

As many business owners and employees begin to grapple with the displacement and worry about destruction due to wildfires, we wish to express our concern for those whose lives are being impacted. If you have employees in these areas, please share the following information with them.

Replacement of Lost Medications – BC, AB and MB

In response to the ongoing wildfires in British Columbia, Alberta and Manitoba, TELUS Health will extend the allowance of early refills for Plan members who have lost their medications as a result of these fires.

Although it is TELUS Health's policy not to allow replacement claims online, **they will allow early refills that are replacing lost medications until June 16, 2024.** A fax notification will be sent by TELUS to all pharmacy providers in BC, Alberta, and Manitoba advising of this exception.



Mental Health Supports

We know employees affected by the fires have a lot to deal with right now, so we want to remind you of counselling and supports you may have in your Plan.

All Plans include Business Assistance Services

As a business owner, your Plan includes:

- Telephone guidance from human resources, legal and financial experts. Just call 1-877-412-7483 to get started.
- Employee referral to confidential counselling and support to help with employees who are struggling with these challenges.
- Critical Incident Stress Debriefing—a group intervention that focuses on providing support following a distressing event.

- Healthy Business Bookmark (HBB)— a carefully curated online library of business information and resources (sample forms, how-to guides, podcasts and videos). Log into HBB through [my-benefits.ca](#).

All Plans include Teladoc myStrength

Proven tools to help you and your employees manage stress, depression, sleep quality, and more.

Plans with Extended Health options

Coverage for mental health practitioner services.

Plans with an Arete Employee Assistance Program

Confidential counselling and support for you and your employees—assistance that will be important in the coming weeks and months. To access any Arete support or service, simply call 1-877-412-7483 or complete an online form in [my-benefits®](#).