



# CORONAVIRUS UPDATE

## BENEFITS DEPARTMENT UPDATE

TEAMSTERS LOCAL UNION 879



### BENEFITS & CLAIMS

**What will happen to my benefits if I am unable to go to work, or the city and/or country mandates a shut down?**

Your benefits will remain in force for you and your eligible dependents for as long as premiums are paid, provided you satisfy the eligibility requirements of the Benefit Plan. Your Benefit Drug Card will remain active and will work if you require medication.

**What will be the best way to get information and stay informed on developments and my benefits?**

You may visit the Benefit Plan Website at [www.teamsters879benefits.com](http://www.teamsters879benefits.com), or the Local Union Website at [www.teamsters879.ca](http://www.teamsters879.ca). Should you require further assistance regarding your benefits, feel free to contact the Benefit Plan Office, or the Local Union Office at 905-643-9956.

**What are your hours of operation during this period?**

While the Benefit Plan Office and the Local Union Office are currently closed to the public as a precautionary measure, we are available to service you during the following business hours (until further notice):

**BENEFIT PLAN OFFICE**  
Monday – Friday  
8:30AM – 4:30PM

**LOCAL UNION OFFICE**  
Monday – Thursday  
8:30AM – 4:30PM  
(to 12:30PM on Friday)



When emailing the Benefit Plan Office, please include your full name, your certificate number and the reason for your inquiry. All inquiries will be handled on a priority basis within one (1) business day.

### MEMBER SUPPORT

**My family and I are having a difficult time coping with the current environment. Is there any support the Benefit Plan is providing to the members and their families?**

There are numerous communication channels available to all members and their families. You are encouraged to utilize the following services:

#### HOMWOOD HEALTH MEMBER & FAMILY ASSISTANCE PROGRAM

- Call Toll Free at 1-866-462-8047
- View the Online Brochure by [Clicking Here](#)

#### QUIKCARE CONFIDENTIAL MENTAL HEALTH PROGRAM

- Call the Dedicated Phone Line at 1-844-900-8357
- View the Online Brochure by [Clicking Here](#)



Please do not hesitate to contact your Local Union Office if you need help.

### MISCELLANEOUS

**I have not received my T4A in the mail. How can I get a replacement?**

If you have not received your T4A in the mail, please email the Benefit Plan Office at [administration@bpagroup.com](mailto:administration@bpagroup.com). We will not be accepting pick-up requests at this time as our office is currently closed. Due to the sensitive nature and personal information on your T4A document, we will not be able to send a copy to you via fax or email. You may also contact the Local Union Office for additional assistance.

**STONEY CREEK LOCAL UNION OFFICE | SUITE 201 – 944 SOUTH SERVICE RD, STONEY CREEK ON L8E 6A2  
TOLL FREE 1-800-528-8879 | FAX 905-545-4633 | GENERAL EMAIL [INFO@TEAMSTERS879.CA](mailto:INFO@TEAMSTERS879.CA)  
AREA OFFICES | LONDON 519-455-5180 | NIAGARA 1-800-528-8879 | WINDSOR 519-944-9880**



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### MEMBER HEALTH MANAGEMENT

#### NON-OCCUPATIONAL / SHORT TERM & LONG TERM DISABILITY

**Am I eligible to receive Short Term Disability (STD) Benefits if I missed work due to COVID-19 or have been directed to self-quarantine?**

Eligible members who miss work due to illness caused by COVID-19 may be eligible for STD Benefits. If you have been directed to self-quarantine due to exposure to a person with COVID-19 or directed by a Public Health office or Medical Professional, we recommend you contact Service Canada to file a claim. The current quarantine period is 14 days, but it may be extended if you develop symptoms during this period. Please note that the one-week waiting period for Employment Insurance (EI) Sickness Benefits will be waived for individuals who are quarantined, so they can be paid for the first week of their claim. Remember! In order for an absence to be supported, you must have a medical condition or have been directed to self-quarantine as described. You are not entitled to receive STD Benefits if you are unable to work because your worksite closes.

**i** In recognition of the increasing pressure on physicians and hospitals we will not require an Attending Physician's Statement as part of the application, if you are unable to see a doctor. However, we will request confirmation of symptoms and medical treatment received for the condition. Once you have been cleared to return to work, appropriate medical confirmation will be obtained.

**During the closure, will STD payments be affected, and am I required to maintain communication with or submit claim information to the claims department?**

STD payments will continue to be mailed to eligible members. The Benefit Plan Claims Department will continue to work with you during your absence from work and return to health. We encourage you to remain in contact with this department during your absence to avoid any disruptions or delays once the office reopens.

**What if I need to apply for or am receiving Long Term Disability (LTD) Benefits?**

The Benefit Plan Claims Departments and the LTD Insurer will continue to operate during the closure. If you encounter issues in having the LTD Physician Statement completed, please contact the Benefit Plan Claims Department by email at [london@bpagroup.com](mailto:london@bpagroup.com). The Local Union Office may also help you Toll Free at 1-800-528-8879.

**Can I present an STD claim during the office closure?**

Yes – the Benefit Plan Claims Departments will continue to assess new claims. Please ensure applications are sent to [london@bpagroup.com](mailto:london@bpagroup.com). When emailing us, please attach any required documentation. You may also drop-off claim forms at the Local Union Office or call Toll Free at 1-800-528-8879 with any questions.

**I do not qualify for EI Benefits, is there any financial aid available through the Benefit Plan?**

No – however there are currently government initiatives in places to assist people who do not qualify for EI. These initiatives currently include a new Emergency Care Benefit of up to \$900 biweekly, for up to 15 weeks, to provide income support to workers. Please contact Service Canada to receive more information on how to apply for any financial relief programs available.

### OCCUPATIONAL / WSIB BENEFITS

**What if I need to speak to someone or need assistance filing a new claim?**

For assistance concerning WSIB matters, please contact the Local Union Office Toll Free at 1-800-528-8879.

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