

Plan Member Consent

Quebec's Law 25 (also known as Bill 64) regarding the protection of personal information in the private sector requires us to have explicit, **informed consent** from individuals before gathering, using, and storing their information.

We have been getting consent from plan members for many years, but the new law adds some specific requirements that we must meet. These changes are similar to changes in privacy laws that have been made around the world.

Although this law only applies to the personal information of residents of Quebec, there is a pending federal law that will apply to all Canadians and so **we are making this change for all plan members**.

We have updated our privacy policy to conform to these new standards and are asking all plan members to review the revised policy and provide their consent. When plan members log into *my-benefits*®, they will be given a link to the new policy, which will explain the ways we use their information to deliver our services to them, and they will be asked to provide us with their consent. They will only need to do this once.

New plan members, whether using the Online Enrolment process or submitting a paper application, will be asked for their consent as well. When they provide their consent as part of enrolment, they will not have to provide it again before using *my-benefits*.

We will be making this change gradually over the next few months so different firms will be impacted at different times.

If you have any questions about these changes, please contact us at privacyofficer@johnstongroup.ca.

Replacement of Lost Medications – Northwest Territories

As many business owners and employees in the Northwest Territories 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 this area, please share the following information with them.

In response to the ongoing wildfires in the Northwest Territories, 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 July 17, 2024**. A notification will be sent by TELUS to all pharmacy providers in the Northwest Territories advising of this exception.

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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*®.