canadian Osteopathic Association or a person who holds a Diploma in Osteopathic Manual Practice (DOMP).

***Physiotherapist*** (inclusive of Athletic Therapist) means a member of the Canadian Physiotherapy Association or of a provincial association affiliated with it.

***Psychologist*** means a permanently certified psychology who is listed on the appropriate provincial registry in the province in which the service is rendered.

***Reasonable and customary charges*** means those which are usually made to a person without insurance for the items of expense listed under Eligible Expenses and which do not exceed the general level of charges in the area where the expense is incurred.

***Registered Dietician*** means a person licensed by the appropriate provincial licensing authority.

***Registered Massage Therapist*** means a person licensed by the appropriate provincial licensing body or in the absence of a provincial licensing body, a person whose qualifications we determine to be comparable with those required by a licensing body.

***Registered Nurse/Registered Nursing Assistant/Certified Nursing Assistant/Licensed Practical Nurse/Registered Practical Nurse*** means a nurse, nursing assistant or practical nurse or certified nursing assistant who is listed on the appropriate provincial registry.

***Social Worker*** means a person who holds a Master of Social Work (MSW) degree from an accredited university.

***Speech Language Pathologist*** means a person who holds a master's degree in Speech Language Pathology and is a member or is qualified to be a member of the Canadian Speech and Haring Association or any provincial association affiliated with it.

## **Eligible Expenses**

To be eligible, the expenses must be medically necessary for the treatment of disease or injury and prescribed by a physician, unless otherwise specified.

Eligible expenses are the reasonable and customary charges for the items of expense listed below.

1. the services of a registered nurse (R.N.), registered nursing assistance (R.N.A.), certified nursing assistant (C.N.A.), licensed practical nurse (L.P.N.) or registered practical nurse (R.P.N.) when provided in the patient's home, limited to a maximum of \$10,000 every 3 calendar years. To qualify as an eligible expense, the patient's treatment must require the level of expertise of an R.N., R.N.A., C.N.A., L.P.N., or R.P.N.

2. the services of the following practitioners, limited to maximum of \$600 per calendar year for each practitioner. A physician's prescription is not required.
  - a registered massage therapist,
  - an acupuncturist,
  - an occupational therapist,
  - an audiologist,
  - a registered dietitian,
  - a speech language pathologist,
  - a chiropractor, including one x-ray examination per calendar year,
  - an osteopath, including one x-ray examination per calendar year,
  - a naturopath, and
  - a podiatrist or chiropodist, including one x-ray exam per calendar year.

Where applicable, expenses for practitioners' services eligible under a provincial health care plan will not be reimbursed until expenses exceed the annual maximums under the member's or insured dependant's provincial plan.

3. The services of a psychologist or social worker, limited to a combined maximum of \$1,000 per calendar year. A physician's prescription is not required.
4. The services of a physiotherapist (including Athletic Therapist), limited to a maximum of \$1,000 per calendar year. A physician's prescription is not required.
5. Custom made orthopedic shoes, orthopedic modifications to shoes, and orthotics, when prescribed by a physician, podiatrist, chiropodist or chiropractor, limited to a combined maximum of \$350 in a calendar year.
6. Hearing aids and repairs to them, excluding batteries, limited to a maximum of \$3,000 for eligible expenses incurred during a 5 year period.
7. The services of a dental surgeon, including dental prosthesis, required for the treatment of a fractured jaw or for the treatment of accidental injuries to natural teeth if the fracture or injury was caused by external, violent and accidental means, provided the services are

performed within 12 month of the accident but excluding services required in conjunction with such fracture or injury due to a condition that existed before the accident. A physician's prescription is not required.

8. Licensed ground ambulance service to the nearest hospital equipped to provide the required treatment when the physical condition of the patient prevents the use of another means of transportation.
9. Emergency air ambulance service to the nearest hospital equipped to provide the required treatment when the physical condition of the patient prevents the use of another means of transportation, and, if the patient requires the services of a registered nurse during the flight, the services and return air fare for a registered nurse.
10. Intraocular (foldable) lenses following cataract surgery.
11. Trusses and crutches.
12. Plaster of paris or fiberglass casts.
13. Canes, walkers and parapodiums.
14. Braces, provided they are not solely for athletic use.
15. Splints and cervical collars.
16. Artificial limbs or other prosthetic appliances.
17. Oxygen.
18. Intermittent positive pressure breathing machines.
19. Continuous positive airway pressure machines (CPAP)
20. Apnea monitors, mist tents and nebulizers.
21. Wheelchairs, including repairs, and rechargeable batteries for covered wheelchairs.
22. Hospital beds, bed rails, trapeze bars, head halters and traction apparatus.

23. Elevated toilet seats, shower chairs, bathtub rails and standard commodes.
24. Cleft palate obturators.
25. Catheters and catheterization supplies.
26. Extremity pumps for lymphedema or severe postphlebotic syndrome.
27. Custom made burn garments and medicated dressings.
28. Food substitutes that must be administered through a tube feeding process. Tube feeding pumps and pump sets are also covered.
29. Custom made pressure supports for lymphedema.
30. The following diagnostic services rendered outside of a hospital, except if the covered person's provincial plan prohibits payment of these expenses:
  - laboratory tests
  - ultrasounds
  - MRI (magnetic resonance imaging), CT (computed tomography) scans and other medical imaging services, limited to a combined maximum of \$500 in a calendar year
31. Blood, glucose monitors, limited to a maximum of \$150 for eligible expenses incurred during a 5 year period.

## **Exclusions**

No benefit is payable for:

1. expenses for the services of a homemaker,
2. expenses for items purchased solely for athletic use,
3. dental expenses, except those specifically provided under Eligible Expenses for treatment of accidental injuries to natural teeth,
4. utilization fees which are imposed by the provincial health care plan for the use of a service,
5. expenses incurred under any of the conditions listed on the Extended Health Insurance Provision page as an Exclusion.

# Prescription Drugs Benefit for Participant and Dependants

If your dependant is insured for Prescription Drug benefits under another policy, payment under the other policy must be made first, if

1. your dependant is insured under the other policy as an insured person or
2. the birthday of the other insured person is earlier in the calendar year than your birthday.

For Union Members, the Prescription Drug coverage terminates following depletion of your Hour Bank Account and/or self-pay period. For Probationary Members, coverage terminates on the date of cessation of employment or lay-off.

## Prescription Drugs Expenses

A Pay Direct Prescription Drug Card (coordinated with TELUS) is available to all Plan Participants, covering up to the allowable reimbursement maximum (as outlined in the Highlight of Benefits section) of the reasonable and customary charges for the following drug expenses, provided they are prescribed by a physician or dentist and dispensed by a registered pharmacist or physician.

1. Needles, syringes and chemical diagnostic aids for the treatment of diabetes.
2. Drugs which are listed in the “Monographs of Pharmaceuticals and Specialties” section of the current Compendium of Pharmaceuticals and Specialties of the Canadian Pharmaceutical Association, excluding the following items unless they legally require a prescription.
  - a. publicly advertised items or products which, in the Plan Administrator’s opinion, are household remedies.
  - b. contact lens care products
  - c. contraceptives (other than oral)
  - d. diets and dietary supplements
  - e. protein supplements
  - f. therapeutic nutrients
  - g. infant foods
  - h. lozenges
  - i. mouth washes

- j. non-medicated shampoos
- k. sugar and salt substitutes
- l. skin cleansers including soaps
- m. skin protectives and emollients
- n. surgical supplies
- o. vitamins and minerals (except haematinics)
- p. diagnostic aids

Reimbursement will be subject to the following:

- 1. \$15 dispensing fee maximum per prescription
  - 2. 20% pharmacy markup restriction
  - 3. Mandatory generic drug substitution unless a physician indicates a medical necessity
3. Smoking cessation products subject to a lifetime maximum of \$500 per person.

## **Continuation of Coverage on Termination**

Prescription Drug coverage would normally cease when your insurance terminates. If you or any of your insured dependants are totally disabled when your insurance terminates, Healthcare benefits for the disabled person will continue during that disability for up to 90 days but only with respect to expenses incurred for the treatment of the disability and provided this benefit continues in force.

## **Limitations and Exclusions**

The Prescription Drugs benefits are designed to reimburse you only for your out-of-pocket expenses. No reimbursement will be made for expenses resulting from:

- services covered under the Workers' Compensation Act or any other statute;
- intentionally self-inflicted injuries;
- services required as a result of civil disorder or war;
- services for which payment is the legal liability of any other party;
- drugs expenses which are experimental.



# Visioncare Benefit for Participants and Dependants

For Union Members, the Visioncare Benefit coverage terminates following depletion of the Member's Hour Bank Account and self-pay period. For Probationary Members, coverage terminates on the date of cessation of employment or lay-off.

## Visioncare Expenses

You may recover up to the allowable reimbursement maximum (as outlined in the Highlight of Benefits section) of the reasonable and customary charges for the following Visioncare expenses:

1. eye examinations by an optometrist, eyeglasses (sunglasses not included) or contact lenses, prescribed safety glasses, replacing lenses, including repairs, subject to maximum outlined in the Highlight of Benefits section.
2. new lenses at any time if required by prescription change and prescribed by an ophthalmologist or optometrist, subject to a maximum of \$75.
1. eyeglasses and contact lenses certified by an ophthalmologist as necessary due to a surgical procedure or the treatment of keratoconus, limited to \$200 for the nonsurgical treatment of keratoconus for the lifetime of each insured Participant and each insured dependant and \$200 for each surgical procedure.

## Continuation of Coverage on Termination

Visioncare Benefit coverage would normally cease when your insurance terminates, but if you or any of your insured dependants are totally disabled when your insurance terminates, Healthcare benefits for the disabled person will continue during that disability for up to 90 days but only with respect to expenses incurred for the treatment of the disability and provided this benefit continues in force.

## Limitations and Exclusions

The Visioncare Benefit coverage is designed to reimburse you only for your out-of-pocket expenses. No reimbursement will be made for expenses resulting from:

- services covered under the Workers' Compensation Act or any other statute;
- intentionally self-inflicted injuries;
- services required as a result of civil disorder or war;
- services for which payment is the legal liability of any other party;
- services payable under any government plan;
- expenses for sunglasses.

# Dentalcare Benefits for Participants and Dependants

Your Group Insurance Plan provides Dentalcare benefits for Participants and eligible dependants. This benefit reimburses you for some of the reasonable and customary charges you incur for necessary dental services (refer to the Highlight of Benefits section for co-insurance and maximum reimbursement levels as well as the applicable Dental Fee Schedule).

If your dependant is insured for Dentalcare Insurance benefits under another policy, payment under the other policy must be made first if:

1. your dependant is insured under the other policy as an insured person, or
2. the birthday of the other insured person is earlier in the calendar year than your birthday.

For Union Members, the Dentalcare coverage terminates following depletion of your Hour Bank Account and/or self-pay period. For Probationary Members, coverage terminates on the date of cessation of employment or lay-off.

## Predetermination Of Dental Claims

If your dentist has recommended dental treatment that is expected to cost more than \$500, you must have your dentist prepare a pre-treatment plan.

Send the pre-treatment plan to the Plan Administrator. We will send you a statement of the amount payable by the Insurance Plan which will allow you to determine your own financial obligation prior to the commencement of treatment.

## Limitations and Exclusions

- services payable under the Workers' Compensation Act or any other statute;
- intentionally self-inflicted injuries;
- services required as a result of civil disorder or war;
- services for which payment is the legal liability of any other party;

- services other than those performed by a dentist, except those services which may be performed by legally qualified personnel under the supervision of a dentist or a parodontal practitioner;
- services payable under any government plan.

### **Preventative Procedures (90% co-insurance)**

(a) examination and diagnosis:

- ⇒ oral examination,
- ⇒ recall oral examination, (once every twelve (12) months),
- ⇒ special oral examination,
- ⇒ treatment planning,
- ⇒ emergency and unusual services,
- ⇒ consultation,
- ⇒ house call, institutional call, office visit

(b) tests and laboratory examinations:

- ⇒ biopsy of oral tissue,
- ⇒ pulp vitality test

(c) radiographs:

- ⇒ periapical (one complete series every two (2) years),
- ⇒ occlusal,
- ⇒ bitewing (once every six (6) months),
- ⇒ extra oral,
- ⇒ sialography,
- ⇒ fistulography,
- ⇒ cystography,
- ⇒ radiopaque dyes to demonstrate lesions,
- ⇒ panoramic (once every 2 years),
- ⇒ interpretation of radiographs received from another source,
- ⇒ Tomography

(d) preventive services:

- ⇒ dental prophylaxis (once every twelve (12) months),
  - ⇒ topical application of fluoride phosphate (once every twelve (12) months),
  - ⇒ pit and fissure sealant, (for children under 19 years of age),
  - ⇒ caries control,
  - ⇒ interproximal discing
- (e) space maintainers
- (f) plastic fillings:
- ⇒ amalgam,
  - ⇒ silicate,
  - ⇒ acrylic or composite resin,
  - ⇒ transitional restoration of fractured anterior
  - ⇒ steel crown - primary teeth,
  - ⇒ cement
- (g) endodontics:
- ⇒ pulpcapping,
  - ⇒ pulpotomy,
  - ⇒ root canal therapy,
  - ⇒ periapical services,
  - ⇒ other endodontic procedures,
  - ⇒ emergency procedures
- (h) periodontic:
- ⇒ non surgical services,
  - ⇒ occlusal equilibration (not exceeding eight (8) time units every year),
  - ⇒ scaling and dentition
- (i) relining and rebasing of dentures
- (j) surgical services:
- ⇒ uncomplicated removals
  - ⇒ surgical removals and repositioning,
  - ⇒ surgical excision,

- ⇒ surgical incision,
- ⇒ fractures,
- ⇒ lacerations,
- ⇒ Frenectomy,
- ⇒ miscellaneous surgical services

(k) anesthesia in connection with oral surgery and drug injections

### **Restorative Procedures (80% co-insurance)**

(a) crowns, inlays, onlays:

- ⇒ gold foil restorations,
- ⇒ metal inlay restorations,
- ⇒ porcelain inlay restoration,
- ⇒ crowns,
- ⇒ other restorative services,
- ⇒ hemisection

(b) fixed bridgework:

- ⇒ bridge pontics,
- ⇒ retainers,
- ⇒ abutments,
- ⇒ other prosthetic services

(c) partial and complete dentures:

- ⇒ complete dentures,
- ⇒ partial dentures,
- ⇒ partial denture additions

(d) examinations:

- ⇒ oral examination,
- ⇒ temporomandibular joint x-rays,
- ⇒ diagnostic casts,
- ⇒ prosthodontic evaluation

- (e) replacement of an existing denture, bridgework, crown, inlay, onlay, or periodontal splinting where the existing prosthesis is at least five (5) years old, subject to a maximum eligible expense of the value and quality of the prosthesis being replaced;
- (f) the addition of teeth to an existing partial denture or fixed bridgework where the addition is required to replace one (1) or more teeth removed while the claimant is insured under this restorative benefit;
- (g) laboratory charges for eligible restorative expenses, but not exceeding 66 2/3% of the dentist's professional fee for the procedure in the applicable fee guide.
- (h) Periodontics:
  - ⇒ surgical services,
  - ⇒ post surgical treatment,
  - ⇒ adjunctive procedures,
  - ⇒ post treatment evaluation
- (i) repairs and adjustments
  - ⇒ recementing crown,
  - ⇒ adjustment to denture,
  - ⇒ repairs to dentures,
  - ⇒ addition of tooth,
  - ⇒ remake partial dentures,
  - ⇒ repairs to bridges
- (j) major surgery:
  - ⇒ alveoplasty
  - ⇒ excision of tumor
  - ⇒ dislocations
  - ⇒ Implants and Implantology
    - Implant dental surgery and related oral surgical services such as abutment insertion, ridge augmentation, bone preservation; implant related periodontal surgery; and subsequent implant retained appliance.

## **Exclusions**

No benefit is payable for:

1. services which are cosmetic in nature;
2. dentures and bridgework (including crowns and inlays forming the abutments) to replace a tooth or teeth removed before the insured person or dependent became insured under this benefit, or to replace a tooth or teeth congenitally missing.
3. crowns and onlays, placed on a tooth not functionally impaired by incisal or cuspal damage,
4. dentures which have been lost, stolen or mislaid;
5. prosthetic devices which are ordered while the insured person or dependent is insured under this benefit but are installed after termination of this benefit,
6. replacement of dentures, bridgework, crowns, inlays, onlays or periodontal splinting and addition of teeth to existing dentures or bridgework except as provided under Eligible Expenses.

## **Orthodontic Benefit (80% co-insurance)**

### **Eligible Expenses**

Eligible expenses mean reasonable and customary charges for the following items of expense incurred by an insured dependent child under age 19 for the treatment of malocclusion or for orthodontic treatment.

### **Procedures**

- (a) observation, adjustment:
- ⇒ oral examination,
  - ⇒ skull and facial bone survey,
  - ⇒ cephalometric radiographs,
  - ⇒ hand and wrist radiographs,
  - ⇒ diagnostic cast,
  - ⇒ surgical services,



- ⇒ observation, adjustment,
  - ⇒ repairs, alternations,
  - ⇒ active appliances for tooth guidance or uncomplicated tooth, movement,
  - ⇒ retention appliances,
- (b) control of oral habits:
- ⇒ appliances,
  - ⇒ adjustments, repairs, maintenance,
- (c) comprehensive treatment
- (d) anesthesia (if performed in conjunction with oral surgery):
- ⇒ general anesthesia,
  - ⇒ deep sedation,
  - ⇒ conscious sedation,
- (e) laboratory procedures

## **Exclusions**

No benefit is payable for:

1. expenses for replacement of orthodontic appliances which have been lost, stolen or mislaid;
2. expenses incurred for full mouth reconstructions, for vertical dimension correction or for correction of temporomandibular joint dysfunction;
3. expenses incurred under any of the conditions listed on the Dental Insurance Provision page as an Exclusion or Limitation.

# Travel Medical Emergency

(Underwritten by AIG/ Global Excel – Policy # CMG 9428901)

Travel assistance is provided by Global Excel Management Inc. With centres worldwide they will:

- help locate the most appropriate medical facility for you.
- confirm coverage with AIG Insurance Company of Canada and assure the hospital that you are covered.
- guarantee payment for hospitalization, if necessary.
- arrange for admission to a hospital.
- provide translation services.
- contact your own doctor for recommendations, when required.
- contact your family and employer, when required.
- arrange for/co-ordinate emergency medical evacuation. and
- co-ordinate your return home.

## How to Claim

If you require emergency medical care or hospitalization, you or someone acting on your behalf should contact Global Excel Management Inc. immediately. If circumstances prevent you from calling Global Excel Management Inc. right away, you should contact them as soon as you can. Global Excel Management Inc. will help ensure that you receive the medical care you need and, if possible, will make claims payment arrangements directly with the hospital or service provider.

**If you contact GLOBAL EXCEL MANAGEMENT INC. right away, your claim may be pre-approved so you can avoid having to pay upfront and claim for reimbursement later.**

If you are not able to contact Global Excel Management Inc. before being billed for the charges, or if your medical needs are minor in nature (i.e., costing less than \$500), it is your responsibility to pay the bill promptly yourself and then submit a claim as soon as you return from your trip. In any case, your claim should be submitted no later than 90 days after the expense was incurred. Global Excel Management Inc. and the insurance company are not responsible for dealing with any payment reminders or collection notices that you receive from medical providers.

To make a claim for out-of-pocket expenses, contact a Global Excel Management Inc. operator at:

**From Canada & U.S., call toll free 1-877-207-5018**  
**Outside Canada & U.S., call collect 1-819-566-3940**

Give the operator your name and your Policy Number: CMG 9428901

The operator will send you a claim form. When you complete the form, provide the patient's name and provincial health plan number and your certificate number. Be sure to attach detailed statements and original receipts showing the services rendered and the charges for each service. Mail your completed claim form and attachments to:

**Global Excel Management Inc.**  
**73 Queen Street**  
**Lennoxville, QC, J1M 1J3**

**Please make sure you obtain your medical records, statements, or detailed receipts at the time of treatment and/or discharge, to submit with your claim. All claims must be submitted to Global Excel Management Inc. as soon as possible, and no later than 90 days after the expense was incurred.**

# Coughlin Care Gold

## Virtual Healthcare (vCare):

Personalized medical support with healthcare providers via secure text and video chat to address your healthcare needs from the comfort of your home or any other convenient location

**To enroll for vCare, you will be required to provide your Policy # (83269) and Certificate # (Member ID)** – these can be obtained from your Prescription Drug card. If you do not have these, they can be provided by the Plan Administrator.

To register, you must go to the vCare link on the Union or Coughlin websites or you can access directly via the secure link <https://www.vcareregistration.com>. When registering, you will be required to create your individual password. We highly recommend you do not use a work email address, as office firewalls may inadvertently block access to the app. Please note to support this app your phone must be a minimum Android 5.0 or iPhone iOS 12.

## Healthcare Navigation:

Assistance with navigating the public healthcare system, providing a single point of contact throughout diagnosis, treatment, and rehabilitation to ensure continuity of care. Healthcare Navigation provides access to a nurse who will be the single point of contact through the healthcare journey, by providing:

- Assessments and treatment plans
- Booking of appointments
- Pre-appointment prep
- Follow-up appointments
- Ensure continuity of care and coordination of benefits
- Explanation of options
- Completion of paperwork
- Review of results
- Assist with alternative treatments

Access to Healthcare Navigation is through Compass Health Care Navigation at 1-866-883-5956. You will be asked to provide your name, Member ID (can be obtained from your Drug Card), your Union Local and

possibly your Provincial Healthcare # (depending on the nature of your call).

### **Cancer Assistance:**

Cancer Assistance pairs the member with a highly trained oncology nurse who will work with the patient to ensure the current cancer treatment is delivered in a timely manner.

- Individualized case management for all types and stages of cancer
- Ensure best practices are followed
- Provides assessment of cancer treatment approach
- Reviews results and answers questions and explanations of tests and treatments
- Nurses are assigned to clients based on their subspecialty allowing for deeper knowledge of their specific cancer type

Access to Cancer Assistance at 1-866-599-2720. You will be asked to provide your name, Member ID (can be obtained from your Drug Card), your Union Local and possibly your Provincial Healthcare # (depending on the nature of your call).

### **Medical Second Opinion:**

Offers consultation and recommendations through Cleveland Clinic to confirm the best course of action about your treatment plans or options

- Ensure diagnosis is correct
- Receive comprehensive healthcare reports
- Works directly with the patient's personal physician
- Ensure optimal treatment plans
- Options on alternative treatment

Access to Medical Second Opinion is through Compass Health Care Navigation at 1-866-883-5956. You will be asked to provide your name, Member ID (can be obtained from your Drug Card), your Union Local and possibly your Provincial Healthcare # (depending on the nature of your call).

# How To Make A Claim

## Time Limitations

### Life Insurance

Claims must be submitted within twelve (12) months of the date of loss.

### AD&D

Notice of claim must be submitted within thirty (30) days of the accident, and proof of claim submitted within ninety (90) days of the accident. However, these time limitations may be extended up to twelve (12) months from the date of accident, if deemed not reasonably possible to provide notice or proof within the applicable period.

### Major Medical, Visioncare and Dentalcare

Claims for these benefits must be submitted within eighteen (18) months of the date incurred.

### Weekly Disability Income

A claim for disability income benefits must be submitted within six (6) months of the end of the qualifying disability period.

### Long Term Disability Income

A claim for the waiver of premium benefit and Long Term Disability benefits must be submitted within twelve (12) months of the date disabled.

### Critical Illness

Notice of claim must be submitted within 30 days from the date of the accident, the beginning of the disability and subsequent proof of claim must be submitted within 90 days from the date of the accident. Failure to give notice of claim or furnish proof of claim within the time prescribed in the policy condition will not invalidate the claim if the notice or proof is given or furnished as soon as reasonably possible and if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed. In no event, will Insurer accept notice of claim beyond one year.

## Member Portal – Electronic Claims

Coughlin & Associates Ltd. offers plan members the option to submit claims for prescription drugs, health and dental online. To access this service, please register at Coughlin's plan member portal at

<https://coughlin.onlineclaimsaccess.net/> or download the mobile app from the App Store or Google Play. Once you are on the portal or have accessed the app:

- Follow the on-screen instructions and provide your group and certificate numbers, both of which can be found on your all-in-one benefits card.

Once registered, click *Submit a Claim* to get started with online claiming.

## **Point of Sale Claims Submission**

For Drug, Dental, and select Health claims you may use your all-in-one Benefits Card for direct bill payment (POS). Your claims can be submitted through a Point-Of-Service (POS) claims system provided by an approved list of healthcare providers. The following information (found on your all-in-one Benefits Card) must be provided to the provider:

Dental:

- 1) Bin # 000034 on Telus Adjudicare network
- 2) Group Number # 58785
- 3) Individual certificate number (printed on your card)

Health :


- 1) Bin #34 on Telus Adjudicare network
- 2) Group Number # 58785
- 3) Individual certificate number (printed on your card)

Dentalcare and Health claims must be made within eighteen (18) months from the date of service.

## **Pre-Authorized Deposit (PAD)**

Pre-authorized Deposit is the fastest way for plan members to receive claim reimbursements. Claim reimbursement deposits can be made into your bank account within two to five business days following the approval of your claim and eliminate both the wait for cheques to arrive by mail and the trip to the bank.

To enroll in the PAD program:

- Login to Coughlin's plan member portal
- Click on your profile icon  and select *Direct Deposit*

To be eligible for PAD, deposits must be made to an accredited Canadian financial institution. Please note that lines of credit are not accepted.

***Pre-Authorization***

*For treatment where the estimated cost is \$500 or more, predetermination of costs should be obtained from the Plan Administrator.*

*Have your dentist/ denturist complete the appropriate form or section. Mail the form to the Plan Administrator.*

*For a proposed treatment plan which includes crown or bridgework, please ask your dentist to send the applicable x-rays with the form.*

*A letter will be sent to the dentist/ denturist with a copy to you, showing how much the Plan will pay.*



# Co-Ordination of Benefits

If you or your dependants are insured for similar benefits under another Plan (e.g. Group Life and Health Program, or other arrangements covering individuals in a group), Sun Life Financial will take this into account when determining the amount of expenses payable under this Plan.

This process is known as Co-ordination of Benefits. It allows for reimbursement of insured medical and dental expenses from all Plans, up to a total of 100% of the actual expense incurred.

## Order of Benefit Payment

A variety of circumstances will affect which Plan is considered as the “Primary Carrier” (i.e. responsible for making the initial payment toward the eligible expense), and which Plan is considered as the “Secondary Carrier” (i.e. responsible for making the payment to cover the remaining eligible expense).

- If your Spouse’s Plan does not provide for Co-ordination of Benefits, it will be considered as the Primary Carrier, and will be responsible for making the initial payment toward the eligible expense.
- If your Spouse’s Plan does provide for Co-ordination of Benefits, the following rules are applied to determine which Plan is the Primary Carrier.

- **For Claims incurred by you or your Dependent Spouse:**

The Plan insuring you or your Dependent Spouse as an Employee/Participant pays benefits before the Plan insuring you and your Spouse as a dependant.

In situations where you or your Spouse have coverage as an Employee/Participant under more than one (1) Plan, the order of benefit payment will be determined as follows:

- The Plan where the person is covered as an active full-time employee, then

- The Plan where the person is covered as an active part-time employee, then
- The Plan where the person is covered as a retiree.

- **For Claims incurred by your Dependent Child:**

The Plan covering the parent whose birthday (month/day) is earlier in the calendar year pays the benefits first. If both parents have the same birthdate, the Plan covering the parent whose first name begins with the earlier letter in the alphabet pays first.

However, if you and your Spouse are separated or divorced, the following order applies:

- the Plan of the parent with custody of the child, then
- The Plan of the spouse of the parent with custody of the child (i.e. if the parent with custody of the child remarries or has a common-law spouse, the new spouse's Plan will pay benefits for the Dependent Child), then
- The Plan of the parent not having custody of the child, then
- The Plan of the spouse of the parent not having custody of the child (i.e. if the parent without custody of the child remarries or has a common-law spouse, the new spouse's Plan will pay benefits for the Dependent Child).
- If the order of benefit payment cannot be determined from the above, the benefits payable under each Plan will be in proportion to the amount that would have been payable if Co-ordination of Benefits did not exist.

### **Submitting a Claim for Co-ordination of Benefits**

To submit a claim when Co-ordination of Benefits applies, refer to the following guidelines:

- As per the Order of Benefit Payment section, determine which Plan is the Primary Carrier and which is the Secondary Carrier.

- Submit all necessary claim forms and original receipts to the Primary Carrier.
- Keep a photocopy of each receipt or ask the Primary Carrier to return the original receipts to you once your claim has been settled.
- Once your claim has been settled by the Primary Carrier, you will receive a statement outlining how your claim has been handled. Submit this statement along with all necessary claim forms and receipts to the Secondary Carrier for further consideration of payment if applicable.

# Group Optional Term Life Insurance

You may wish to purchase additional Life Insurance under the Group Optional Term Life Insurance.

## Monthly Premium Rates

Premiums for the *Group Optional Term Life Insurance* coverage are based on your sex, age and smoking habits. See the table for applicable premium rates.

MONTHLY PREMIUM FOR EACH UNIT OF \$10,000 OF LIFE INSURANCE				
Age of Employee or Spouse	Male Non- Smoker	Male Smoker	Female Non- Smoker	Female Smoker
To age 34	.60	1.00	.50	.70
35 – 39	.70	1.30	.60	1.00
40 – 44	1.00	2.10	.90	1.60
45 – 49	1.90	3.90	1.60	2.70
50 – 54	3.30	6.50	2.70	4.40
55 – 59	6.10	11.20	4.30	6.70
60 – 64	8.60	15.10	5.70	8.40
65 – 69	11.70	19.60	7.90	10.80

For example, a woman who is a non-smoker and under the age of 35 could qualify for \$30,000 of life insurance coverage for \$1.50 per month. A male, non-smoker in the same age range would pay \$1.80 per month for the same amount of life insurance coverage.

## How to qualify for *Group Optional Term Life Insurance*

*To be eligible, you must be a Member in good standing with the Local Union.* You continue to be eligible during periods of lay-off or unemployment provided you are a Member in good standing.

Available in units of \$10,000, *Group Optional Term Life Insurance* can provide up to **\$500,000** of additional life insurance coverage for you and your spouse.

Your *Group Optional Term Life Insurance* coverage will become effective when your application for insurance is approved. For your convenience, premiums are remitted monthly, in advance.

### **Your spouse can also own *Group Optional Term Life Insurance***

To enrol your spouse in the *Group Optional Term Life Insurance* program, simply have him or her complete and sign the spousal portion of the attached application.

### **Other important benefits**

The *Group Optional Term Life Insurance* program offers other important features, including the following benefits:

***Free, 31-day conversion.*** If you change your occupation, you may convert your *Group Optional Term Life* coverage to an individual insurance plan from Canada Life within 31 days of termination, **without** evidence of insurability or medical examination.

**Coverage to age 65.** *Group Optional Term Life Insurance* coverage is available to age 65. You may reduce your amount of coverage whenever it is desirable without incurring a penalty.

### **How To Apply**

To apply for *Group Optional Term Life Insurance* coverage, simply visit our website at [www.coughlin.ca](http://www.coughlin.ca) and click the link to download an application, or contact the office below and request an application:

#### **Group Optional Term Life Insurance**

Coughlin & Associates Ltd.

Toll Free: 1-888-613-1234, ext. 4288

Email: [vollife@coughlin.ca](mailto:vollife@coughlin.ca)

*Privileged*  
**SELECTION**

This booklet highlights the principal features of the plan, but the Group Policies for Sun Life Financial (no. 83269), AIG Insurance Company (Travel no. CMG 9428901 and Critical Illness no. CI 9428112), Chubb Life (no. AB10406514), and the self-insured document for Prescription Drugs, Extended Healthcare, Visioncare, Dentalcare, and Weekly Disability Insurance benefits, issued to the Trustees of the Iron Workers (Saskatchewan) Local Union 771 Central Welfare Trust Fund are the governing documents. In the event of any variation between the information in this highlight and the provisions of the policies, the later will prevail.

## **BOARD OF TRUSTEES**

### **Management Trustees**

Dana Paidel  
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### **Labour Trustees**

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## **LOCAL UNION OFFICE**

Local Union 771  
1138 Dewdney Avenue East  
Regina, Saskatchewan S4N 0E3

Phone: (306) 522-7932  
Fax: (306) 352-1367

## **ADMINISTRATOR AND CONSULTANT**

Coughlin & Associates Ltd.  
PO Box 764  
Winnipeg, MB R3C 2L4

Phone: (204) 942-4438  
Fax: (204) 943-5998  
Toll Free: 1-888-204-1234  
E-mail: [771admin@coughlin.ca](mailto:771admin@coughlin.ca)