

LiUNA!care

LOCAL 183™

BUILDING HEALTHY FUTURES

SPRING 2021 | ISSUE 3

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A MESSAGE FROM
THE BUSINESS MANAGER
JACK OLIVEIRA

Welcome to the Spring 2021 issue of your LiUNAcare Local 183 newsletter. It was my sincere hope that by the time we published this issue, COVID-19 would no longer be dominating our lives. However, the evolving challenges of this pandemic continue to impact us all, and our commitment to supporting your wellbeing is as strong as ever.

You'll notice we've dedicated several pages to the topic of substance abuse. Not surprisingly, over the last year we've seen an increase in alcohol and opioid dependency. With the right support, such dependencies can be overcome, and we have gone to great lengths to ensure that this support is readily available to our members.

We are constantly adding valuable benefits, programs and services to support you and your eligible family members. You'll find a useful summary of your 2021 Construction, Industrial, and Retiree Benefit Enhancements for quick reference on page 10. Please take some time to read through everything and remind yourself of the many benefits associated with your membership.

If you have any questions regarding your benefit program, be sure to call (416) 240-7487 or email info@liunacare183.com. On a personal note, I hope this issue finds you and your loved ones healthy and safe.

A white, stylized handwritten signature of Jack Oliveira on a dark blue background.

LiUNA! LOCAL 183
Feel the Power



! LOCAL

Building Healthy Futures

Are you putting your health and wellness first?

LiUNAcare Local 183 is! With stress, depression, anxiety, and other mental health challenges at an all-time high as a result of these trying times, we're taking numerous measures to support you and your loved ones.

- **mHealth:** You and your eligible dependents have access to confidential virtual support, plus online access to assessments, videos, podcasts, and other valuable resources.
- **NEW! Substance abuse treatment:** Coaching, therapy, and medical assistance are now available to support those misusing alcohol, cannabis, and other substances, with the SMART digital program.
- **NEW! Addiction treatment:** World-class support and opioid outpatient treatment is now available to those struggling with opioid addiction. Members and eligible dependents are entitled to priority access.

Other valuable new programs we've implemented this year:

- **NEW! Healthy hearing:** You and your eligible family members are entitled to free hearing tests once per year, and exclusive discounts.
- **NEW! Child speech therapy:** Get your kids on a path to better communication with this online speech therapy program.
- **NEW! Vacation pay, your way:** Apply to receive vacation payouts throughout the year.
- **NEW! Tax services:** Ease the stress of tax season by filing with an expert. You and your eligible family members can get up to 20% off your annual tax preparation fee at H&R Block.

Please read through this newsletter to better acquaint yourself with all of the new benefits, as well as our popular initiatives:

- **Self Help Works** for video-based workshops to support a healthy lifestyle
- **Health Coaching** for weight management, mindful eating, and diabetes support
- **eClaims** for online submission and management of your medical and dental claims
- **EFT Direct Deposit:** Get speedy reimbursement of medical claims straight into your bank account when you use the eClaims app
- **vCare Virtual Healthcare** for your non-emergency healthcare needs
- **Cannabis Education** to help make smart decisions about medical and recreational cannabis use.

★
See pages 10 to 19 for a summary of your 2021 Benefit Enhancements!

We're operating as usual through the pandemic, but with physical distancing in place... if you need help accessing services and support during this period and beyond, please call **(416) 240-7487** or email us at **info@liunacare183.com**.

A friendly reminder to get your Member Advantage Photo Card

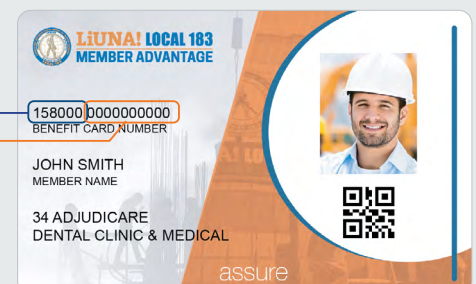
Towards the end of last year, Member Advantage Photo Cards became a requirement for all LiUNAcare Local 183 members. The majority of members updated their cards. If you're among those who did, thank you!

If you haven't yet updated your card, please do so as soon as possible. All you have to do is submit a photograph of yourself, along with a couple of support documents. The process is quick and simple – you can do it all online from the comfort of your home. Just visit the **Member Card Photo Submission** page at liunacare183.com/photos.

Your card is your key to all the benefits and services available to you. Be sure to have it handy to access programs and apps, where you'll be asked for:

- Your six-digit group number
- Your 10-digit certificate number

GROUP
NUMBER
CERTIFICATE
NUMBER





SMART Digital Program

Substance Management and Recovery Treatment (SMART)



If you or an eligible dependent are finding it difficult to unwind, sleep, focus or cope without leaning on alcohol, opioids, or any other substance, look to the SMART digital program for support.

This confidential, customizable, easy-to-use program gives you access to coaching, therapy, and support offered by a team of caring, licensed medical practitioners.

Conveniently accessible from any computer, tablet or smartphone, the program includes:

- Substance use awareness self-assessment
- Daily notifications and self-tracking tools
- Check-ins with a SMART coach (messaging, emails, phone calls)
- Personalized learning plans
- Library of educational content
- Progress and health outcome reporting
- Access to a registered addiction counsellor
- Medical assessment with board-certified addiction physician
- Pharmacotherapy (when applicable, as determined by a licensed physician)

Whether you're trying to beat a life-long habit, cut back on your dependency, or simply gain a better sense of control, take advantage of this benefit for as much or as little support as you need.

This service is confidential, so do not let privacy concerns get in the way of your wellbeing.

Get started towards a healthier lifestyle today!

- Private and confidential
- Personalized
- No mandatory group sessions
- All substances
- Easy-to-use technology
- Compassionate care team

<https://try.alavida.co/liuna183>



Opioid Outpatient Program



Did you know that labourers are five to seven times more likely to die of an opioid-related overdose than people in other professions?¹ It's a staggering fact, and one that LiUNAcare Local 183 is committed to addressing.

We know that some of our members are struggling with opioid misuse and addiction. Sometimes the problem starts with an injury on the job. A physician prescribes an opioid to treat the pain, and within a day or so, the worker feels better and returns to work. But then the pain from their injury returns and they reach for their pain medication, and in less than a month, they are addicted.

We are taking steps to break the cycle of opioid addiction among our members.

In partnership with Canadian Addiction Treatment Centres (CATC) – the largest addiction treatment provider in Canada – LiUNAcare Local 183 offers members confidential access to both virtual and in-person opioid use treatment.

- CATC is known for delivering world-class patient outcomes.
- Unlike many other treatment centres, this program doesn't just offer medication assisted treatment. CATC offers basic primary care, harm reduction support, crisis counselling, and more.
- Surveys have shown 88% of patients have an improved quality of life following treatment.

LiUNAcare Local 183 members and their eligible dependents are entitled to *priority access* to any of the 70+ Canadian Addiction Treatment Centres across Ontario.

If you or an eligible dependent is struggling with opioid use, we urge you to contact an intake team member today.

Same-day access to physicians is available 365 days a year. Call CATC to schedule a virtual, video-enabled intake assessment, or call to find your nearest location (walk-ins welcome).

This service is confidential, so do not let privacy concerns get in the way of your wellbeing.

**Begin your opioid recovery now.
Call 1-877-937-2282**

canatc.ca/locations

¹ Statistic from NYU College of Global Public Health



Hearing Aids

Preferred Partner Program



Do you take your hearing for granted? If so, it's worth noting that hearing loss impacts 1 in 5 Canadians. Protect yourself and your quality of life by taking advantage of free annual hearing screenings.

Healthy hearing helps prevent social isolation and anxiety, reduces mental fatigue, improves job performance, and positively impacts overall quality of life. That's why we've teamed up with HearingLife, Canada's largest provider of hearing healthcare services.

As a LiUNAcare Local 183 member, you and your eligible dependents are entitled to free hearing tests once a year. That's in addition to exclusive discounts and rewards on hearing aid purchases. Of course, having access to hearing healthcare doesn't mean you shouldn't take steps to protect yourself.

Here are 5 simple ways to protect your hearing at home and on the job:

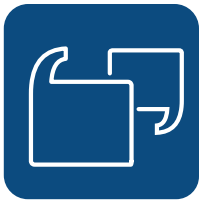
- 1 Invest in proper hearing protection with disposable, reusable, or hearing protection earmuffs
- 2 Lower the volume when watching TV, listening to music, or chatting on the phone.
- 3 Keep your distance – stay as far away as possible from the source of loud noises.
- 4 Reduce noisy activity by minimizing the number of noisy appliances you have running at the same time.
- 5 Be a smart shopper– compare the dB ratings of products and opt for the one with the lowest rating.

Perks for LiUNAcare Local 183 members and eligible family members:

- Free annual hearing tests
- An extra 10% off your hearing aid purchase in addition to regular and promotional discounts
- 10% off assistive listening and personal communications accessories, and custom hearing protection
- Potential to save up to of 20%, depending on your purchase
- AIR MILES® Reward Miles
- Three years of complimentary batteries

READY TO BOOK YOUR FREE HEARING TEST?

Contact the HearingLife call centre from 9am to 5pm, Monday to Friday, at **1-888-519-9808** and reference promo code **EMA-FHT-LIUNA**. Or use the online booking form available 24/7 at hearinglifeadvantage.ca/liuna.



Child Speech Therapy






Preferred Partner Program



If your child has communication issues due to an injury, developmental delay, or some other condition, look to LiUNAcare Local 183's online speech therapy program for innovative, high-quality, child-focused therapy.

Available to members through our partnership with TinyEYE Therapy Services, this program offers virtual speech and occupational therapy for children between the ages of 3 and 18.

Here's what to expect when you participate in the program.

-  Your child will be matched with a single, dedicated therapist for ongoing, one-on-one treatment.
-  If your child hasn't yet been diagnosed, no problem. The therapist will complete a screening to determine his or her issues and needs.
-  Lessons will be customized to suit your child's unique skills, learning style, and interests, so that learning is always exciting and engaging.
-  After each session, you'll receive a report card highlighting work completed, progress made, and best ways to support your child's learning.
-  Your therapist will provide your child with custom activities to complete between sessions so that every day can be a learning day, and you can play an active role in your child's progress.



★
As a LiUNAcare Member you receive 10% off with code LiUNA183

If you're concerned that online therapy isn't as effective as in-person therapy, don't be. TinyEYE's online therapy program, which has been running successfully for 15 years, has been proven to deliver a stronger outcome than school-based services.

READY TO START YOUR CHILD ON A PATH TO BETTER COMMUNICATION?

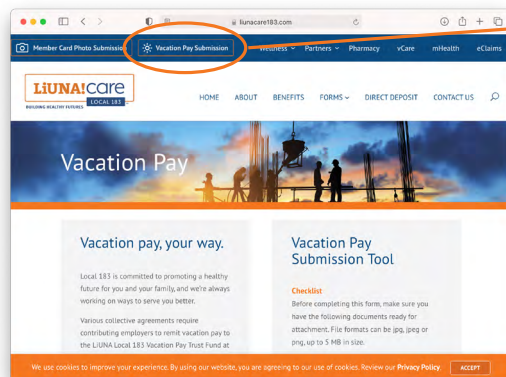
Take advantage of this LiUNAcare Local 183 benefit and visit info.tinyeye.com/private-therapy-local183 to sign up.



Vacation Pay, Your Way



Prefer not to wait to receive your vacation pay? Now you don't have to. Get vacation pay your way by requesting payouts throughout the year.



You can now apply for vacation payouts throughout the year.

Visit liunacare183.com/vacation-pay and you'll find two easy ways to do this. You can either use the online vacation pay submission tool or you can download a vacation pay withdrawal application form and submit it by email, fax, or mail.

In both cases, you'll be asked to provide the following two documents (you'll find document specifications on the above web page):

- 1 A photograph or scan of a piece of government-issued photo ID – for example, your current driver's license, passport, or health card
- 2 A photograph or scan of your union membership card.

The payout application process is simple, and payment is speedy.

We'll process your request one business day after you've submitted it, and a cheque will be in the mail to you within two business days.

If you have any questions or need a hand submitting your interim payout request, don't hesitate to contact us for assistance by calling **1-888-790-3534** or sending an email to vacationpay@liunacare183.com.

We recognize you may want to access your vacation pay sooner in order to make a special purchase. Or perhaps you need to access your funds simply to help make ends meet during a financially trying time. With that in mind, we've made a change to serve you better.



Member Health Management Services



Manage your return to health with Member Health Management Services.

Member Health Management Services is your one-stop destination for support on all matters relating to health, disability, workers' compensation, and other benefits and services to get you back to health. Our services include:

- Short-term and long-term disability benefits
- Workers' compensation (WSIB) case management
- Expediting diagnostic and specialist assessments
- Navigating healthcare and second opinions
- Coordinating mental health wellness strategies, counselling, and addiction care
- Accessing hospital cash, critical illness, permanent and total disability and other medical benefits and services.

Whether you are waiting for a specialist appointment or diagnostic test, struggling to stay at work due to a medical or mental health issue, off work due to disability, or simply want to connect with someone regarding your health and wellbeing, Member Health Management Services is here to help!



Direct deposit of short term disability benefits

We're pleased to announce that members on short-term disability benefits can now receive benefit payments deposited into their bank accounts via electronic fund transfer (EFT).



If you are already registered for EFT direct deposit through **LiUNAcare Local 183 eClaims**, you are all set!



Also through the **LiUNAcare Local 183 eClaims** mobile app and website, you can now:

- Access your short-term disability payment history
- See explanation of benefits
- Submit documents securely and electronically.

If you haven't registered yet, download the LiUNAcare Local 183 eClaims app from the App Store or Google Play and follow the registration instructions. You can also register online at liunacare183.com. Ensure that you register by May 1, 2021.

If you are currently receiving short term disability benefits, you will receive more information – so stay tuned!

Questions about services or an ongoing claim? Call us at (416) 240-2104 or toll-free at 1-866-315-6011.

CONSTRUCTION

2021 BENEFIT ENHANCEMENTS



Dental Fee Guide

The Dental O.D.A. Fee Guide Reimbursement will increase from 2018 to 2019 for all claims incurred on or after January 1, 2021.



Extended Healthcare – Hearing Aids

The Extended Healthcare Benefit for Hearing Aids will increase from \$750 to \$1,500 every 36 months for one set of hearing aids including replacement, repair charges and batteries.



Extended Healthcare – Speech Therapy

The Extended Healthcare Benefit for Speech Therapy will be \$200 per visit up to a lifetime maximum of \$10,000 for dependent children only.



Extended Healthcare – Clinical Psychologist and Psychotherapist Benefit

The Clinical Psychologist and Psychotherapist benefits will increase to a maximum reimbursement of \$100 per visit with a combined calendar year maximum of \$1,500 for all claims incurred on or after January 1, 2021.



Extended Healthcare – Paramedical Practitioners (Chiropractor, Massage Therapist, Naturopath, Osteopath, Acupuncturist, Occupational Therapist, Podiatrist/Chiropodist)

The Paramedical benefits will increase to a maximum reimbursement of \$75 per visit with a combined calendar year maximum reimbursement of \$1,500 for all claims incurred on or after January 1, 2021.

CONSTRUCTION

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Occupational Accidental Death & Dismemberment Increase

The Occupational Accidental Death & Dismemberment benefit will increase from \$200,000 to \$300,000 for all claims incurred on or after February 1, 2021.



eClaims Direct Deposit

All registered users of the eClaims app, can enroll into the EFT Direct Deposit program to get prescription drugs, extended healthcare, and dental claim payments deposited directly into their bank account.



Critical Illness Benefit – Member & Dependent Additions

The Critical Illness Benefit for Members and eligible dependents has been expanded to include Dementia (Alzheimer's Disease), Bacterial Meningitis, Blindness (Sight), Deafness (Hearing), Loss of Limbs (Two), Loss of Speech, Major Organ Failure on Waiting List, and Muscular Dystrophy.



Critical Illness Benefit – Non-Life-Threatening Cancer Additions

The Critical Illness Benefit for Members and eligible dependents has been expanded to include Chronic Lymphocytic Leukemia, Follicular Thyroid Cancer, and Malignant Gastrointestinal Stromal Tumours (GIST) as eligible Non Life-Threatening Cancers covered at 25% of the principal sum.

2021 BENEFIT ENHANCEMENTS CONSTRUCTION



Critical Illness Benefit – Dependent Children Additions

The Critical Illness Benefit for eligible dependents now also includes Cerebral Palsy, Congenital Heart Disease, Cystic Fibrosis, Down Syndrome, Muscular Dystrophy, and Type 1 Diabetes.



Critical Illness Benefit – Benefit Reduction at Age 65 Removed

The Critical Illness Benefit for Members and eligible dependents no longer will be reduced by 50% at the attainment of age 65 and the full principal sum (100%) will be payable until the attainment of age 70.



Critical Illness Benefit – 30-Day Survival Period Removed

The Critical Illness Benefit for Members and eligible dependents no longer will need to wait to satisfy the 30-day survival period after the initial diagnosis.



Critical Illness Benefit – Multiple Event

The Critical Illness Second Event Benefit has been replaced with an enhanced Multiple Event benefit with the possibility of up to 9 separate claims.



Critical Illness Benefit – Kidney Failure Enhanced

The Critical Illness benefit now considers Kidney Failure to be singular and requires failure of one (1) kidney or one (1) lung replacing the standard failure of both kidneys or both lungs. Kidney Failure is a separate benefit from Major Organ Transplant or Major Organ Failure on Waiting List.

CONSTRUCTION



Wellness – Health Coaching

Members and eligible dependents can now take back their health with the new Health Coaching program. The Health Coaching program is a confidential program which gives members and eligible dependents telephone access to a dedicated professional who will provide one-on-one coaching support in achieving health goals around diabetes, heart health and mindful eating. To complete your nutritional assessment, sign up for the program with your Group Policy number and your certificate number at enroll.e-coaching.ca/liuna/183 to start achieving all your health goals.



Wellness – Self Help Works

Members and eligible dependents can now use a training process that combines the principles of cognitive behavioural therapy with health coaching best practices with the Self Help Works online program. The online Self Help Works program allows for lifestyle goals to become a reality with video-based workshops to help with smoking cessation, weight loss, alcohol consumption, exercise motivation, stress relief, diabetes management, sleep restoration and more. To learn more about these life changing programs to help take back your health, sign up with your Group Policy number and your certificate number at liunacare.com/selfhelpworks.



Virtual Home Delivery Pharmacy

The Virtual Home Delivery Pharmacy was added to the Plan to provide Members and eligible dependents the convenience of home delivery for their prescription medication sorted into daily packets to ensure the correct dose daily, also ensuring auto-renewing of prescriptions, while taking advantage of lower dispensing fees and same day delivery within the Greater Toronto Area. Home delivery pharmacy is available online or by using the app on your device, simply visit app.pocketpills.com/liunalocal183 to sign up and have access to all your prescription information.

INDUSTRIAL

2021 BENEFIT ENHANCEMENTS



Dental Fee Guide

The Dental O.D.A. Fee Guide Reimbursement will increase from 2018 to 2019 for all claims incurred on or after January 1, 2021.



Extended Healthcare – Hearing Aids

The Extended Healthcare Benefit for Hearing Aids will increase from \$250 to \$1,500 every 36 months for one set of hearing aids including replacement, repair charges and batteries.



Wellness – Health Coaching

Members and eligible dependents can now take back their health with the new Health Coaching program. The Health Coaching program is a confidential program which gives members and eligible dependents telephone access to a dedicated professional who will provide one-on-one coaching support in achieving health goals around diabetes, heart health and mindful eating. To complete your nutritional assessment, sign up for the program with your Group Policy number and your certificate number at enroll.e-coaching.ca/liuna/183 to start achieving all your health goals.



Wellness – Self Help Works

Members and eligible dependents can now use a training process that combines the principles of cognitive behavioural therapy with health coaching best practices with the Self Help Works online program. The online Self Help Works program allows for lifestyle goals to become a reality with video-based workshops to help with smoking cessation, weight loss, alcohol consumption, exercise motivation, stress relief, diabetes management, sleep restoration and more. To learn more about these life changing programs to help take back your health, sign up with your Group Policy number and your certificate number at liunacare.com/selfhelpworks.

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Extended Healthcare – Speech Therapy

The Extended Healthcare Benefit for Speech Therapy will be \$200 per visit up to a lifetime maximum of \$10,000 per dependent child only.



eClaims Direct Deposit

All registered users of the eClaims app, can enroll into the EFT Direct Deposit program to get prescription drugs, extended healthcare, and dental claim payments deposited directly into their bank account.



Critical Illness Benefit – Member & Spousal Additions

The Critical Illness Benefit for Members and eligible spouses has been expanded to include Dementia (Alzheimer's Disease), Bacterial Meningitis, Blindness (Sight), Deafness (Hearing), Loss of Limbs (Two), Loss of Speech, Major Organ Failure on Waiting List, and Muscular Dystrophy.



Critical Illness Benefit – Non-Life-Threatening Cancer Additions

The Critical Illness Benefit for Members and eligible spouses has been expanded to include Chronic Lymphocytic Leukemia, Follicular Thyroid Cancer, and Malignant Gastrointestinal Stromal Tumours (GIST) as eligible Non-Life-Threatening Cancers covered at 25% of the principal sum.



Critical Illness Benefit – Benefit Reduction at Age 65 Removed

The Critical Illness Benefit for Members and eligible spouses no longer will be reduced by 50% at the attainment of age 65 and the full principal sum (100%) will be payable until the attainment of age 70.

2021 BENEFIT ENHANCEMENTS INDUSTRIAL



Critical Illness Benefit – 30-Day Survival Period Removed

The Critical Illness Benefit for Members and eligible spouses no longer will need to wait to satisfy the 30-day survival period after the initial diagnosis.



Critical Illness Benefit – Multiple Event

The Critical Illness Second Event Benefit has been replaced with an enhanced Multiple Event benefit with the possibility of up to 9 separate claims.



Critical Illness Benefit – Kidney Failure Enhanced

The Critical Illness benefit now accepts Kidney Failure to be singular and requires failure of one (1) kidney or one (1) lung replacing the standard failure of both kidneys or both lungs. Kidney Failure is a separate benefit from Major Organ Transplant or Major Organ Failure on Waiting List.



Paramedical Practitioner Electronic Claims Submission – Member Advantage Benefit Card

Members and their eligible dependents will be able to use their Member Advantage Benefit Card to submit Paramedical Practitioner claims electronically by presenting their card at the healthcare provider office.



LiUNAcare Local 183 eClaims – Online Claims Submission Website And Mobile Application

Members and their eligible dependents will be able to access the LiUNAcare Local 183 eClaims website at liunacare183.com and can download and install the mobile claim application from a phone or tablet by searching “LiUNAcare Local 183 eClaims” in the Apple App Store (iPhone) or Google Play store (Android) to submit claims, check the status of claims submitted, and to access information around claims.



vCare Virtual Healthcare Mobile App

The vCare Virtual Healthcare Mobile App has been added to the plan to provide Members and eligible dependents with 24/7 personalized medical support. Members and eligible dependents can connect instantly with a healthcare provider for any primary health questions and concerns, fill and refill prescriptions, specialist referrals, and lab requisitions.



mHealth Virtual Mental Health Online Platform

The mHealth Virtual Mental Health Online Platform was introduced to provide Members and their eligible dependents an easy-to-access digital platform containing customized articles and support program contact information to help in the promotion, prevention, treatment, recovery, and support of mental health and addiction issues, in addition to a self assessment tool.



Health Care Navigation

Health Care Navigation has been added to the Plan to provide Members and their eligible dependents guidance through the provincial healthcare system. Personal Nurses will assist in arranging medical appointments, completion of paperwork, follow up on appointments, explaining results and next steps, advice, and support through treatment and assisting in accessing alternative treatment and services.



Cancer Assistance Benefit

The Cancer Assistance Benefit was added to the Plan to help Members and their eligible dependents diagnosed with cancer navigate through the provincial health care system with highly trained oncologists to ensure the correct treatment and care is provided, and will provide a single point of contact through the treatment cycle.



MyConsult Second Opinion

Members and eligible dependents now have access to Cleveland Clinic's MyConsult Second Opinion program which connects Members to the expertise of top specialists via secure web platform for consultations and a detailed second opinion working directly with patients and their family physicians.



Prescription Drug Savings Program

The Prescription Drug Savings Program was added to the Plan to provide Local 183 Members and eligible dependents access to lower dispensing fees, lower ingredients cost and exclusive value-adds from participating providers such as Metro, Pharma Plus, Sobeys, Food Basics or Rexall Pharmacies.

RETIREE

2021 BENEFIT ENHANCEMENTS



Dental Fee Guide

The Dental O.D.A. Fee Guide Reimbursement will increase from 2018 to 2019 for all claims incurred on or after January 1, 2021.



Extended Healthcare – Hearing Aids

The Extended Healthcare Benefit for Hearing Aids will increase from \$1,500 to \$2,000 every 36 months for one set of hearing aids including replacement, repair charges and batteries.



Extended Healthcare – Speech Therapy

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Extended Healthcare – Paramedical Practitioners

(Chiropractor, Massage Therapist, Naturopath, Osteopath, Acupuncturist, Occupational Therapist, Podiatrist/Chiropracist)

The Paramedical benefits will increase to a maximum reimbursement of \$75 per visit with a combined calendar year maximum reimbursement of \$1,500 for all claims incurred on or after January 1, 2021.

RETIREE

RETIREE



Wellness – Health Coaching

Retirees and eligible dependents can now take back their health with the new Health Coaching program. The Health Coaching program is a confidential program which gives Retirees and eligible dependents telephone access to a dedicated professional who will provide one-on-one coaching support in achieving health goals around diabetes, heart health and mindful eating. To complete your nutritional assessment, sign up with your Group Policy number and your certificate number for the program at enroll.e-coaching.ca/liuna/183 to start achieving all your health goals.



Wellness – Self Help Works

Retirees and eligible dependents can now use a training process that combines the principles of cognitive behavioural therapy with health coaching best practices with the Self Help Works online program. The online Self Help Works program allows for lifestyle goals to become a reality with video-based workshops to help with smoking cessation, weight loss, alcohol consumption, exercise motivation, stress relief, diabetes management, sleep restoration and more. To learn more about these life changing programs to help take back your health, sign up with your Group Policy number and your certificate number at liunacare.com/selfhelpworks.

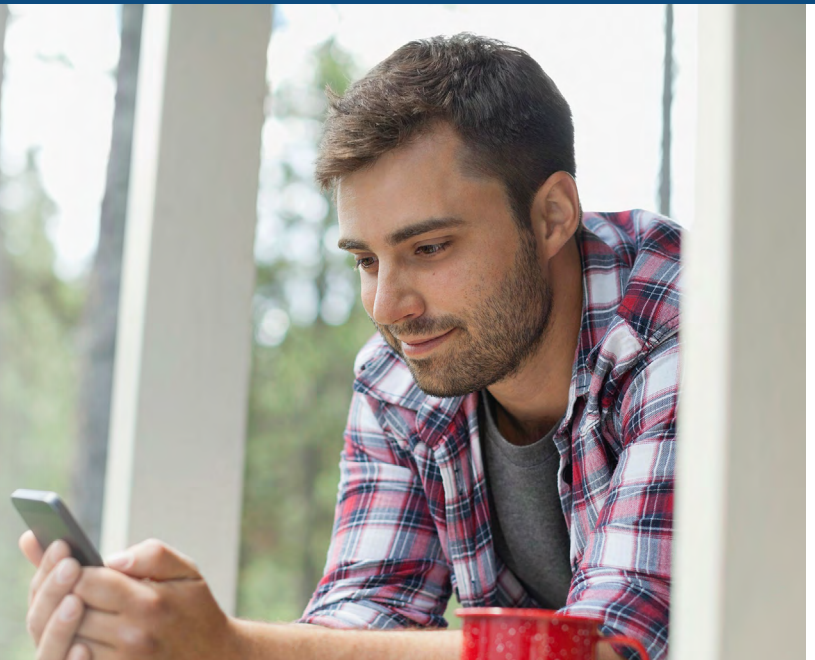


Virtual Home Delivery Pharmacy

The Virtual Home Delivery Pharmacy was added to the Plan to provide Retirees and eligible dependents the convenience of home delivery for their prescription medication sorted into daily packets to ensure the correct dose daily, also ensuring auto-renewing of prescriptions, while taking advantage of lower dispensing fees and same day delivery within the Greater Toronto Area. Home delivery pharmacy is available online or by using the app on your device, simply visit app.pocketpills.com/liunalocal183 to sign up and have access to all your prescription information.



Self Help Works



Unhealthy habits are at the root of many chronic diseases. Unfortunately, these habits tend to be easy to start and incredibly hard to break – but they *can* be broken. Rewire your mind with the help of video-based workshops and make your lifestyle goals a reality.

Self Help Works online programs are designed to help you permanently end your struggle with unhealthy behaviours. Available to LiUNAcare Local 183 members and their eligible dependents, these programs combine the principles of cognitive behavioural therapy with health coaching best practices to help you:

- **Quit smoking forever.** You know cigarettes are bad for you but you can't find the will to stop. Learn how to break the habit for good.
- **Drop weight without even trying.** Learn how to change the way your mind responds to food and drop the pounds permanently. No willpower required.
- **Give up drinking.** Self Help Works offers a completely confidential program designed to help you regain control over your alcohol consumption without feeling deprived.
- **Get moving and enjoy it.** This 12-week program promises to take you from the inactive person you are today to one who can't wait to lace up their sneakers and get moving.
- **Manage your stress.** A certain amount of stress is inevitable in life. While you can't always avoid it, you can learn strategies to manage it.
- **Manage your diabetes for life.** You deserve to lead a normal, happy life. Discover how to manage your condition with power and confidence.
- **Sleep tight.** Suffering from insomnia? Change the thoughts and beliefs causing your unrest, reset your body clock, and learn to sleep soundly for improved quality of life.

liunacare.com/selfhelpworks

Sign up now and within a few short weeks, Self Help Works will help you break unhealthy habits and enjoy lasting change.



Health Coaching Program



How's your blood pressure? Is your cholesterol high? What about your cardiovascular health? The cause of these and many other chronic conditions can be an unhealthy diet. Manage your eating and your weight with the help of our Health Coaching Program.

If you or an eligible dependent are dealing with pre-diabetes or diabetes, this program will help you adopt a dietary strategy to regulate blood sugar and avoid, reduce, or eliminate the need for medication.

If you're dealing with cardiovascular issues, this program will help you discover foods that offer protective cardiovascular benefits and guide you towards a heart-healthy diet.

If you're struggling with excess weight or obesity, this program will help you cultivate healthy eating habits that support successful weight loss keeping you nourished and satisfied.

Take back your health by taking advantage of this LiUNAcare Local 183 benefit.

Experience the advantages of confidential one-on-one coaching support, self-directed nutrition resources, and health tracking features.

- **Telephone coaching** from either a Certified Diabetes Educator or a Registered Dietitian
- **A personalized nutrition** report and meal plan
- **24/7 access** to dietitian-approved recipes and a nutrition resource library
- **Support with medication adherence** (particularly for those with diabetes)
- **A goal tracker, food journal, weight tracker,** and other online tools

Get started today!

Register online and you'll receive a nutrition assessment by email. Complete and submit that assessment and you'll gain access to all the resources you need to support your goals.

enroll.e-coaching.ca/liuna/183



Local 183 eClaims



Have you registered for eClaims yet? If not, do so today. It's the easiest way to submit and track your medical and dental claims.

With eClaims, you can:

- Submit multiple receipts from a single provider in one claim
- Upload photos or scans of your receipts
- Receive automatic notifications when your claims are under review
- Get real-time status updates on claims submitted
- View your claims history for an explanation of benefits
- Manage claims for all your eligible family members in one convenient place
- Access a digital version of your Member Advantage benefit card, and more.

There are two easy ways to start using eClaims.

Download the **LiUNAcare Local 183 eClaims** app on your phone from the App Store or Google Play and follow the registration instructions. If you need assistance with this, take a look at the eClaims video online at liunacare183.com on the **What's New** page.

Or, access eClaims on your computer at liunacare183.com and click on **eClaims** in the top right-hand corner.

Whether you access eClaims on your phone or on your computer, you'll be asked to register your account using your Member Advantage card. Registration only takes a few minutes and you'll be all set to go!

DIRECT DEPOSIT

Want to receive payments as quickly and easily as you submit claims? Sign up for Direct Deposit/Electronic Fund Transfers (EFT).

No more waiting around for the cheque to arrive in the mail. Once you've registered, all prescription drug, extended healthcare, and dental claims that you or your eligible dependents submit for out-of-pocket expenses will be reimbursed directly into your bank account as soon as the claim is approved.

To sign up, complete our EFT direct deposit form and return it to us by email, fax, or mail. To download the form, visit liunacare183.com and look for **DIRECT DEPOSIT** in the navigation bar.



Your Connection to Two Valuable Apps



vCare Virtual Healthcare App

Avoid in-person visits to walk-in clinics or emergency rooms for non-emergency issues with the platform that gives you and your family members virtual access to 24/7 personalized medical support.

Once you've activated your vCare Virtual Healthcare account, you'll be able to connect with a healthcare provider via secure text or video chat for instant support around these and other issues:

- Coughs, colds, and flu
- Infections, rashes, and skin irritations
- Stomach and digestive issues
- New prescriptions and refills
- Specialist referrals and lab requisitions
- And more!

Activate your vCare account today to ensure it's there for you when you need it.

Simply visit liunacare183.com and click on the vCare link in the top right-hand corner of your screen to get started.

Please note: This service is not for emergencies – for emergencies, please call 911 or go to the nearest emergency room. Also note, our clinicians cannot complete Workers' Compensation forms or sick notes for more than three days.



mHealth Virtual Mental Healthcare App

Get the support you need to manage stress, depression, anxiety, and other mental health challenges with mHealth – the confidential, easy-to-access digital platform you can turn to for real-time virtual therapy and more.

Register for mHealth and you and your eligible dependents can get up to 12 weeks of virtual therapy by connecting with a qualified mental health professional from the comfort and privacy of your home – at absolutely no cost to you.

You also get access to:

- Videos, podcasts, and articles covering a broad range of topics from stress management to mindfulness meditation, mood disorders, and more
- An online assessment tool that offers insight into mental health issues you may be experiencing, plus steps you can take to improve your wellbeing
- Virtual psychiatric collaboration in the event you require more support than your virtual therapist can provide

This program is secure, confidential, and accessible on any computer or handheld device.

Get started today: Visit liunacare183.com and look for the mHealth link in the top right-hand corner of your screen.

Cannabis Education



Provided it's used safely, medical cannabis can provide pain relief and support healthy sleep. That's why it's covered by your LiUNAcare Local 183 benefit plan. Educate yourself on the risks and benefits of cannabis use by visiting the Elevated Education Portal.

Hosted by JADEO, the Elevated Education Portal offers members and eligible dependents a secure space in which to connect, learn, and explore the topic of cannabis as it relates to health, wellness, and safety – both on and off the job.

Stay safe. Stay informed.

Make smart decisions about medical and recreational cannabis use with the help of these JADEO video learning series:

- **Cannabis 101:** Understand the basics of cannabis – from the different compounds and strains to the difference between recreational and medical use, a brief history of cannabis, and more.
- **On the Job Site:** This series covers everything you need to know about cannabis use in the workplace, including your rights and responsibilities, plus the laws around impairment on the job.
- **Sleep:** Whether you have a hard time falling asleep or struggle to remain asleep, find out what role cannabis can play in helping you get a good night's rest.
- **Higher Learning:** Want to dive deeper? This series is for you. Get all your cannabis questions answered here.

Learning is key. So is professional guidance.

While it's important to educate yourself, it is equally important to seek professional advice before incorporating medical cannabis into your treatment plan, as it is not only the pain that needs to be treated.

Pain has associated effects (like insomnia, anxiety, and depression) that should also be addressed, so be sure to consult a licensed healthcare practitioner before using cannabis for pain management.

Other important considerations:

- **Source with care:** Only buy cannabis from a licensed medical cannabis producer.
- **Track your feelings:** Many patients find it helpful to record their medical cannabis experience in a journal.
- **Know the difference.** There are two cannabis compounds: THC and CBD. Understand what does what.

READY TO ELEVATE YOUR UNDERSTANDING?

Join the Elevated Education Portal today. To get started, visit [learnwithjadeo.com](https://www.learnwithjadeo.com).

Cannabis and Chronic Pain



Medical cannabis continues to prove itself to be a valid treatment for chronic pain, which is something workers in the construction industry are all too familiar with.

This profession has the highest rate of injury compared to any other industry. Understanding both the risks and benefits of using medical cannabis can help you and your family make informed decisions around chronic pain management.

Did you know...?

- Chronic pain is defined as pain that lasts or recurs for more than 3 months.
- Pain is influenced by biological, psychological, and social factors.
- Chronic pain affects 1 in every 5 Canadians, often being called the “silent epidemic.”
- Opioids are often prescribed for chronic pain.
- Not all cannabis products produce an intoxicating effect.

THC and CBD: Know the difference

THC is the intoxicating cannabinoid that is often associated with the feeling of being high. In some patients, THC has been known to help reduce neuropathic pain.

CBD is the non-intoxicating cannabinoid and has demonstrated anti-inflammatory properties. When CBD is administered with THC, it can reduce negative THC effects.

Balanced strains contain varying levels of both CBD and THC. These strains can allow patients to experience the therapeutic benefits of both cannabinoids, and lessen unwanted side effects.

Every user’s experience with medical cannabis and how it interacts with their mind and body is going to be unique.

There are many different cannabis products from a variety of sources, all with varying strains and levels of CBD and THC. These products will all interact quite differently from one person to another. This can make the prospect of using medical cannabis seem somewhat overwhelming and confusing.

NEED CLARITY? HELP IS AVAILABLE.

As a preferred partner, Starseed Medicinal and their affiliated healthcare clinic, North Star Wellness, are here to help LiUNAcare Local 183 members navigate the world of medical cannabis. If you decide to order through Starseed Medicinal, there is no need to pay out of pocket. Reach out to one of Starseed’s registered healthcare practitioners by calling **1-844-756-7333** or visit **starseed.com**.



Tax Services

Preferred Partner Program



LIUNAcare Local 183 is pleased to announce a partnership that will make tax time easier and less costly for you and your eligible family members.

Whether you prefer to file your own taxes or engage the services of a pro, this program has you covered.

File with an expert and save up to 20%

Provide H&R Block with your documents and one of their tax experts will prepare and file your return remotely. Either upload your documents to their secure website or drop them off in person at an H&R Block office.

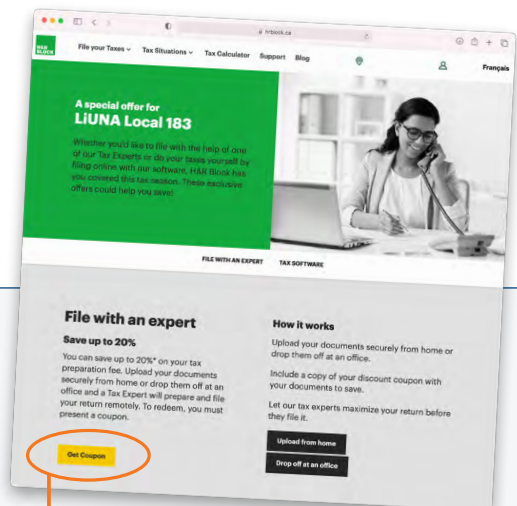
To ensure you get the savings you're entitled to, download your discount coupon from our partner site and include it when submitting your documents

Prefer to prepare and file your tax return yourself?

Create an account and use H&R Block's tax filing software for free.

The software will guide you step by step in preparing your return, and will automatically optimize your return.

If you hit a hurdle along the way, you can book an online appointment or submit a callback request to receive one-on-one support from an H&R Block tax expert.



















READY. SET. FILE!

Save up to to 20% by downloading your discount coupon (10% for repeat customers).

Get started here:

hrblock.ca/es/local-183

	(416) 240-7480	liunacare183.com
	Member Services (416) 240-7487 1-888-790-3534	info@liunacare183.com
	Member Health Management Services (416) 240-2104 1-866-315-6011	memberhealthservices@liunacare183.ca
	Digital Benefits Help Desk (416) 240-7640	infobpatech@bpagroup.com
	Cancer Assistance 1-866-599-2720	—
	Cannabis Education —	learnwithjadeo.com
	Child Speech Therapy 1-877-846-9393	info.tinyeye.com/private-therapy-local183
	Health Care Navigation 1-866-883-5956	—
	Health Coaching Program —	enroll.e-coaching.ca/liuna/183
	Hearing Aids 1-888-519-9808	hearinglifeadvantage.ca/liuna
	MyConsult Second Opinion Medical 1-866-883-5956	clevelandclinic.ca
	Opioid Outpatient Program 1-877-937-2282	canatc.ca/locations
	Self Help Works —	liunacare.com/selfhelpworks
	SMART Digital Program —	https://try.alavida.co/liuna183
	Tax Services 1-800-472-5625	hrblock.ca/es/local-183
	Virtual Home Delivery Pharmacy 1-855-950-7225	app.pocketpills.com/liunalocal183



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