



## City of Whitehorse Benefits at a Glance



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**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!**

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## **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 Vitality](#)

[Manulife Express Scripts Canada](#)

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

[City of Whitehorse Perks](#)

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

[Marks 10% Discount Cards](#)

[More Info coming soon...](#)

[Feedback Survey](#)

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## When can you access benefits and perks?

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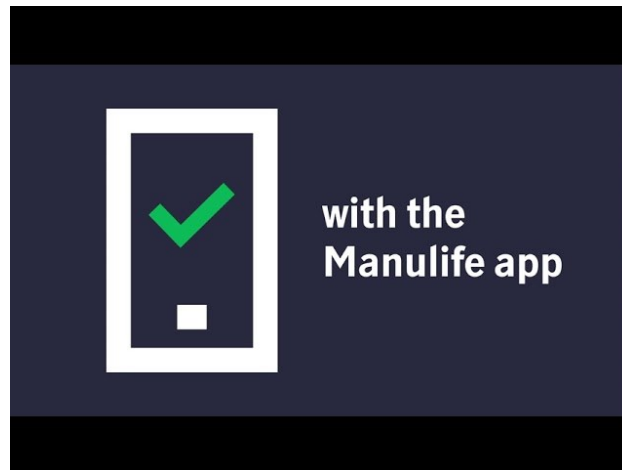
|   |                                       |
|---|---------------------------------------|
| <b>Manulife MindBeacon</b>                                  | <b>(After applicable wait period)</b> |
| <b>Manulife Workplace Solutions for Mental Health</b>       | <b>(Immediate access)</b>             |
| <b>Increased Psychological Coverage with Manulife</b>       | <b>(After applicable wait period)</b> |
| <b>City of Whitehorse Employee and Family Benefits</b>      | <b>(Immediate access)</b>             |
| <b>Manulife Online Healthcare Resources</b>                 | <b>(After applicable wait period)</b> |
| <b>Manulife Vitality</b>                                    | <b>(After applicable wait period)</b> |
| <b>Manulife Express Scripts Canada</b>                      | <b>(After applicable wait period)</b> |
| <b>Basic Life Insurance/LTD/STD/Optional Life Insurance</b> | <b>(After applicable wait period)</b> |
| <b>City of Whitehorse Perks</b>                             | <b>(Immediate access)</b>             |
| <b>City of Transit Pass 50% Discount</b>                    | <b>(Immediate access)</b>             |
| <b>Marks 10% Discount Cards</b>                             | <b>(Immediate access)</b>             |

## 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

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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.

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## 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](#)

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## ***Stronger Minds***

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**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](#)



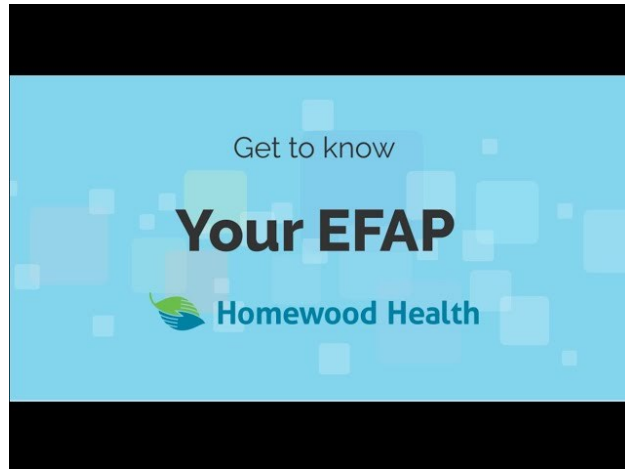
## Increased psychological coverage of \$10,000 through Manulife



- 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 can be 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/>

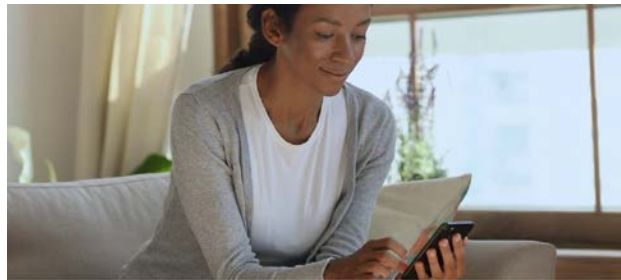
# Online Healthcare Resources

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](http://www.manulifehealthcareonline.ca)

Manulife

Healthcare Online is powered by  
TELUS Health Virtual Care

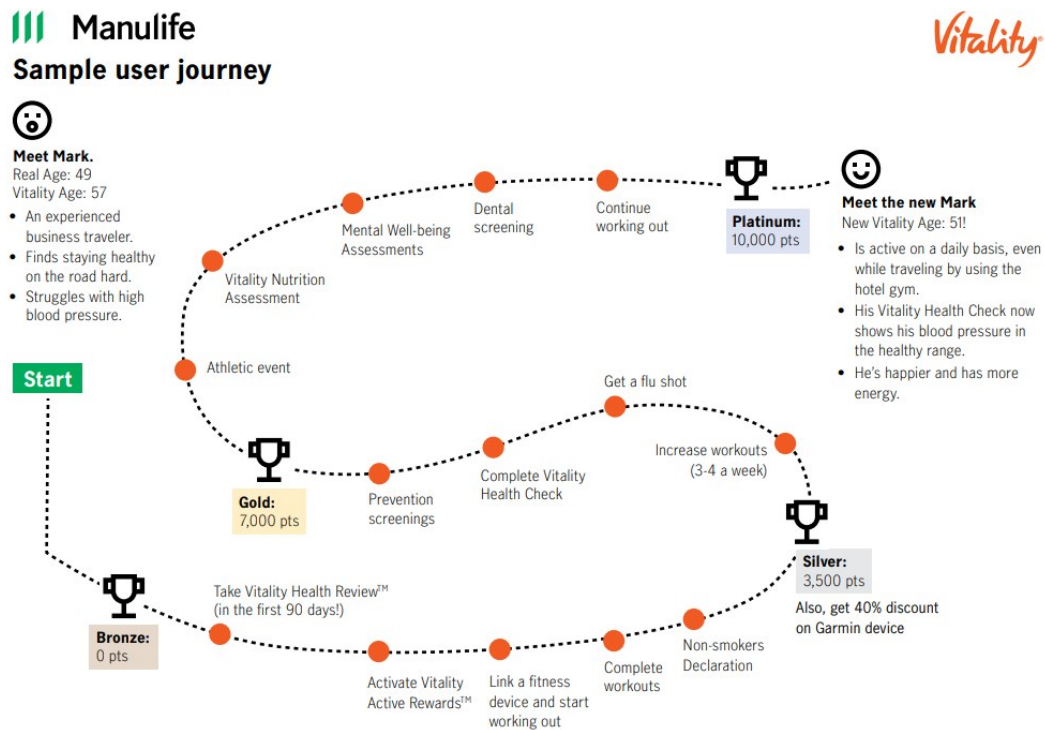
TELUS Health

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 2350, 5718 Montrose QC H3B 5C6, TELUS, TELUS Health and TELUS Health Virtual Care are trademarks of TELUS Corporation, used under license.

# Manulife Vitality

Manulife Vitality for group benefits members helps you understand your current health, social and lifestyle habits, and rewards you for taking care of yourself and leading a healthy lifestyle!

## Manulife Vitality Overview and how to get started



The Vitality Group Inc., in association with The Manufacturers Life Insurance Company, provides the Manulife Vitality program. Vitality, Vitality Points, Vitality Health Review, Vitality Age are trademarks of Vitality Group International, Inc., and are used by The Manufacturers Life Insurance Company and its affiliates under license. Manulife, Manulife & Stylized M Design, and Stylized M Design are trademarks of The Manufacturers Life Insurance Company, and are used by it, The Vitality Group and its affiliates under license. PO Box 2580, STN B Montreal QC H3B 5C6. Garmin and vivofit are trademarks of Garmin Inc. or its subsidiaries.

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# 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

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**For information on eligibility and coverage, click below!**

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- [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](mailto: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](mailto:BusTokens@whitehorse.ca)



# 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.



## ***More info coming soon on:***

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### ***Retirement & Saving***

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

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RRSP with Sun Life

CAAT Pension Plan

Tax Free Savings Account

## **Contact Us**

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*Have questions? Please contact our Specialist, Benefits and Disability Management.*

867-689-1497

[benefits@whitehorse.ca](mailto:benefits@whitehorse.ca)

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## **Feedback Survey**

Let us know what you liked and how we can improve this benefit guide by completing this short survey below!

<https://whitehorse.research.net/r/9NK82HN>