



SEPTEMBER 2020

TOOLS FOR CHALLENGING TIMES

2020 has been a very challenging year given the impacts of the COVID-19 pandemic. Members are facing many stressors from worries about work, worries about health for themselves and their loved ones, worries about personal finances, and for parents, what the return to school looks like and how they will manage it along with work. It's an uncertain and difficult year, to be sure.

There are many resources available to IBEW Local 353 members that we encourage you to explore. In this newsletter you will find information on some of them. There's free financial counselling services, LifeSpeak videos, Member Assistance Program services (offering resources for legal issues, addiction, family issues, and much more), as well as income replacement benefits (including the temporary Relief Grant) for those on temporary or full layoff. Please read on to learn more!

MEMBER SURVEY

TEIBAS conducts an annual telephone survey to see how we're doing. We ask members to rate their satisfaction after contacting TEIBAS for assistance. This year the overall satisfaction rating with TEIBAS was high, with 8.6/10 members being satisfied after contacting us. The majority of member inquiries to TEIBAS were for drug, health and dental information, along with an increase in pension inquiries compared to last year. Unfortunately, there was a slight decline in member satisfaction with respect to call backs from TEIBAS. We are taking this issue seriously and have reviewed and refined the systems in place for ensuring that no call or inquiry goes unanswered. At TEIBAS we are focused on providing excellent service to the IBEW Local 353 membership. Our service level standard is to return member calls and/or respond to email inquiries the same day if possible, and in any event, not later than the next business day.

For details regarding benefit coverage or general inquiries, please log into myteibas.com. Alternatively you can reach us by email, at members@teibas.com or by calling 416-637-6789 or 1-800-267-0602 (toll free).

STUDENT REMINDER

If you have dependents over the age of 21, but under age 25, who are attending an accredited post-secondary institution fulltime, you must submit proof of enrolment to maintain their benefit coverage. To continue benefit coverage for a student over the age of 21, you must submit a completed "Declaration of Attendance at a Post-Secondary Institution" form, or provide TEIBAS with an official proof of enrolment letter from their postsecondary institution. Proof must confirm that your dependent is enrolled on a full-time basis and must be submitted at the beginning of each semester or school year. Be sure to advise TEIBAS of any changes to your dependent's school status.



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2020 TEIBAS TELETOWN HALL RESULTS



How often do you check your contribution statement for accuracy?

You check your statement regularly	47%
You check your statement occasionally	31%
You never check your statement	22%

Have you used the Member Assistance Program (MAP)? And if so, what was your experience like?

You have never used it	79%
You have used it and it was helpful	16%
You have used it and it wasn't helpful	5%

Have you ever watched a LifeSpeak video?

Yes	10%
No, I wasn't aware of them	80%
No, I'm not interested in them	10%

PENSION CORNER

The IBEW Local 353 Board of Trustees want to provide members with an update on the IBEW Local 353 Pension Plan during these challenging times.

It's been a roller coaster of a year for Canada's pension plans. With COVID-19 becoming a global pandemic, financial markets rapidly declined in early March. The markets have since rebounded to their pre-COVID-19 levels. It's likely investment markets will continue to be volatile as the pandemic continues to play out, and governments continue to grapple with managing it. It's important to keep in mind that pension plans like the IBEW Local 353 plan are designed to take into consideration market turmoil and operate with the view of longer-term performance. The Trustees continue to monitor the performance of their investment managers and have ensured that the plan is well diversified in a broad range of investment classes. This puts the plan in a good position to weather these uncertain times. As of June 30, 2020, the pension plan's assets totalled \$1.87 billion.

While we are not out of the pandemic, we are encouraged by that fact that members are slowly returning to work and pension contributions continue to rise. Increasing work levels, pension contributions and rebounding financial markets are resulting in the improvement of our pension plan's performance in the second quarter of 2020.

ARE YOU RETIREMENT READY?

Advance planning is an important part of the retirement process. Unfortunately, due to the COVID-19 pandemic, TEIBAS is currently unable to offer in person pre-retirement seminars, so we will now be offering additional services for members to access pre-retirement seminars through webinars and one-on-one telephone sessions.

If you are planning to retire over the next few years and want to learn more about your pension options and retiree benefits, be sure to sign-up for either an online webinar, or arrange for a one-on-one session with one of our Member Services Representatives.

Webinar participation is limited for all seminars. Participants must have access to an internet connected laptop, tablet or smart phone to participate.

If you wish to participate in an online webinar or arrange for a personal one-on-one review of your retirement options, please email us at members@teibas.com or call **416-637-6789**.

Live online pre-retirement webinars will be hosted bi-weekly at 7pm on the following dates:

September 17, 2020

October 1, 2020

October 15, 2020

October 29, 2020

November 12, 2020

November 26, 2020

December 10, 2020



TRAVEL REMINDER

As the pandemic has impacted travel not only within Canada, but globally, prior to making any travel arrangements we advise members to:

- Visit <https://travel.gc.ca/travelling/advisories> prior to booking a trip and again before leaving for a trip to confirm if there are any travel restrictions to your destination.
- Contact the travel insurance carrier Global Excel at **1-866-870-1898** to confirm your travel destination is eligible for coverage if you encounter a medical emergency or trip interruption.
- Log into **myteibas.com** to review travel coverage details and print a copy of the emergency travel card.



INCOME REPLACEMENT

If you are currently laid off, we want to remind members that there are a number of temporary income replacement benefits currently available.

If you are in receipt of Employment Insurance Regular Benefits (EI), you may be eligible for Supplementary Unemployment Benefits (SUB) of \$150 per week to a maximum of 35 weeks.

Members in receipt of the Canada Emergency Response Benefit (CERB) may be eligible for the Relief Grant from the IBEW Local 353 Benefit Plan. The Relief Grant amount is the same as the SUB Plan benefit amount of up to \$150 per week, and you may receive it for up to 28 weeks. You must submit your Relief Grant application and confirmation of CERB payments during the applicable period. Applications received after October 31, 2020 will not be accepted.

You can find more information related to the SUB and Relief Grant by logging into **myteibas.com** to review and apply for either benefit or contact the IBEW Local 353 Union Hall.

IMPORTANT: To avoid any delays or negative impacts to your benefits you must contact the union dispatch at 416-510-3530 to report any change in your employment status, including layoffs and return to work from layoff. Visit <https://ibew353.org/> for full dispatch procedures.



From seeking ongoing mental health support, family counselling, financial planning resources, and much more, the Members Assistance Program (MAP) by Morneau Shepell is available to all members and their dependents 24/7 365 days a year. The MAP offers confidential counselling services for you and your dependents, free of charge. Confidential counselling can be done by phone, or on-line at a time convenient to you. To get more information on the MAP, please visit workhealthlife.com or call **1-800-387-4765**.



LIFESPEAK
YOU KNOW.
YOU CAN.

With children returning to school this September there are so many unknowns for parents, and other stressors for everyone due to the pandemic. LifeSpeak has created a video library resource focused on helping members cope and better deal with health matters related with COVID-19.

Log into **myteibas.com** and watch a variety of videos that focus on various topics including COVID-19, fitness, mental health strategies and pain management tips. Access to LifeSpeak videos are also accessible to your friends and family 24-hours a day, seven days a week, by visiting **353teibas.lifespeak.com** and using the password: **lifespeak**.

Free Professional Credit Counselling

If you are experiencing financial stress and looking for some financial tips and resources, you can speak with a certified credit counsellor through a free* service offered by Canada Life until Sept. 30, 2020.

Service is delivered through the the Credit Counselling Society which is a non-profit service providing confidential, one-on-one financial coaching. Members can call **1-888-527-8999** and reference that they are a member of the IBEW Local 353 with benefits through Canada Life.

**Any additional fees incurred are the responsibility of the member.*

Important Benefit Information

Personal Protective Equipment (PPE) surcharges not covered for claims - Most paramedical and dental providers will now require PPE and additional time for cleaning related equipment to offer services safely. These new health and safety standards are directed by the practitioner's professional associations, regulatory bodies, and government.

Charges related to PPE and additional cleaning are not eligible under the terms of the IBEW Local 353 benefits plan. You may wish to discuss PPE related charges and additional cleaning fees with your practitioner prior to receiving or completing any services.

WE WANT TO HEAR FROM YOU!

Do you have a question for us?

Contact us at 416-637-6789 or by email at members@teibas.com

Recent questions:

What do I do if I am away from work due to an illness, or accident?

If you are faced with an injury or illness that causes you to miss work, no matter the length of time, you must contact the IBEW Local 353 Union Hall Dispatch at **416-510-3530** as soon as possible. Not only does this allow for your work records to be updated, it is also necessary so that you can take advantage of the valuable benefits you may be eligible to receive during a qualified leave from work due to an illness or injury.

Benefits available include short-term disability, accident and critical illness benefits, but they all have deadlines to apply. It's important for you to apply for your benefits in a timely manner. Delaying an application beyond the deadline will result in benefits being denied.

Log into myteibas.com to review further details on disability or sickness benefits available to members and the applicable deadlines for submitting applications.

REMEMBER: If you sustain an injury at work or at home, or if you are off work for any reason, you must contact the IBEW Local 353 Union Hall at 416-510-3530.

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About this bulletin

This bulletin was prepared on behalf of the Trustees of the Local 353 IBEW Trust Funds. It provides summary information about the Local 353 Health and Welfare, SUB and the IBEW 353 Pension Plan (registration number 0598235) in plain language. This publication is not intended to provide advice. If there is any discrepancy between this document and the legal documents that govern the plans, the legal documents will apply. The Trustees expect to maintain these benefit plans indefinitely. However, they reserve the right to change or cancel any or all benefits under the Health and Welfare Plan, the Pension Plan, and the SUB Plan for active and retired members, and their survivors and dependants.



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Over 6,500 active working members and retirees have instant access to benefit and pension plan information such as pension estimators, reviewing beneficiaries on file, claim forms, and much more.

