



City of Whitehorse Benefits at a Glance



The City of Whitehorse is committed to your health and wellbeing. This document will provide you with a summary of the numerous resources available to City of Whitehorse employees. Information about any particular resource is one click away!

Table of Contents

[How to guides](#)

[When can you access benefits and perks?](#)

[Manulife MindBeacon](#)

[Manulife Workplace Solutions for Mental Health](#)

[City of Whitehorse Increased Psychological Coverage with Manulife](#)

[City of Whitehorse Employee and Family Benefits](#)

[Manulife Online Healthcare Resources](#)

[Manulife Express Scripts Canada](#)

[Basic Life Insurance/LTD/STD/Optional Life Insurance](#)

[City of Whitehorse Perks](#)

[City of Whitehorse Transit Pass 50% Discount](#)

[Canada Games Centre Membership 50% Discount](#)

[Marks 10% Discount Cards](#)

[Retirement and Saving](#)

[Contact Us](#)

When can you access benefits and perks?

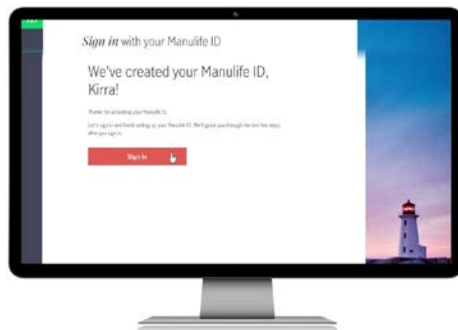
Manulife MindBeacon*	Two calendar months from start date
Manulife Workplace Solutions for Mental Health***	Immediate access
Increased Psychological Coverage with Manulife*	Two calendar months from start date
City of Whitehorse Employee and Family Benefits***	Immediate access
Manulife Online Healthcare Resources*	Two calendar months from start date
Manulife Express Scripts Canada*	Two calendar months from start date
Basic Life Insurance/LTD/STD/Optional Life Insurance*	Two calendar months from start date
City of Whitehorse Perks***	Immediate access
City of Whitehorse Transit Pass 50% Discount***	Immediate access
Canada Games Centre 50% Membership Discount***	Immediate access
Marks 10% Discount Cards***	Immediate access
CAAT Pension Plan*	Immediate access
Tax Free Savings Account (TFSA) Voluntary Contributions Registered Retirement Saving Plan (RRSP)***	Immediate access

* Benefit available to permanent employees

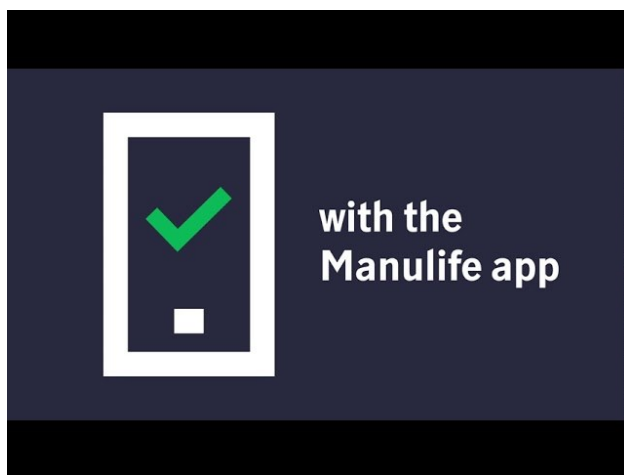
*** Benefit or Perk is universal and is available to all employees

How to guides:

- [How to set up your Manulife account online](#)
- [How to create your ID to connect multiple Manulife products](#)



1 - How to setup your Manulife ID to connect multiple services



2 - How to use the Manulife APP to manage your group benefits

Submitting Extended Health and Dental Claims Resources

Go to your Group Benefits account to check your coverage(s) and/or submit a health or dental claim.

- [Manulife website](#)
- [Manulife Group Benefits Mobile APP](#)
- [Manulife Health Care Spending Account](#)

Manulife MindBeacon

Our commitment to mental health has never been more substantial. Enjoy the available resources through your group plan to support you and your family in maintaining good mental health.



Manulife members enjoy preferred pricing for the MindBeacon Therapist Guided Program

- **\$50** for therapist review of your assessment results
- **\$150** unlocks your first 2 weeks of access to therapy
- **\$150** when you start the next 2 weeks
- **\$150** final payment when you start the remainder of therapy to a maximum of 12 weeks, and to 12 months of MindBeacon history and resources (from therapy start date)
- Total: **\$500 Therapist Guided Program plus Insights**
- Your Therapist Guided Program Assessment results are reviewed by clinical psychologist and discussed with you during a one-on-one phone call. You will also receive a psychological diagnosis report you can share with your healthcare provider. The cost to add this option is **\$300***.
- [Manulife MindBeacon for more information and how to signup](#)

Stronger Minds

MindBeacon offers a public website called Stronger Minds that provides a variety of free resources to support mental health and wellbeing. Resources include articles, video and audio formats.

- Topics include:
- Stress and Anxiety
- Feeling Down
- Mind & Body
- Life Challenges
- Relationships
- Family
- Work & Study
- Ask a therapist
- <https://www.mindbeacon.com/strongerminds-home>

Manulife Workplace Solutions for Mental Health



Manulife

Free mental health resources available include:

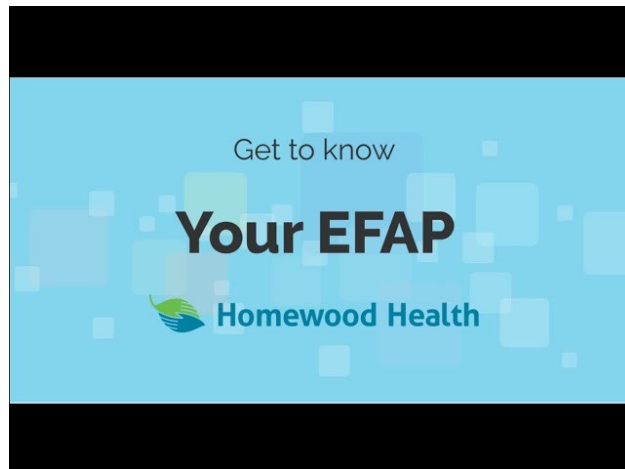
- Understanding mental health
- Conditions
- Prevention and stay healthy
- Treatment and support
- Mental health in the workplace
- Living with mental illness
- [Click here for more information and access to these free resources](#)

Increased psychological coverage of \$10,000 through Manulife



- This coverage is separate from your paramedical maximum so that you and your eligible dependents can get the support needed.
- This \$10,000 maximum applies to a broad range of mental health specialists, including Psychologists, Clinical Counsellors, Marriage and Family Therapists, Psychoanalysts, Social Workers, and Psychotherapists.
- Provides flexibility for choice of practitioners and access to a wide range of treatment options so that you can access the care that works for you.
- Covers alternative treatments, such as internet-based cognitive behavioural therapy (CBT).
- Coverage accessed through your Manulife group members account via their website or mobile App.

City of Whitehorse Employee and Family Assistance Program (EFAP)



Your EFAP is a professional, confidential, and proactive service to support you with a wide range of personal, family, and work-related concerns.

Access your EFAP whenever you need it, 24 hours a day, seven days a week, 365 days of the year. Within a confidential environment you can receive counselling for any challenge.

How does the counselling program work?

Counselling services can be offered face-to-face, over the phone, through video, or online. Offices are local and appointments are made quickly, with your convenience in mind.

Life smart coaching is a suite of telephonic services that offer assessments, coaching and resources.



The three major areas EFAP life coaching focuses on include:

Life Balance Solutions

- Childcare/Parenting Services
- New Parent Support
- Elder and Family Care
- Legal Advisory
- Financial Consultation
- Relationship Solutions
- Grief and Loss

Health Smart Coaching Services

- Nutritional Coaching
- Smoking Cessation
- Jumpstart your Wellness

Career Smart Coaching Services

- Career Coaching
- Pre-Retirement Planning
- Shift Worker Support

Access online services including, Interactive tools, health and wellness assessments, child and elder care resource locators and a library of health, life balance and workplace articles.

<https://homeweb.ca/>

Online Healthcare Resources

Our benefits program includes Healthcare & Wellness Online services delivered through different providers and 24-hour access to pharmacists and healthcare practitioners.

Manulife Online Healthcare via TELUS

What is Healthcare Online? Healthcare Online by Manulife gives you 24/7 access to primary care providers through mobile and web applications wherever you are. Through this service, you will be able to get prescriptions, general medical advice, laboratory requisitions, and specialist referrals. The Healthcare Online service is delivered by TELUS Health Virtual Care, one of Canada's leading virtual care providers. For more details on TELUS Health Virtual Care, visit [their website](#).

[HealthCare online how to setup your account guide](#)



An app that connects you to Canadian clinicians as soon as you need it – **anytime, anywhere.**

3 - How to activate your Manulife healthcare online account via TELUS

You've got 24/7 access to Healthcare Online!



Great news! Now you and your family can text and video with licensed Canadian healthcare providers whenever and wherever you need.

Sign-up today!

at www.manulifehealthcareonline.ca

Manulife

Healthcare Online is powered by TELUS Health Virtual Care



All personal health data will be stored securely in Canada to ensure privacy and security. Please note that Healthcare Online is not a domestic or international travel medical service. Please note that TELUS Health Virtual Care is not meant for medical emergencies. In case of emergencies, please call 911. Group-Benefit products and services are offered by The Manufacturers Life Insurance Company (Manulife), Manulife and Stylized M Logo are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license © 2019 The Manufacturers Life Insurance Company. All rights reserved. Manulife, PO Box 23500, OTM Member VQ H9B 5G6, TELUS, TELUS Health and TELUS Health Virtual Care are trademarks of TELUS Corporation, used under license.

Manulife Express Scripts Canada Pharmacy (ESC)

Maintenance medications – those are the drugs you take regularly, refill regularly and get ongoing renewals for – are an essential part of your healthcare.

Finding a pharmacy with innovative solutions to meet your needs is important. ESC Pharmacy provides convenience and value-added services for your maintenance medication prescriptions, including:

- 24-hour access to pharmacist support
- 365 days a year
- Free medication delivery (Monday to Saturday) to a location of your choice
- A low dispensing fee of \$6.99 to help keep costs down
- Enhanced packaging options for those on multiple medications
- Automatic refills and renewal reminders to help manage your prescriptions
- 90 days' supply (where appropriate), further lowering costs

Find out more information and how to join Manulife ESC here: [Manulife Express Scripts Canada how to join](#)

Basic Life Insurance/LTD/STD/Optional Life Insurance

For information on eligibility and coverage, click below!

- [Confidential Exclusion Staff](#)
- [IAFF Local 2217 - Firefighters](#)
- [Management](#)
- [PSAC Y046](#)
- [PSAC Y046 Transit Employees](#)
- [City of Whitehorse - STDAS & LTD Guide](#)

City of Whitehorse Perks



****You will need your work email address to gain access to these discounts, please note BTS does not provide support with these programs.**

TELUS Exclusive Partner Program

[Save more with the TELUS Exclusive Partner Program \(EPP\)](#) or call

1-833-270-0050 for more details.

Get discounts on TELUS cellular plans, devices, SmartHome security, and access to special offers.

The Microsoft Workplace Discount Program

Through eligible employers, save 30% on select Microsoft 365 subscriptions and up to 10% on Surface with workplace discount program. (Formerly the home use program) Enter your work address below to see if you qualify.

[To access the Microsoft partnership discounts click here](#)

Dell Member Purchase Program

Members access additional savings on Dell.com purchases with this exclusive coupon. Verify email by clicking the below button.

Please copy and paste coupon at checkout to redeem.

[Request Coupon](#)

City of Whitehorse Transit Pass 50% Discount

How to access this discount:

1. Show your City of Whitehorse ID when purchasing a transit pass at City Hall.
2. Access the discount through the new mobile APP **Token Transit**

To access this discount with the mobile APP, employees must contact BusTokens@whitehorse.ca, where they will receive a 6-digit code.

Once you have received the 6-Digit Code:

Navigate to this [LINK](#) to apply the code – Click **SUBMIT**

You will receive a confirmation **TEXT** with a link in the message – Click the **LINK**

The app will open (or prompt you to download the app)

Complete the order by selecting the **BUY NOW** option.

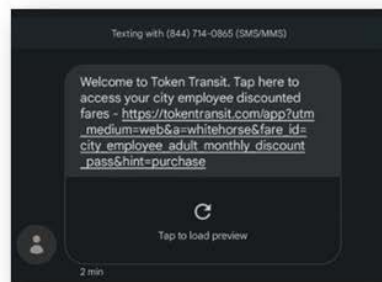
To have access to this discount, one must:

- Be an active City employee
- Each family member for whom a token is requested must have a personal mobile phone number with data. For any queries, please reach out to BusTokens@whitehorse.ca

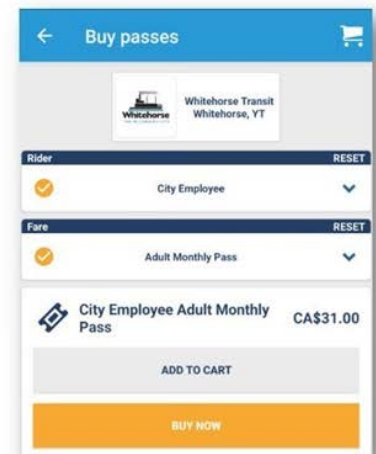
Step 1

The screenshot shows a web form titled "CITY EMPLOYEE DISCOUNT PROGRAM". Below the title, it says "Enter your mobile phone number and code below to gain access to discounted monthly fares for city employees." There is a "SUBMIT" button at the top. Below that is a form with a "Whitehorse Transit" logo and "Whitehorse, YT" text. The form has two input fields: "PHONE" (with a sub-label "Phone Number") and "6-DIGIT CODE" (with a sub-label "6-Digit Code"). A blue "SUBMIT" button is at the bottom of the form. Below the form, there is a link to "Download the Token Transit app to use your pass." and a "Download Now" button.

Step 2



Step 3



Canada Games Centre Discount

EMPLOYEE PURCHASE GUIDELINES for Canada Games Centre (CGC) Passes



Eligibility

The City of Whitehorse discount on CGC memberships is intended only for the employee, spouse, and children or dependents under the age of 21 and living at home. Eligibility for children extends to age 25 if they are enrolled in college or university as full-time students. Eligibility is based on active employee status, confirmed by City of Whitehorse Employee ID, or by Human Resources, unless otherwise stated.

Employees are required to show current CITY ID at time of purchase. You may be turned away if unable to present valid City ID.

The benefit applies to 30 Day Passes, 6 month and 1 Year memberships, as defined below.

Casual & Temporary Status – 30 Day Pass, 6 Month Membership

- Casual and temporary employees with current City ID are eligible only while they are actively employed

Term & Permanent Status – 30 Day Pass, 6 Month or 1 Year Membership

- Employees hired as term, permanent full-time, or permanent part-time
- Includes Mayor and City Councillors during term of office and Volunteer Firefighters
- City of Whitehorse Retirees, in accordance with the Retirement Admin Directive, as verified by Human Resources

Ineligible

- An Employee's parents or siblings, even if living in the same home
- Contract workers and recreation instructors

Purchase Procedure

1. Purchase the pass in person at the Canada Games Centre Reception Desk.
2. Employees must present their City ID at time of purchase. You may be turned away if unable to present City ID.
3. Indicate the type of membership you would like to purchase.
4. Provide payment at time of purchase or request payment plan.

Note: An employee can purchase a membership for their family members without including themselves on the pass.

Relevant Collective Agreements & Bylaws

Y022 - The Employer agrees to pay fifty percent (50%) of the cost for an employee to purchase a pass (single or family) membership fee for the Canada Games Centre.

Y023 - The Employer agrees to pay fifty percent (50%) of the cost for an employee to purchase a pass (single or family) membership fee for the Canada Games Centre.

IAFF – All employees will be provided a 50% discount to adult or family passes for access to the Canada Games Centre.

Management & Management Staff Bylaw - The Employer shall reimburse fifty percent (50%) of the cost for an Employee to purchase a membership pass (single or family) for the Canada Games Centre.

Marks 10% Discount Cards

Available for all employees and can be picked up at the Human Resources office at the Whitehorse operations building.



10% CLIENT SAVINGS CARD	EXAMPLE ONLY YOUR COMPANY LOGO HERE
Present this card at any Mark's location to receive the above discount on all purchased items.	
<small>Card is required to be eligible for discount. Where an item is sale priced the lower price will apply. This card is not valid for online purchases and is not redeemable for the purchase of gift cards. Not to be combined with any other offer. Purchase must be paid for at point of sale by credit card, debit or cash.</small>	
_____ <small>Customer Signature</small>	<small>Acct: 00289117</small>  <small>000003650929</small>
Valid At Any Mark's <small>This card is to be returned to the customer.</small> EXPIRES: 28 Jan 2020	

Retirement & Saving

Because financial wellness matters, the city provides several savings & retirement programs to help you reach your financial goals.

Sunlife Voluntary RRSP Contributions

Benefits of an RRSP

RRSPs come with advantages that let you save and grow your money:

- Contributions entitle you to a deduction that you can use to reduce your income and lower your taxes.
- Your RRSP contributions and investment income are tax-deferred while they remain in the RRSP.
- Your RRSP can help pay for a new home or schooling.
- You have a wide range of investment options.

Voluntary RRSP contributions with Sun Life are now available for permanent, temporary, and casual employees.

Employees who do not have a Sunlife account with the City will need to create an account by completing a form that is located [here](#) on the HR sharepoint site.

<https://www.sunlife.ca/en/investments/rrsp/>

<https://www.sunlife.ca/en/tools-and-resources/tools-and-calculators/retirement-savings-calculator/>

Sunlife Tax Free Savings Account (TFSA)

Employees who do not have a Sunlife account with the City will need to create an account by completing a form that is located [here](#) on the HR sharepoint website.

A TFSA account can help you achieve your financial goals and:

- Is ideal for short and long term savings
- Will provide a tax free income on your investment growth

If a TFSA or voluntary RRSP contributions sounds like a good option for your financial goals, you can:

1. Enroll and manage your contributions individually by visiting [Sign in to your Sun Life account | Sun Life Canada](#). Sunlife will communicate your contributions requests/updates with Payroll for processing during our regular payroll cycles
2. Reach out to our City Benefits at benefits@whitehorse.ca, or <https://www.sunlife.ca/en/contact-us/> if you require additional information or need support trouble shooting.

CAAT Pension Plan

The City of Whitehorse is proud to offer you membership in a sought-after defined benefit pension from the CAAT Pension Plan. We're helping you build retirement income while you work, so you can enjoy peace of mind when you retire.

Your DBplus pension grows with every paycheque. My Pension, CAAT's online member portal, helps you plan your future with confidence. My Pension lets you see how the contributions you're making today (and the contributions the City of Whitehorse is making on your behalf) are working to provide a secure retirement for your future.

CAAT has already created your My Pension account. All you need to do is activate it. Do it today! My Pension makes it easy to:

- View your estimated pension at key retirement dates.
- Create a customized picture of your future by using the estimator to model different retirement scenarios.
- Set your communication preferences to receive digital copies of your Annual Statement and other correspondence.
- Update the beneficiaries, email address, mailing address and phone number CAAT has on file.
- Use the message centre to securely contact CAAT for any pension questions you have.

It's easy to get started!

1. **Visit** caatpension.ca/signin on your computer or tablet to activate your account.
2. **Verify your identity** by entering your **Member ID**, date of birth, and last three digits of your SIN.
3. **Follow the prompts** to create a password, set up your security questions and set your preferred method of communication.

If you prefer, [watch the video for instructions on how to access My Pension.](#)

Have questions? There are three ways you can contact CAAT:

1. Send a secure message in My Pension.
2. Email member@caatpension.ca.
3. Call 1-866-350-2228 (toll-free), 8:30 AM – 4:30 PM ET.

Contact Us

Questions? Please contact our Specialist, Benefits and Disability Management.

867-689-1497

benefits@whitehorse.ca
