

**Parmalat Canada Inc.**

**93378-001**

Permanent Full-Time Salaried Employees and Permanent Part-Time Salaried Employees  
Residing Outside Quebec and Manitoba

**93378-003**

Permanent Full-Time Salaried Employees and Permanent Part-Time Salaried Employees  
Residing in the Province of Quebec

**93378-005**

Permanent Full-Time Salaried Employees and  
Residing in the Province of Manitoba

**Date of Issue:** September 1, 2013

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## **PRIVACY PROTECTION PRACTICES**

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In the course of providing customers with quality health, life and travel coverage, the Company acquires and stores certain personal information about its clients and their dependents. The purpose of this document is to keep you informed about the Company's privacy protection practices.

Protecting personal information is not new to the Company. Ensuring the confidentiality of client information has always been fundamental to the way we do business and our staff understands that the privacy policies and procedures we have in place to ensure confidentiality are to be taken very seriously.

### ***What is personal information?***

Personal information includes details about an identifiable individual and may include name, age, identification numbers, income, employment data, marital and dependent status, medical records, and financial information.

### ***How is your personal information used?***

Your personal information is necessary to allow the Company to process your application for coverage under its health, life and travel plans. Your personal information is used:

- to provide the services outlined in your policy or the group policy of which you are an eligible member,
- to understand your needs so that we can recommend suitable products and services, and
- to manage our business.

### ***To whom could this personal information be disclosed?***

Depending on the type of coverage you carry with us, release of selected personal information to the following may be necessary in order to provide the services outlined in your policy:

- other Canadian Blue Cross organizations in order to administer your benefit plan if you reside outside the Atlantic Provinces, Quebec or Ontario,
- specialized health care professionals when necessary to assess benefit or product eligibility,
- government and regulatory authorities in an emergency situation or where required by law, other third parties, on a confidential basis, when required to administer the benefits outlined in your contract or your group's policy, and
- the plan member of any policy under which you are a participant.

We do not provide or sell personal information about you to any outside company for use in marketing and solicitation. Personal information about you or your dependents is not released to a third party without permission unless necessary to fulfill the services the Company is contracted to provide to you.

To ensure the Company is able to provide you with the best possible service, it is important that the personal information we use is accurate and up to date. You can help by keeping your Human Resources representative informed of changes of address, marital status and the addition or deletion of dependents. Should you become aware of errors in our information about you, please contact your Human Resources representative who will ensure the data is corrected.

## **PRIVACY PROTECTION PRACTICES**

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By becoming a customer or filing a claim for benefits, you are agreeing to allow your personal information to be used and disclosed in the manner outlined above. If you prefer that we not use or disclose your personal information in those situations where it is not necessary to administer your benefit plan, please visit our website or write to us at the address provided.

Please note that not allowing the Company to use information about you may mean we may not be able to provide you with certain products or services that may be of use to you.

For more information on the Company's privacy policy, contact us using one of the following:

**[www.medavie.bluecross.ca](http://www.medavie.bluecross.ca)**

1-800-667-4511 (in Atlantic)  
1-800-355-9133 (in Ontario)  
1-888-588-1212 (in Quebec)  
1-888-873-9200 (elsewhere in Canada)

Chief Privacy Officer  
Medavie Blue Cross  
Risk Management Group  
644 Main Street  
PO Box 220  
Moncton, NB E1C 8L3

or

**[privacyofficer@medavie.bluecross.ca](mailto:privacyofficer@medavie.bluecross.ca)**

If the issue is not resolved to your satisfaction, you may file a complaint in writing to:

Office of the Privacy  
Commissioner of Canada  
112 Kent Street  
Ottawa, ON K1A 1H3

## **PLAN MEMBER WEBSITE**

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### ***INSTRUCTION FOR MEMBERS***

Medavie Blue Cross is continually developing its Web technology to respond to the needs of our customers. One such innovation, the Plan Member Website, will help you better understand, manage and co-ordinate your benefit plan.

The Plan Member Website is simple to use and is delivered in a secure environment. Now, when you want to access general information about your plan, view your claims and payment history, or print generic claim forms, you just have to click your mouse. The Plan Member Website is available 24 hours a day, seven days a week from home or work, all you need is an Internet connection. The Plan Member Website makes life easier for you.

### ***ON THE PLAN MEMBER WEBSITE***

There are a variety of options available to you on the Plan Member Website.

**Coverage Inquiry:** Detailed information about the Medavie Blue Cross benefit plan

**Forms:** Printable versions of generic Medavie Blue Cross claim forms

### **Member Information**

- Members can view and/or update address information (where access is available)
- Request new identification cards
- Add/update banking information for direct deposit of claim payments (where applicable)

### **Member Statements**

- Members can view claims history for member and dependents
- View record of payments issued to member and/or the service provider
- View Health Spending Account balances (where applicable)

### ***FIRST-TIME ACCESS TO THE PLAN MEMBER WEBSITE***

1. Log on to the Medavie Blue Cross Web site at [www.medavie.bluecross.ca](http://www.medavie.bluecross.ca)
2. Select "Plan Members"
3. Choose "Go to Secure Site" and select "First Time, Register Now"
4. Complete the online registration form
5. A temporary password will be e-mailed to the e-mail address entered during registration
6. Return to the Plan Member Website and enter the user ID and temporary password
7. You will be prompted to change the password. Click "Submit" to save the new password
8. Click "Done" once the changes are saved

**\*\*Please ensure you make note of your user ID and password for future reference\*\***

### ***PLEASE NOTE***

For security reasons, the Plan Member Website is for use of the plan member only.

We look forward to helping you take advantage of our online technology. For further information on the Plan Member Website, or for any questions about your Medavie Blue Cross benefit plan, please contact our Customer Information Center toll free at the number on the back of your identification card or e-mail [inquiry@medavie.bluecross.ca](mailto:inquiry@medavie.bluecross.ca).

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

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A group coverage program covering your medical and financial security has been made available to you by your employer. This program is offered to you through Medavie Inc., hereafter called the Company.

Medavie Blue Cross administers the following benefits on behalf of Parmalat Canada Inc.:

- Hospital Benefit
- Worldwide Travel Benefit
- Referrals for Services Outside Canada
- Extended Health Benefit
- Drug Benefit
- Dental Benefit
- Health Spending Account

Blue Cross Life Insurance Company of Canada underwrites the following benefits:

- Basic and Optional Group Life Benefit
- Long Term Disability Benefit

AIG Insurance Company of Canada underwrites Basic Accidental Death and Dismemberment Insurance, Voluntary Group Accident Insurance and Business Travel Accident Insurance.

The Williamson Group underwrites Return to Health – Employee Short Term Disability (STD) Benefits.

The information contained in this booklet is an overview of the provisions of the policy between your employer and the Company. Included is a summary of your benefits and pertinent information that you will require to optimize the coverage available to you and your family.

This booklet together with your identification card contains important information and must therefore be kept in a safe place.

There will be reference in the booklet to “Licensed” or “Approved Provider”. The intent is to identify qualified providers that will optimize your care.

The Company approved provider is a provider of health care services and supplies recognized and approved by the Company for payment on a direct payment policy and/or reimbursement policy basis. The Company will make payment for eligible health care services and supplies provided to participants by such Company approved providers.

If you have any question about whether a provider is approved, please contact our call centre at 1-800-355-9133.



To access a wealth of savings on medical, vision care and many other products and services, visit [www.blueadvantage.ca](http://www.blueadvantage.ca).

Where legislated, you have the right to request a copy of the group policy details pertaining to your insured coverage, a copy of your application for benefits, and any written statements or other records provided to the Company as evidence of your health. You may also request, with reasonable notice, a copy of the contract for insured benefits. The first copy will be provided at no cost to you. A fee may be charged for subsequent copies. All requests for copies of documents should be directed to Medavie Blue Cross.

Finally, please note that the masculine gender has been used indiscriminately throughout this document in order to facilitate its reading.

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

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### ***Group Insurance Eligibility***

Group coverage is provided to all salaried permanent full-time or permanent part-time employees who are actively at work, scheduled to regularly work the minimum of 15 hours per week. In addition, you must be a resident of Canada and covered under the provincial government plan. Coverage commences immediately upon employment.

To participate in your group plan, you must complete the enrolment form that is provided to you upon your eligibility to the various plans.

The enrollment form must be completed and returned to your Human Resources representative within 31 days of your eligibility date to avoid the late applicant status. If you are a late applicant, you are required to submit proof of good health for the Group Life and LTD Benefits. Depending on the status of your health, you may or may not be approved for the Group Life and LTD Benefits. Therefore, it is imperative to ensure your enrollment form for group benefits is submitted to your Human Resources representative within 31 days of your eligibility date.

Your dependents are covered on the date you become covered, or on the date they become your dependents.

If not actively at work when you would normally have become eligible, your coverage will commence when you return to work on a full time basis.

### ***Definition of Dependents***

Your dependents are:

- a) Your spouse is defined as a person of the opposite or same sex who is legally married to you, or has continuously resided with you for not less than one full year having been represented as members of a conjugal relationship (common law). In the event of divorce, legal separation, or discontinuance of cohabitation ("common law" spouse), you may elect to continue membership of the former spouse or to provide notice to the Company to terminate coverage for the spouse. The Company will at no time provide coverage for more than one spouse under the same plan.
- b) Unmarried dependent children who are financially dependent on you are eligible for benefits, if they are:
  - less than 21 years of age or,
  - if 21 years of age but less than 26 years of age, they must be attending an accredited educational institution, college or university on a full time basis, or
  - regardless of their age, if they live with you and have become totally and permanently disabled before age 21 (or age 26 if a student).

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

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### ***Filing a Claim***

#### Hospital, Travel, Drug, Extended Health Benefit and Dental Benefits

Claims will be administered by the Blue Cross plan in the Covered Employee's province of residence.

#### Hospital Benefit

If you or one of your dependents are hospitalized, simply show your identification card at the time you are being admitted. The claim will be forwarded to our office by the hospital.

#### Drug Benefit

Reimbursement plan - complete the claim form, attach the original receipts and forward to the Company (See contact information).

The duly completed claim form must be sent to the Company no later than 24 months after the date on which expenses were incurred or within a time agreed upon by the Company when contract terminates.

Pay direct plan - simply show your identification card and the provider will arrange to bill the Company.

#### Extended Health Benefit

Complete the claim form, if applicable, attach the original receipts and forward to the Company (See contact information).

The duly completed claim form must be sent to the Company no later than 24 months after the date expenses are incurred or within a time agreed upon by the Company when contract terminates.

#### Travel Benefit

Please call the toll free number on the back of your identification card for assistance when an unexpected illness or injury occurs while travelling outside your province of residence.

Every effort will be made by the Company to direct you towards the appropriate medical treatment and assist you in making payment to the providers of service and coordinate with your provincial government plan. However, under certain circumstances, the Company will require you to obtain and directly send original, detailed receipts for all expenses incurred outside your province of residence to your provincial government health plan for their consideration and payment. Please ensure you retain a copy of these receipts as you will need to submit them along with the provincial government health plan proof of payment statement directly to the Company (See contact information). This procedure should be followed when purchasing drugs, incurring medical services not pre-approved by the Company (some exceptions may apply) and when incurring medical services within Canada (that will be covered by your provincial health plan). Please provide your identification number when submitting a claim to the Company.

Claims for services outside of Canada are paid by the Company in Canadian currency based on the rate of exchange in effect at the conclusion of the services.

The duly completed claim form must be filed with the Company no later than six months after the date expenses are incurred.

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

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### ***Filing a Claim***

#### Referrals for Services Outside Canada

Please ensure to obtain detailed receipts in duplicate for any expenses incurred. Upon your return, the Company will require you to obtain and send one of the receipts to your provincial government health plan for their consideration and payment. When a reply has been received from them, send proof of their payment together with appropriate receipts to the Company for payment of the remaining eligible benefits. A letter from the referring physician is required as well as a description of the treatment rendered from the attending physician. Always provide your Identification Number when submitting a claim to the Company.

Claims for services outside of Canada are paid by the Company in Canadian currency based on the rate of exchange in effect at the conclusion of the services.

#### Dental Benefit

Reimbursement can be made electronically through the CDA Net; you must present your identification card to your dentist at every visit. Two reimbursement options are possible depending on your dentist's preference:

- a) You only have to pay for your deductible (if applicable) and your coinsurance, and excess expenses are paid directly to the dentist by the Company; or
- b) You pay the total amount requested by your dentist and you will receive in the next few days the portion of the expenses refundable by your plan.

If, however, your dentist cannot use the electronic transaction network, complete and submit a dental claim form with original receipts to the Company (See contact information). The duly completed claim form must be sent to the Company no later than 24 months after the date on which expenses were incurred or within a time agreed upon by the Company when contract terminates.

Note: For coverage purposes, you and your dependents are deemed covered under the Hospital and Health Insurance Act in your province of residence.

#### Health Spending Account Benefit

Health Spending Account benefit is reimbursed to the covered employee. The employee must pay the provider of service, obtain an official paid in full receipt and complete a Health Spending Account claim form or, when a claim is for pay-direct drugs or dental services, submit the receipt or proof of billings to Medavie Blue Cross, indicating "pay the balance from my HSA" and sign each receipt or proof of billing. You may obtain claim forms from your employer or from Medavie Blue Cross.

The explanation of benefits, printed for employees after claim payment, indicates the amount of dollars paid under the health or dental program, the dollars paid under the Health Spending Account and the credit balance remaining.

The deadline date for current year Health Spending Account claims is 60 days from January 1<sup>st</sup> of the following year in which the Health Spending Account expense was incurred in (i.e. HSA claim incurred in April. The deadline date for submitting this HSA claim is 60 days from January 1<sup>st</sup> of the following year). Please note that Health Spending Account claims must be received at Medavie Blue Cross no later than the 60<sup>th</sup> day of the New Year. Health Spending Account Claims for the previous year that are received on or after the 61<sup>st</sup> day of a new calendar year will be declined.

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

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### ***Filing a Claim***

#### **Group Life Benefit**

Proof of claim must be submitted as soon as reasonably possible after the loss, and in no event later than one year from the date of the loss.

#### **Long Term Disability Benefit**

Written notice of proof of Total Disability, duly signed by the parties, must be provided to the Company within ninety (90) days immediately following the end of the Elimination Period.

If the contract terminates, proof of claim must be provided to the Company within six months of the onset of the disability.

### ***Definition of Usual, Customary and Reasonable (U & C)***

Usual, Customary and Reasonable (U & C) means the normal charges for similar services made by other providers of the same standing in the locality or geographical area where the charge is incurred, as determined by the Company, or in accordance with a payment schedule established by the Company.

### ***Limitation Periods for Legal Action***

Every action or proceeding against an insurer (i.e. the Company) for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the Insurance Act.

## **BLUE CROSS CONTACT INFORMATION**

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Blue Cross has offices at the following locations to answer any inquiries you may have relating to your group coverage or to allow you to submit claims:

### **ATLANTIC CANADA**

P.O. Box 220, 644 Main St.  
Moncton, NB  
E1C 8L3

### **QUEBEC**

550 Sherbrooke Street West, Suite 12  
Montreal, PQ  
H3A 6T6

### **ONTARIO**

P.O. Box 2000  
185 The West Mall, Suite 1200  
Etobicoke, ON  
M9C 5P1

### **Customer Inquiry**

**Toll Free 1-800-355-9133**

### **MANITOBA**

599 Empress Street  
P.O. Box 1046 Station Main  
Winnipeg, MB  
R3C 2X7

### **SASKATCHEWAN**

P.O. Box 4030  
516 Second Avenue N  
Saskatoon, SK  
S7K 3T2

### **ALBERTA**

10009 - 108<sup>th</sup> Street NW  
Edmonton, AB  
T5J 3C5

### **BRITISH COLUMBIA**

Pacific Blue Cross  
4250 Canada Way  
P.O. Box 7000  
Burnaby, BC  
V6B 4E1

### **Customer Inquiry**

**Toll Free 1-888-873-9200**

## SUMMARY OF BENEFITS

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### COVERED EMPLOYEE'S BASIC LIFE BENEFIT

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|                           |   |
|---------------------------|---|
| <b>Benefit Formula</b>    | 2 times the annual salary plus bonus from previous year   |
| <b>Rounding Method</b>    | To the next higher \$1,000  |
| <b>Maximum</b>            | \$1,000,000   |
| <b>Non-evidence Limit</b> | \$1,000,000   |
| <b>Benefit Reduction</b>  | 50% on the covered employee's 65 <sup>th</sup> birthday and further reduced to a maximum of \$100,000 on the covered employee's 70 <sup>th</sup> birthday |
| <b>Waiver of premiums</b> | No  |
| <b>Termination</b>        | The earlier of retirement, termination of employment, or age 72   |

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### OPTIONAL LIFE BENEFIT

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|                           |  |
|---------------------------|--|
| <b>Benefit Formula</b>    | <b>Covered employee and/or spouse</b><br>Coverage is provided in units of \$10,000 to a maximum of \$250,000 per participant, reduced 50% on the covered employee's 65 <sup>th</sup> birthday, to a maximum of \$100,000 per participant<br><br><b>Dependent child</b><br>Coverage is provided in units of \$5,000 up to a maximum of \$15,000 per dependent child |
| <b>Maximum</b>            | Combination of Basic Life and Optional Life must not exceed \$1,000,000  |
| <b>Non-evidence Limit</b> | <b>Covered employee</b><br>\$50,000<br>(if Optional Life application is submitted to Blue Cross within 31 days of eligibility date)<br><br><b>Spouse</b><br>Evidence of health is required for all amounts of coverage   |
| <b>Waiver of premiums</b> | Yes  |
| <b>Termination</b>        | <b>Covered employee</b><br>The earlier of retirement, termination of employment, or age 72<br><br><b>Spouse</b><br>The earlier of covered employee's retirement, termination of employment or age 72, or spouse's 65 <sup>th</sup> birthday<br><br><b>Dependent child</b><br>On the covered employee's retirement, termination of employment, or age 72            |

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## SUMMARY OF BENEFITS

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### COVERED EMPLOYEE'S LONG TERM DISABILITY BENEFIT

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|                                |  |
|--------------------------------|--|
| <b>Benefit Formula</b>         | 70% of monthly salary  |
| <b>Elimination Period</b>      | 180 days   |
| <b>Maximum Benefit</b>         | \$15,000 per month   |
| <b>Non-evidence Limit</b>      | \$15,000   |
| <b>Benefit Period</b>          | To age 65  |
| <b>Taxable</b>                 | Yes  |
| <b>Integration of Benefits</b> | Direct   |
| <b>Duration Own Occupation</b> | 24 months  |
| <b>Waiver of premiums</b>      | Yes  |
| <b>Termination</b>             | Benefit payments cease the earlier of retirement,<br>termination of employment or age 65.<br><br>Benefit coverage ceases at age 65 less the elimination<br>period. |

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## SUMMARY OF BENEFITS

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### HOSPITAL BENEFIT In Canada Only

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|   | <u>% Co-insurance</u> | <u>Accommodation</u> | <u>Maximum duration</u>                       |
|---|-----------------------|----------------------|---|
| <b>Hospital Room</b>                                  | 100%                  | Semi-private         | \$175/day to a maximum of 180 days/occurrence |
| <b>Convalescent Care/<br/>Physical Rehabilitation</b> | 100%                  | Room and Board       | \$175/day to a maximum of 180 days/occurrence |
| <b>Addiction Facility</b>                             | 100%                  | Room and Board       | \$175/day to a maximum of 180 days/occurrence |

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### GENERAL INFORMATION

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|                         |  |
|-------------------------|--|
| <b>Deductible</b>       | Nil  |
| <b>Survivor Benefit</b> | 12 months, without premiums                                    |
| <b>Termination</b>      | The earlier of retirement, termination of employment or age 72 |

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### WORLDWIDE TRAVEL BENEFIT

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|  | <u>% Co-insurance</u> | <u>Maximum</u>  |
|--|-----------------------|---|
| <b>Hospital and Medical Benefits</b>         | 100%                  | \$2,000,000 / Participant per incidence; limited to the first 60 days of a trip |
| <b>Referrals for Services Outside Canada</b> | 100%                  | \$500,000 per lifetime on pre-approval  |

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### GENERAL INFORMATION

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|                          |  |
|--------------------------|--|
| <b>Survivor Benefit</b>  | 12 months, without premiums                                    |
| <b>Travel Assistance</b> | Provided by CanAssistance Inc.                                 |
| <b>Termination</b>       | The earlier of retirement, termination of employment or age 72 |

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## SUMMARY OF BENEFITS

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### EXTENDED HEALTH BENEFIT In Canada Only

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|                               | <u>% Co-insurance</u> | <u>Maximum</u>         |
|-------------------------------|-----------------------|------------------------|
| Physician Services            | 100%                  | U & C                  |
| Professional Ambulance        | 100%                  | U & C                  |
| Special Ambulance Attendant   | 100%                  | \$500/calendar year    |
| Private Duty Nursing          | 100%                  | \$10,000/calendar year |
| Diagnostic and X-Ray Services | 100%                  | U & C                  |
| Oxygen                        | 100%                  | U & C                  |

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### EXTENDED HEALTH BENEFIT

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#### PARAMEDICAL PRACTITIONERS

|   | <u>% Co-insurance</u> | <u>Eligible maximum<br/>per visit</u>                 | <u>Maximum per<br/>calendar year</u> |
|---|-----------------------|---|--------------------------------------|
| Chiropractor  | 100%                  | U & C   | \$500*                               |
| Physiotherapist   | 100%                  | U & C   | \$500*                               |
| Massage Therapist   | 100%                  | U & C   | \$500*                               |
| Clinical Psychologist   | 100%                  | U & C   | \$500*                               |
| Osteopath   | 100%                  | U & C   | \$500*                               |
| Chiropodist/Podiatrist  | 100%                  | U & C   | \$500*                               |
| Acupuncturist   | 100%                  | U & C   | \$500*                               |
| Naturopath  | 100%                  | U & C   | \$500*                               |
| Speech Therapist  | 100%                  | U & C   | \$500*                               |
| Occupational Therapist  | 100%                  | U & C   | \$500*                               |
| X-rays (Chiropractor,<br>Osteopath, Chiropodist/<br>Podiatrist, Naturopath) | 100%                  | X-rays are combined with each practitioner<br>maximum |                                      |

\*To a total combined maximum of \$500 for all  
practitioners per calendar year

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#### GENERAL INFORMATION

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|                  |  |
|------------------|--|
| Deductible       | Nil  |
| Survivor Benefit | 12 months, without premiums                                    |
| Termination      | The earlier of retirement, termination of employment or age 72 |

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## SUMMARY OF BENEFITS

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### EXTENDED HEALTH BENEFIT

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|   | <u>% Co-insurance</u> | <u>Maximum</u>                             |
|---|-----------------------|--|
| Accidental Dental   | 100%                  | \$5,000/accident                           |
| Diabetic Equipment  | 100%                  | \$700/lifetime                             |
| Ostomy Supplies   | 100%                  | U & C                                      |
| Speech Aids   | 100%                  | \$500/lifetime                             |
| Medical Compression Garments                              | 100%                  | four pairs/calendar year                   |
| <b>Prosthetic Appliances</b>                              |                       |  |
| - Artificial Limbs  | 100%                  | U & C                                      |
| - Breasts including Repairs and Adjustments               | 100%                  | \$200/calendar year                        |
| - Eyes  | 100%                  | U & C                                      |
| - Mastectomy Bra  | 100%                  | two/calendar year                          |
| - Hair Prosthetics (wigs)                                 | 100%                  | \$300/calendar year                        |
| - Crutches, Canes, Splints, Casts, Trusses, Braces        | 100%                  | U & C                                      |
| - Repairs and Adjustments                                 | 100%                  | \$300/calendar year unless noted otherwise |
| <b>Medical Supplies and Equipment</b>                     |                       |  |
| - Stump Socks   | 100%                  | five pairs/calendar year                   |
| - Rental or Purchase of a Wheelchair or Hospital-type Bed | 100%                  | U & C                                      |
| - TENS Machine  | 100%                  | \$300/five calendar years                  |
| - Equipment for the Administration of Oxygen              | 100%                  | U & C                                      |
| - Insulin Pump  | 100%                  | U & C                                      |
| - Compression Pump and Accompanying Sleeves               | 100%                  | U & C<br>two/calendar year                 |

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### GENERAL INFORMATION

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|                         |  |
|-------------------------|--|
| <b>Deductible</b>       | Nil  |
| <b>Survivor Benefit</b> | 12 months, without premiums                                    |
| <b>Termination</b>      | The earlier of retirement, termination of employment or age 72 |

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## SUMMARY OF BENEFITS

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### EXTENDED HEALTH BENEFIT

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#### VISION BENEFIT

|  | <u>% Co-insurance</u> | <u>Maximum</u>            |
|--|-----------------------|---------------------------|
| Frames/Lenses/Contact Lenses due to Cataract Surgery | 100%                  | One pair/lifetime         |
| Intraocular Lenses due to Cataract Surgery           | 100%                  | One lens per eye/lifetime |

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#### GENERAL INFORMATION

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|                         |  |
|-------------------------|--|
| <b>Deductible</b>       | Nil  |
| <b>Survivor Benefit</b> | 12 months, without premiums                                    |
| <b>Termination</b>      | The earlier of retirement, termination of employment or age 72 |

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## SUMMARY OF BENEFITS

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### DRUG BENEFIT

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|  | <u>% Co-insurance</u>   | <u>Maximum</u>   |
|--|---|--|
| <b>Drugs</b>   |   | Unlimited  |
| - <b>Dispensing fee</b><br>(not applicable to 93378-003)                     | Participant pays any amount in excess of a \$7 dispensing fee |  |
| - <b>Co-insurance</b>  | 80% of the first \$3,000/ calendar year; 100% thereafter      |  |
| <b>Diabetic Supplies: insulin needles, syringes, lancets and test strips</b> | Included  | Unlimited  |
| <b>(IUD) Intrauterine Contraceptive Devices</b>                              | Included  | U & C  |
| <b>Fertility Drugs</b>   | Included  | \$3,000/lifetime   |
| <b>Weight Loss Treatment</b>   | Included  | \$2,000/lifetime   |
| <b>Erectile Dysfunction (impotence) Medications</b>                          | Included  | \$1,000/calendar year  |
| <b>Smoking Cessation Products</b>  | Included  | \$500/lifetime<br><b>Applicable to residents of Quebec (93378-003):</b><br>As per RAMQ legislation |

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### GENERAL INFORMATION

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|                                |  |
|--------------------------------|--|
| <b>Deductible</b>              | Nil  |
| <b>Method of Reimbursement</b> | Drug card - pay direct plan                                    |
| <b>Survivor Benefit</b>        | 12 months, without premiums                                    |
| <b>Termination</b>             | The earlier of retirement, termination of employment or age 72 |

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The out-of-pocket maximum per family in a calendar year meets Régie de l'assurance-maladie du Québec (RAMQ) requirements.

## SUMMARY OF BENEFITS

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### DENTAL BENEFIT

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|  | <u>% Co-insurance</u>   | <u>Maximum</u>   |
|--|---|--|
| <b>Basic Services (Routine Services)</b>   |   |  |
| - Diagnostic & Preventive Services         | 80%   | \$2,000*/calendar year   |
| - Restorative & Surgical Services          | 80%   | \$2,000*/calendar year   |
| <b>Basic Services (All Other Services)</b> |   |  |
| - Endodontic & Periodontic Services        | 50%   | \$2,000*/calendar year   |
| - Prosthodontic Services                   | 50%   | \$2,000*/calendar year   |
| - Surgical & General Services              | 50%   | \$2,000*/calendar year   |
| <b>Major Restorative Services</b>          | 50%   | \$2,000*/calendar year   |
| <b>Orthodontic Services</b>                | 50%   | \$2,000*/calendar year for dependent children under 21 years of age regardless if the treatment is completed |
| <b>Payment Type</b>                        | Reimbursement   |  |
| <b>Fee Guide Schedule</b>                  | Current Year  |  |
|  | <b>* Basic, Major and Orthodontic Services are subject to a total combined maximum of \$2,000 per calendar year</b> |  |

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### GENERAL INFORMATION

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|                         |  |
|-------------------------|--|
| <b>Deductible</b>       | Nil  |
| <b>Survivor Benefit</b> | 12 months, without premiums                                    |
| <b>Termination</b>      | The earlier of retirement, termination of employment or age 72 |

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### HEALTH SPENDING ACCOUNT

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A Health Spending Account (HSA) is a program intended to pay for medical and dental expenses not covered under your medical and dental plan or your provincial plan.

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## SUMMARY OF BENEFITS

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### BASIC ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE POLICY BSC 9026202 ADMINISTERED BY AIG INSURANCE COMPANY OF CANADA

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|                        |   |
|------------------------|---|
| <b>Benefit Formula</b> | Two times annual earnings                                     |
| <b>Rounding Method</b> | To the next higher \$1,000                                    |
| <b>Maximum</b>         | \$1,000,000   |
| <b>Reduction</b>       | Reduces 50% at age 65, further reduces to \$100,000 at age 70 |
| <b>Termination</b>     | Terminates at age 72 or prior retirement                      |

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### VOLUNTARY GROUP ACCIDENT INSURANCE POLICY BSC 9026203 ADMINISTERED BY AIG INSURANCE COMPANY OF CANADA

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|                        |   |
|------------------------|---|
| <b>Benefit Formula</b> | <b>Class 1:</b> From a minimum of \$10,000 to a maximum of \$500,000 in units of \$10,000<br><br><b>Class II:</b> From a minimum of \$10,000 to a maximum of \$500,000 in units of \$10,000. with the following percentages automatically applying to family members:<br>a) Spouse only - 60% of employee's amount;<br>b) Spouse and Children - Spouse 50% of employee's amount and each Child 15% of employee's amount;<br>c) Children only - each Child 20% of employee's amount. |
| <b>Termination</b>     | Terminates at age 72 or prior retirement for the employee<br><br>Terminates at age 65 for the spouse  |

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### BUSINESS TRAVEL ACCIDENT INSURANCE POLICY BSC 9026204 ADMINISTERED BY AIG INSURANCE COMPANY OF CANADA

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|                        |                                    |
|------------------------|------------------------------------|
| <b>Benefit Formula</b> | Two times annual earnings          |
| <b>Rounding Method</b> | To the next higher \$1,000         |
| <b>Maximum</b>         | \$1,000,000                        |
| <b>Termination</b>     | Terminates at age 72 or retirement |

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## **LIFE BENEFIT (Basic Life and Optional Life Benefits)**

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The Life Benefit plan offers, at a reasonable cost, the amounts of Life Benefit protection required to meet your needs as well as those of your dependents.

### ***Basic Life Benefit***

Your Basic Life Benefit amount is as specified in the Summary of Benefits.

The Basic Life Benefit is reduced by 50% when you reach age 65 and further reduced to a maximum of \$100,000 when you reach 70. Coverage terminates when your employment terminates, at retirement or at age 72, whichever occurs first.

### ***Optional Life Benefit***

Please refer to the Summary of Benefits to know if the Optional Life Benefit is offered in your group.

In the affirmative, you may subscribe to the Optional Life Benefit as stipulated in the Summary of Benefits.

The Optional Life Benefit coverage terminates as specified in the Summary of Benefits.

### ***Advance Payment Due to Terminal Illness***

If you are diagnosed with a terminal illness that is expected to result in your death within 12 months, a lump sum advance equivalent of up to 50% of your amount of coverage or \$50,000, whichever is less, may be deducted from your death benefit and paid to you. This sum may be used at your discretion.

### ***Payment of Benefits***

Upon your death, the Company will pay, to your named beneficiary, the amount of your Basic Life Benefit and of your Optional Life Benefit, if any. You are the beneficiary of the Dependent's Optional Life Benefit, if any.

### ***Optional Life Benefit Waiver of Premiums***

If you become totally disabled before your 65<sup>th</sup> birthday, your optional life benefit premiums are waived, beginning on a) the first of the month falling on or following the date you become eligible for Long-term Disability Benefits, if any or b) the expiry date of six consecutive months of total disability, whichever occurs first, provided satisfactory evidence of total disability is submitted to the Company.

The amount of coverage that is subject to waiver of premiums is the amount in force on the date the disability began.

The waiver terminates on the earliest of the following dates:

- a) The date you return to remunerative employment,
- b) The date you are no longer disabled,
- c) The date you refuse to undergo a medical examination requested by the Company,
- d) The date you reach age 65.

## **LIFE BENEFIT (Basic Life and Optional Life Benefits)**

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### ***Exclusions***

If you or one of your dependents die as a result of suicide or any attempt thereof in the 24 months following the effective date of the Optional Life Benefit or increase thereof, the Optional Life Benefit or its increase is not payable. In this particular instance, the Company's obligation is limited to the refund of paid premiums.

### ***Conversion Privilege***

If your employment terminates on or before you reach age 65, you may request, within 31 days of such termination, to convert your coverage to an individual coverage policy, up to \$200,000 or higher where required by applicable provincial legislation without having to submit evidence of health. The individual coverage premium is determined according to the Company's rate schedule in force at the time of conversion, taking into consideration the amount of coverage, your age and the risk category to which you will belong at the time.

Your spouse, or where required by provincial legislation, dependent child, is also entitled to this conversion right to an individual coverage policy within the 31 days of your coverage termination or the 31 days of the date he ceases to be eligible as a dependent spouse.

This conversion option also applies to scheduled reductions or termination of coverage which becomes effective at specific ages.

## **LONG TERM DISABILITY BENEFIT**

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If your total disability continues beyond the elimination period specified in the Summary of Benefits, you may become eligible for Long Term Disability benefits. Payments begin following the elimination period, with payments being made on the last day of each month. The benefit is equal to 1/30 of the month for each day of total disability.

### ***Total Disability***

For the purpose of the Long Term Disability Benefit, total disability means:

- a) During the elimination period and the following 24 months, you are totally and continuously unable, as the result of an illness or accident, to perform the regular duties of your own occupation; and
- b) Subsequently, you are totally and continuously unable, as the result of an illness or accident, from performing the regular duties of any occupation,
  - that would enable you to earn at least 66.67% of your pre-disability gross earnings,
  - for which you are reasonably qualified, or may so become, by training, education or experience.

Regular duties are defined as those work-related activities which are considered essential to your performance in the occupation and which proportionately take the majority of time to complete.

The availability of such occupations, jobs or work will not be considered while assessing your disability.

The loss of a professional or occupational license or certification does not, in itself, constitute disability.

### ***Partial Disability***

Where you are receiving Long Term Disability benefits for total disability and return to the work force, but in a reduced capacity, such that you are able to earn 80% or less of your pre-disability earnings, the following applies:

- a) Monthly benefit payments will continue while you earn 80% or less of your pre-disability earnings. In no case, however, will monthly benefit payments continue past the earlier of:
  - the date that benefits would have ceased if you had remained totally disabled, or
  - the date the maximum benefit period specified in the Summary of Benefits is reached.

## LONG TERM DISABILITY BENEFIT

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### ***Partial Disability (Cont'd)***

- b) The Integration of Benefits provision shall apply, subject to the following special provisions:
- Monthly benefits payable under this plan plus any income you receive from employment earnings and all other sources (including any increases due to cost of living escalations, merit increases or other increases in income) will not exceed 90% of you pre-disability gross earnings from the employer if Long Term Disability benefits are taxable under the Income Tax Act, Canada or 90% of your pre-disability net earnings from the employer if the Long Term Disability benefits are not taxable under the Income Tax Act, Canada.
  - For the purpose of partial disability benefits, your pre-disability gross or net earnings from the employer shall be increased by the lesser of 5% or the amount equal to the change in the Consumer Price Index for Canada for the period from the date of commencement of total disability to the following January 1<sup>st</sup>. In any year after that, your pre-disability gross or net earnings shall be increased by the lesser of 5% or the amount of increase allowed under the Canadian Pension Plan as a result of the escalation provisions of that plan related to the Consumer Price Index for Canada.
  - In no case will the amount of partial monthly benefits payable under this section exceed the amount of monthly disability benefits that would have been payable if you had remained totally disabled.
  - The waiver of premium provision in this plan does not apply if you are receiving benefits for partial disability.
  - You are required to provide proof of employment income satisfactory to the Company on a monthly basis for partial disability.

### ***Recurrence***

Successive periods of total disability separated by less than six months of continuous active employment are considered one period of disability, unless the new disability is due to an illness or accident totally unrelated to the cause of the previous disability and commences only after your return to work.

When successive periods are considered one period of total disability, the elimination period is not applied a second time and the same amount as for the initial total disability is payable less any payments already made, for the remainder of the maximum period originally set.

### ***Rehabilitation Program***

If, while receiving monthly benefits, you participate in a rehabilitation program approved by the Company:

- a) The total disability will not be considered as having ended for the sole reason that you participate in such a program,
- b) The monthly benefits payable hereunder will be reduced by 50% of the remuneration you receive from such a rehabilitation program,
- c) If, while participating in such a rehabilitation program, you again become totally disabled, your benefits will revert back to the amount you received before the start of the rehabilitative employment program.
- d) During the rehabilitation program, the monthly benefits payable hereunder will be reduced as necessary so that the total income from all sources does not exceed 100% of your pre-disability earnings.

## **LONG TERM DISABILITY BENEFIT**

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### ***Integration of Benefits***

The amount of monthly Long Term Disability Benefit to which the covered employee is entitled as of the date of disability will be coordinated with other income payments to which he becomes entitled as a result of the current disability. The benefit co-ordination shall be applied as follows:

1. The amount of monthly benefits otherwise payable is reduced directly by any disability benefits available from the Canada or Quebec Pension Plan (primary benefits only), the Workers' Compensation Act and "income from all other sources". "Income from all other sources" includes:
  - disability benefits available under any other government program excluding secondary benefits under the Canada or Quebec Pension Plan,
  - retirement benefits provided by any employer or government program,
  - income or benefits payable under any group program provided by or through the employer,
  - income or benefits payable under a plan sponsored by an association, union or fraternal organization of which the covered employee is a member,
  - income replacement benefits payable under any plan of automobile insurance, where such reduction is not prohibited by law, and
  - wages or remuneration payable from any employer or from self-employment, but excluding 50% of pre-disability salary received under an approved rehabilitation program. (For non-taxable plans, pre-disability salary shall mean gross salary minus income tax. For taxable plans, pre-disability salary shall mean gross salary).
2. The amount determined in 1. above is further reduced if necessary, so that the amount of monthly income, including all amounts of benefits mentioned in 1. above, does not exceed 85% of the covered employee's pre-disability earnings.

During the period of an approved rehabilitation program, the amount of monthly benefits as defined above, will be further reduced if necessary, so that the amount of monthly benefits together with all amounts of income mentioned in 1. above, including 100% of the remuneration received from an approved rehabilitation program, does not exceed 100% of the pre-disability salary.

### **Canada/Quebec Pension plan freeze**

Once the initial CPP/QPP offset has been established on a Long Term Disability claim, it will not be changed due to cost-of-living adjustments to the CPP/QPP payments.

## **LONG TERM DISABILITY BENEFIT**

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### ***Limitations and Exclusions***

Long Term Disability Benefits will not be payable if disability, illness, injury or accident occurs while participating in or while engaged in any criminal activity, regardless of whether charges are laid or a conviction obtained.

Long Term Disability Benefits are not payable for any of the following:

- a) Any period of disability during which you are not under the appropriate treatment and care of a physician who is a registered medical specialist or health care practitioner in the field of medicine that is applicable to your condition,
- b) Any period during which you are not undergoing a course of medical treatment or participating in a program of rehabilitation that is deemed appropriate in the opinion of the Company
- c) Any period during which you are imprisoned,
- d) Any disability due to or resulting from self-inflicted injury or sickness, while sane or insane,
- e) Any disability due to or resulting from insurrection, war (declared or not) or the hostile actions of the armed forces of any country, or the participation in any riot or civil commotion,
- f) Any disability during the period:
  - of formal maternity leave taken by you pursuant to provincial or federal law, or pursuant to mutual agreement between you and the employer, or
  - in which employment insurance maternity benefits are being paid or would be paid if you were eligible, whichever is longer.

### ***Termination of the Right to Benefits***

Even when totally disabled, the right to receive benefits may be revoked, if:

- a) You refuse to undergo a medical examination requested by the Company.
- b) You refuse to participate in a medical or rehabilitative employment program judged reasonable and appropriate by both the Company and your attending physician.
- c) You fail to produce proof satisfying the Company of the persistence of disability.
- d) You engage in remunerative work, unless it is part of a rehabilitative employment program.
- e) You move or live temporarily outside Canada, unless you have notified the Company in writing and the Company has given his prior approval.
- f) Your disability no longer meets the policy definition.

In any event, benefits terminate at your retirement, when you reach age 65 or when the benefit period specified in the Summary of Benefits expires.

### ***Waiver of Premium***

If you are totally disabled, any premium due under this benefit will be waived commencing with the first full calendar month following the expiration of the elimination period until such time as you return to active full time employment.

### ***Termination of Benefit***

The Long Term Disability Benefit ends upon termination of your employment, at retirement or when you reach age 65.

## **HOSPITAL BENEFIT – IN CANADA ONLY**

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This benefit covers eligible expenses incurred by you or your dependents for any usual and necessary expenses from a medical point of view and recommended by a physician. The Company will pay the usual, customary and reasonable charges based on any deductible, co-insurance or maximums specified in the Summary of Benefits. Reimbursement will be considered only when the services are provided by an approved provider as identified by the Company, providing eligible expenses are incurred in Canada. Benefit maximums are applied on a per person basis.

### ***Eligible Expenses***

#### Hospital Room Benefit

Hospitalization charges for a participant admitted as an inpatient in a hospital for active care after the effective date of his coverage and for as long as he is entitled to covered services, subject to the maximum reimbursement specified in the Summary of Benefits. The preferred accommodation is specified in the Summary of Benefits.

#### Convalescent Care/Physical Rehabilitation

Charges for convalescent care/physical rehabilitation if the participant is admitted within 48 hours following a hospital stay of at least three consecutive days and is due to the same illness or condition which was the reason for the hospital stay, subject to the maximum reimbursement specified in the Summary of Benefits.

#### Addiction Facility

Charges for addiction facility, when approved in writing by a legally licensed physician, subject to the maximum reimbursement specified in the Summary of Benefits.

### ***Termination of Coverage***

The Hospital Benefit ends at the earlier of your retirement, termination of employment or the age noted in the Summary of Benefits, whichever occurs first. The coverage for eligible dependents ends when your Hospital Benefit terminates or on the date they no longer meet the definition of dependent, whichever occurs first.

## **WORLDWIDE TRAVEL BENEFIT**

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This coverage benefit covers emergency expenses occurring when you and your dependents are travelling outside of your province of residence. These benefits are subject to the trip limitation mentioned in the Summary of Benefits.

### ***Travel Assistance Lines***

In the event of a medical emergency outside your province of residence, you or your representative must call CanAssistance as soon as possible at one of the following numbers:

**From Canada or the United States: 1-800-563-4444**

**From anywhere else: 1-506-854-2222 (collect)**

For better service, be sure to give your name, the number of the phone from which you are calling and your Blue Cross group and certificate numbers.

If calling collect is not possible, the Company will reimburse the cost of the call.

### ***Eligible Expenses for Worldwide Travel Coverage***

#### Accidental Dental

Charges for dental treatment to a maximum of \$1,000 as a result of an accidental injury (direct accidental blow to the mouth) where natural teeth have been damaged, or a fractured or dislocated jaw requires setting. Such dental treatment must be rendered or reported and approved for payment by the Company within 180 days of the accident and be supported by details of the accident.

#### Ambulance

Normal charges for ambulance service, including air ambulance and evacuation to and from the nearest qualified medical facility.

#### Coming Home

Extra costs of return economy fare by the most direct route (air, bus, train) when an illness is such that the participant must return home and be accompanied by a qualified medical attendant (not a relative). Written authorization is required from the attending physician. If returning on a commercial aircraft, the benefit covers:

- two economy seats by most direct route to the patient's home city in Canada, one for the participant and one round trip fare for a medical attendant;
- the number of economy seats required to accommodate the participant if on a stretcher and one round trip fare for a medical attendant.

#### Diagnostic Services

Charges for laboratory services for diagnostics and X-rays when ordered by the attending physician.

#### Drug Benefit

Charges for drug benefits in a quantity sufficient for the period of travel. Payment of eligible drugs will be made only when proof of purchase and payment is supplied in the form of an account from a Company approved provider located outside the participant's province of residence and showing the name of the preparation, date of purchase, quantity, strength and total cost.

## **WORLDWIDE TRAVEL BENEFIT**

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### Emergency and Payment Assistance

The services of a 24-hour emergency hotline are available to participants who need assistance while travelling. By telephoning the appropriate number on your "World Assistance Card" when a medical emergency occurs, coverage will be confirmed to the hospital or physician. Payment of medical expenses will be arranged or co-ordinated on behalf of the participant. In addition, the following services are offered:

*Medical Assistance* - the participant may call for a list of hospitals or medical facilities and arrangements will be made for:

- advice from a qualified physician,
- medical follow-up of the participant's condition and communication with the employee and family,
- return home or transfer of participant if medically permissible,
- transport a family member to the participant's bedside or to identify the deceased.

*Non-Medical Assistance* - the participant may call to obtain:

- an emergency response in any major language,
- emergency assistance in contacting the family or business,
- referral to legal counsel.

### Hospital Accommodation

The cost of a public general hospital, less the amount allowed under the provincial government health plan, for (a) room accommodation (not a suite) and (b) medically necessary inpatient and outpatient services.

### Meals and Accommodation

Charges up to \$700 (\$100 per day for seven days) per trip for extra costs of commercial accommodation and meals incurred by a participant, remaining with a travelling companion when the trip is delayed due to illness or accident to a travelling companion or a participant. This must be verified by the attending physician and supported with receipts from commercial organizations.

### Nurse

Charges for private duty nursing (not a relative of the patient or an employee of the hospital) when ordered by an attending physician.

### Paramedical Services

Charges made by a licensed chiropractor, osteopath, chiropodist/podiatrist or physiotherapist (not a relative), in excess of payment by the provincial government health plan, excluding charges for X-rays.

### Physicians and Surgeons

Customary charges by physicians and surgeons for services rendered, less the amount allowed under the provincial government health plan.

### Return of Deceased

Charges up to \$3,000 per participant for the cost of preparation (including cremation) and homeward transportation of the deceased participant (excluding the cost of a coffin) to the point of departure in Canada by the most direct route.

## **WORLDWIDE TRAVEL BENEFIT**

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### Transportation to Visit the Participant

Charges for one return economy fare by the most direct route for transportation costs (air, bus, train) when the participant has been confined to hospital for seven (7) days or more or has died, and the attending physician has advised of the necessity of the attendance of a family member or close friend of the participant.

### Vehicle Return

Charges up to \$500 per trip for the cost of driving the participant's vehicle, either private or rental, by commercial agency to the participant's residence or nearest appropriate vehicle rental agency when the participant is unable to return it due to sickness or accident.

### Medical Appliances

The cost of temporary rental of wheelchairs, crutches, canes when required due to an accident or sudden illness that occurs outside the province of residence and when ordered by a physician.

### ***Limitations and Exclusions***

1. No benefits are available under the policy for the participant travelling outside their province of residence primarily or incidentally to seek medical advice or treatment, even if such a trip is on the recommendation of a physician.
2. No benefits are available under the policy for elective (non-emergency) treatment or surgery. This is defined as treatment or surgery (a) not required for the immediate relief of acute pain and suffering, or (b) which reasonably could be delayed until the participant has returned to Canada or (c) which the participant elects to have rendered or performed outside of Canada following emergency treatment for, or diagnosis of, a medical condition which (on medical evidence) would not prevent the participant from returning to Canada prior to such treatment or surgery.
3. Benefits under the policy will not be paid if the participant receives the same from a third party.
4. No benefits will be paid for expenses incurred as the result of abuse of medications, drugs or alcohol; suicide or attempted suicide; criminal acts, war or other hostilities.
5. The Company, in consultation with the attending physician, reserves the right to return the patient to Canada. If any participant, based on medical evidence is able to return to Canada following the diagnosis of, or the emergency treatment for, a medical condition that requires continuing medical services, treatment or surgery, and the patient elects to have such treatment or services rendered, or surgery performed, outside Canada, the expense of such continuing medical services, treatment or surgery will not be covered by this plan.

The Company accepts no responsibility in the event of deterioration of the participant's medical condition during or after the transfer back to Canada.

## **WORLDWIDE TRAVEL BENEFIT**

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### ***Limitations and Exclusions (Cont'd)***

6. Coverage is limited to expenses incurred as a result of a sudden illness or accident which occurs outside the participant's province of residence. Pre-existing conditions will be covered as a benefit, provided the condition is stable prior to travel, and when medical attention is not anticipated during the travel period.

A pre-existing condition is considered stable if you, in the 90 days before the departure date, have not:

- a) been treated or evaluated for new symptoms or related conditions;
- b) had symptoms that increased in frequency or severity, or examination findings indicating the condition has worsened;
- c) been prescribed a new treatment or change in treatment for the condition (generally does not include reductions in medication due to improvement in the condition, or regular changes in medication as part of an established treatment plan);
- d) been admitted to a hospital for the condition; or
- e) been awaiting new treatments or tests regarding the medical condition (does not include routine tests).

The above criteria will be considered collectively in relation to the overall medical condition.

7. This policy excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss:
  - a) expenses incurred while travelling in a country (or a specific region of a country) for which there is a Government of Canada travel warning, when such travel warning was issued before the departure date and the loss or expense is related to the reason for which the travel warning was issued; and
  - b) insurrection, war (declared or not), the hostile action of the armed forces of any country or participation in any riot or civil commotion.
8. The Company will not cover expenses in excess of \$2 million Canadian per covered participant, per incidence outside the province of residence.

All claims and required government forms must be submitted within four (4) months of the date of service.

### ***Termination***

Travel benefit ceases at the earlier of retirement, termination of employment or the age noted in the Summary of Benefits.

## **REFERRALS FOR SERVICES OUTSIDE CANADA**

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When a participant is referred outside Canada by the attending physician for medical services not available in Canada, this benefit will pay the usual, customary and reasonable charges for the services listed below, in excess of provincial government health care allowances up to a lifetime maximum as mentioned in the Summary of Benefits.

### ***Ambulance***

Charges for licensed ambulance services required to transport a stretcher patient to and from the nearest hospital able to provide essential care. Charges for air transport are included to a maximum of up to three economy seats on a regularly scheduled flight.

### ***Ambulance Attendant***

Charges for travel expenses of an accompanying Registered Nurse or qualified medical attendant (not a relative) when medically necessary and approved by Medavie Blue Cross.

### ***Hospital***

All hospital charges for medically necessary services, less the amount allowed under the provincial government health care plan, such as:

- hospital room accommodation
- intensive care rooms
- nursing services
- operating and recovery rooms
- diagnostic and laboratory services including X-rays
- oxygen and blood
- prescription drugs including intravenous solutions
- physiotherapy

### ***Physicians and Surgeons***

Customary charges of physicians and surgeons for services rendered, less the amount allowed under the provincial government health care plan.

## **REFERRALS FOR SERVICES OUTSIDE CANADA**

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### ***Limitations and Exclusions***

1. The referral outside Canada must be medically necessary and must not be for services available in Canada, as determined by Medavie Blue Cross.
2. The claim must have prior approval for payment from Medavie Blue Cross.
3. Payment will be made for the reasonable and customary charges of the provider of the services or supplies in the area in which the services are rendered.
4. Payment will only be made for services and supplies rendered while the patient was under the active treatment of a licensed physician.
5. Payment will not be made for treatment of any illness commencing within 12 months after the participant's effective date of group coverage for which the participant has received medical treatment or has been prescribed drugs 12 months prior to the effective date of this coverage.
6. The services to be provided outside Canada must not be experimental or investigative in nature.
7. Referrals outside of Canada exclude, but are not limited to, services not available due to waiting lists and/or treatment which has been refused by a physician in Canada.

### ***Termination***

Referrals for Services Outside Canada benefit ceases at the earlier of retirement, termination of employment or the age noted in the Summary of Benefits.

## **EXTENDED HEALTH BENEFIT**

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This benefit covers eligible expenses incurred by you or your dependents for any usual and necessary expenses from a medical point of view and recommended by a physician. The Company will pay the usual, customary and reasonable charges based on any deductible, co-insurance or maximums specified in the Summary of Benefits. Reimbursement will be considered only when the services are provided by an approved provider as identified by the Company, providing eligible expenses are incurred in Canada. Benefit maximums are applied on a per person basis.

### ***Eligible Expenses***

#### Physician Services

Charges outside the province of residence in excess of the allowance under a government health plan.

#### Professional Ambulance

Transportation in a licensed ambulance, including air ambulance, when medically necessary and when incurred in Canada, to and from the nearest hospital able to provide the necessary medical services, subject to a maximum amount payable noted in the Summary of Benefits.

#### Special Ambulance Attendant

Travel expenses of a Registered Nurse (not a relative) when medically necessary and approved by the Company. The maximum payable amount is mentioned in the Summary of Benefits.

#### Private Duty Nursing

Provided you do not reside in a convalescent nursing home and the nurse is not a relative, charges for medically necessary home nursing care performed by a registered nurse.

All nursing services must be pre-approved by the Company in order to be considered for reimbursement. Payment for eligible expenses will be based upon the payment schedule for private duty nurses established by the Company for the Participant's province of residence.

#### Diagnostic and X-ray Services

Charges for laboratory services and x-ray examinations.

#### Oxygen

Charges for oxygen on the written authorization of the attending physician.

## **EXTENDED HEALTH BENEFIT**

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This benefit covers eligible expenses incurred by you or your dependents for any usual and necessary expenses from a medical point of view and recommended by a physician. The Company will pay the usual, customary and reasonable charges based on any deductible, co-insurance or maximums specified in the Summary of Benefits. Reimbursement will be considered only when the services are provided by an approved provider as identified by the Company. Benefit maximums are applied on a per person basis.

### ***Eligible Expenses***

#### Accidental Dental

Charges for dental treatment when natural teeth have been damaged by a direct accidental blow to the mouth or jaw. Services must be rendered or approved for payment by the Company within six months of the accident. Benefits will be paid up to the current dental association fee guide for general practitioners in the participant's province of residence.

#### Diabetic Equipment

Charges for the following equipment on the written authorization of the attending physician for the treatment and control of diabetes: pressurized insulin injector, glucometer or equipment approved by the Company that performs similar functions. The overall maximum payable for this equipment is noted in the Summary of Benefits.

#### Ostomy Supplies

Charges for essential ostomy supplies on the written authorization of the attending physician.

#### Speech Aids

Charges for speech aid equipment, when approved by a qualified speech therapist and authorized by the attending physician, for persons who do not have oral communication ability. The maximum payable amount is mentioned in the Summary of Benefits.

#### Paramedical Services

Charges for treatment, including X-rays, except when performed in a hospital by a licensed practitioner. The maximum payable amount for each eligible practitioner is mentioned in the Summary of Benefits.

#### Prosthetic Appliances

Charges for the following remedial prosthetic appliances or supplies, when authorized by the attending physician. The maximum payable amount is mentioned in the Summary of Benefits:

- artificial limbs,
- breasts (including repairs and adjustments),
- eyes,
- mastectomy bra, and
- crutches, canes, splints, casts, trusses and braces.

Replacement of these items will not be a benefit unless replacement is required due to pathological or physiological change. Repairs and/or adjustments are provided to a maximum amount payable as mentioned in the Summary of Benefits unless noted otherwise.

Hair, when loss is due to an underlying pathology or its treatment (i.e. chemotherapy), to a maximum amount payable as noted in the Summary of Benefits. Hair prosthetics, replacement therapy and other procedures for physiological hair loss are not eligible (i.e. male pattern baldness).

## **EXTENDED HEALTH BENEFIT**

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### Medical Supplies and Equipment

Charges for the following medical supplies and equipment, when prescribed by an authorized physician. The maximum payable amount is mentioned in the Summary of Benefits:

- stump socks,
- rental (or purchase, if approved by Medavie Blue Cross) of a wheelchair or hospital-type bed,
- TENS machine,
- equipment for the administration of oxygen,
- insulin pump, and
- compression pump and accompanying sleeves.

Once the original equipment purchase is approved, the rental or approved purchase of another piece of similar equipment will be limited to once every five consecutive calendar years. Not all eligible medical supplies and equipment are listed above. Please contact our call centre for more specific information and all claiming requirements.

### Medical Compression Garments

Charges for the purchase of medical compression garments on written authorization of the attending physician. The maximum amount payable is mentioned in the Summary of Benefits.

### ***Vision Care***

#### Frames/Lenses/Contact Lenses due to Cataract Surgery

Charges for frames, lenses or contact lenses when medically necessary on the written authorization of the attending physician following cataract surgery. Subject to the maximum amount payable mentioned in the Summary of Benefits.

#### Intraocular Lenses due to Cataract Surgery

Charges for intraocular lenses when medically necessary on the written authorization of the attending physician following cataract surgery. Subject to the maximum amount payable mentioned in the Summary of Benefits.

### ***Limitation***

For the purpose of the present benefit, all participants shall be deemed covered under the hospital and health insurance acts of their province of residence in Canada.

### ***Termination of Benefit***

The Extended Health Benefit ends at the earlier of your retirement, the termination of employment or the age noted in the Summary of Benefits. The dependent's coverage ends either on the date you cease to be covered or on the date they no longer meet the definition of dependent, whichever occurs first.

## **DRUG BENEFIT**

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This benefit covers expenses for eligible drugs as defined by the Company and is subject to any deductible, co-pay, co-insurance or maximum listed in the Summary of Benefits. Benefit maximums are applied on a per person basis.

Certain drugs may require prior authorization to be eligible for payment as identified by the Company.

Drugs must be dispensed by a provider approved by the Company.

When an eligible interchangeable drug has been prescribed, the Company adheres to the mandatory substitution legislation in each province.

Eligible expenses are considered to have been incurred on the date the services are rendered or the product is supplied.

### ***Eligible Expenses***

The plan refunds expenses for drugs which require a prescription by law, approved by the Company, and prescribed by a doctor or dentist, according to the percentage of reimbursement specified in the Summary of Benefits. In addition, certain drugs prescribed by other qualified health professionals will be considered if the applicable provincial legislations permit the professional to prescribe those drugs.

### ***Applicable to Quebec Residents***

The plan refunds eligible expenses for products or drugs as identified by the applicable prescription drug legislation as they appear on the list provided by the Régie de l'assurance-maladie du Québec (RAMQ) and if they are dispensed by a pharmacist on a written prescription from a Physician or dentist. These drug expenses must be incurred in Canada.

Some of these prescription drugs shall be covered only in the cases, on the conditions and for the therapeutic indications specified in the legislation.

### ***Termination of Coverage***

The Drug Benefit ends at the earlier of your retirement, termination of employment or the age noted in the Summary of Benefits. The coverage for eligible dependents ends when your Drug Benefit terminates or on the date they no longer meet the definition of dependent, whichever occurs first.

## **DENTAL BENEFIT**

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This benefit covers eligible expenses incurred by you or one of your dependents for dental services recommended by a dentist and performed by:

- a dentist, or
- a dental hygienist under the supervision of a dentist, or
- a denturist.

Expenses are subject to the deductible (if applicable), percentages of reimbursement and maximums specified in the Summary of Benefits. Benefit maximums are applied on a per person basis.

Dental benefits are based on the usual and customary charges up to the Dental Fee Guide Schedule specified in the Summary of Benefits for general practitioners in effect in the participant's province of residence.

### ***Eligible Expenses***

The following expenses are reimbursed, according to the percentage of reimbursement and maximum specified in the Summary of Benefits.

### ***BASIC SERVICES - ROUTINE SERVICES - 80% CO-INSURANCE***

#### ***Diagnostic Services***

- complete examinations once every 24 consecutive months
- recall examinations once every six consecutive months
- bitewing once every six consecutive months
- full series X-rays or panorex X-rays once every 24 consecutive months
- test/analysis/laboratory procedures

#### ***Preventive Services***

- polishing once every six consecutive months
- fluoride treatment once every six consecutive months
- scaling and/or root planing limited to eight units\* in a calendar year
- oral hygiene instruction/plaque control limited to once in a lifetime
- pit and fissure sealants (Dependents under 21 years of age)
- space maintainers (Dependents under 18 years of age)

#### ***Restorative Services***

- amalgam (metal) and tooth coloured (white) fillings (not covered on molar teeth)

#### ***Surgical Services***

- extraction of teeth
- general anaesthesia and conscious sedation in conjunction with oral surgery

### ***BASIC SERVICES - ALL OTHER SERVICES - 50% CO-INSURANCE***

#### ***Endodontic Services***

- root canal therapy

#### ***Periodontic Services***

- occlusal equilibration
- periodontal appliances (bruxism) once every two consecutive calendar years
- periodontal surgery (grafts)

\* A unit of time is equal to 15 minutes of service

## DENTAL BENEFIT

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### **BASIC SERVICES - ALL OTHER SERVICES - 50% CO-INSURANCE (Cont'd)**

#### **Prosthodontic Services**

- denture adjustment and repairs
- denture relines or rebase once every two consecutive calendar years
- tissue conditioning

#### **Surgical Services**

- extraction of residual roots
- surgical movement of teeth
- removal of benign tumors, cysts

#### **General Services**

- general anesthesia not in conjunction with surgery

### **MAJOR RESTORATIVE SERVICES**

#### **Extensive Restorations**

- inlays/onlays
- crowns

#### **Prosthodontic Services**

- complete and partial dentures
- bridgework

This program excludes replacement of the denture unless it is at least 5 years old and cannot be made serviceable, and the replacement of dentures that may have been lost, mislaid or stolen.

**Note: Implant related codes such as crown over implants or dentures over implants are not a benefit.**

### **ORTHODONTIC SERVICES**

- diagnostic records
- removable and fixed appliances (braces)
- observations and adjustments

#### **Dental Exclusions and Limitations**

The dental plan does not cover the following expenses:

1. Splinting for periodontal reasons, where cast, crowns or inlays are used for this purpose, with or without onlays.
2. Veneers for cosmetic purposes.
3. Accidental dental services do not form part of the Dental Benefits being offered
4. Services rendered by a dental hygienist but not administered under the supervision of a dentist.
5. Treatment or appliance, related directly or indirectly to full mouth reconstruction, to correct vertical dimension.

## DENTAL BENEFIT

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### ***Laboratory Charges***

Reimbursement of laboratory fees will be limited to the reasonable and customary charges for such services. However, in no event will the total reimbursement of eligible laboratory fees exceed 60% of the suggested dental fee in the appropriate fee guide for the particular dental treatment.

### ***Predetermination of Benefits***

If the cost of the proposed dental treatment exceeds \$500, have your dentist complete the predetermination section of the claim form and forward it to the Company before the start of treatment. You will thus know, beforehand, the exact amount of the reimbursement. If you change dentist in the course of treatment, you will be required to submit a new treatment plan to the Company.

### ***Termination of Benefit***

The Dental Care benefit ends at the earlier of your retirement, the termination of employment or the age noted in the Summary of Benefits. The dependent's coverage ends either on the date you cease to be covered (but not upon your death) or on the date they no longer meet the definition of dependent, whichever occurs first.

## **GENERAL EXCLUSIONS AND LIMITATIONS FOR HEALTH AND DENTAL BENEFITS**

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The following expenses are not reimbursed under the plan:

1. Medical examinations or routine general checkups required for use by a third party.
2. Elective services obtained outside the participant's province of residence.
3. Charges which normally would not be made if the participant was not covered under the plan.
4. Any item or service not listed as a benefit in this plan.
5. Medications restricted under federal or provincial legislation.
6. Registration charges or non-resident surcharges in any hospital.
7. Services performed by an unqualified practitioner.
8. Charges for missed appointments or the completion of forms.
9. Charges for health care planning assessments.
10. Any health care services and supplies that are not provided by an approved provider.
11. Convalescent, custodial or rehabilitation services, unless otherwise specified.
12. Conditions not detrimental to health.
13. Services that are not medically required, that are given for cosmetic purposes or that exceed the ordinary services given in accordance with current therapeutic practice.
14. Benefits the participant receives or is entitled to receive from Workers' Compensation.
15. Mileage or delivery charges.
16. Any injury or illness resulting from the participant's active participation in or related to civil unrest, riot, insurrection or war.
17. Participation in the commission of a criminal offence.
18. A service or supply that is experimental or investigative in nature.
19. A service or supply that is not medically necessary or proven effective.
20. Services for which the government prohibits the payment of benefit.
21. Services provided without charge or normally paid for directly or indirectly by the employer.
22. Services for which the employee or dependent is entitled to indemnity from any government plan, or any plan or arrangement.
23. Services as a result of self-inflicted injuries or any suicide attempt, whether the participant is sane or not.

## HEALTH AND DENTAL INFORMATION

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### ***Co-ordination of Benefits***

In the event that benefits may be claimed under more than one section of the health care plan, the claim will be assessed in a manner that provides the greatest benefit.

If you are eligible for similar benefits under another group benefit plan the amount payable through this plan shall be co-ordinated with all benefit plans and will not exceed 100% of the eligible expense. Where both spouses of a family have coverage through their own employer benefit plans, the first payer of each spouse's claim is their own employer's plan. Any amount not paid by the first payer can then be submitted for consideration to the other spouse's benefit plan (the second-payer).

Claims for dependent children should be submitted first to the benefit plan of the spouse who has the earlier birth month in the calendar year, and then to the other spouse's benefit plan. When submitting a claim to a second payer, be sure to include payment details provided by the first payer.

Benefit payments will be co-ordinated with any other plan or arrangement, in accordance with the Canadian Life and Health Insurance Association (CLHIA) guidelines.

### ***Alternative Benefit***

Where more than one form or alternative form of treatment exists, the Company, in consultation with its Health Care Consultants, reserves the right to make payment for eligible services and supplies based on an alternate procedure or supply with a lower cost, when deemed appropriate and consistent with good health management.

### ***Conversion Privilege***

If you should terminate employment, you may convert to an Individual Health and Dental plan currently issued by Blue Cross provided that application is made within 31 days following your date of termination. This conversion privilege is also available to the surviving spouse and/or dependents in the event of your death.

### ***Survivor Benefit***

In the event of your death, eligible dependents will continue to be covered for Health and Dental benefits on a non-premium basis, however, coverage will end on the earliest of the following dates:

- the contract termination date;
- twelve (12) months after the employee's death;
- the effective date of any similar coverage with another insurer;
- whenever they cease to be eligible dependents.

## HEALTH SPENDING ACCOUNT

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Under a Health Spending Account, you have access to a pre-determined amount of Health Spending Account credits. These credits are intended to pay for medical and dental expenses not covered under your medical and dental plan or your provincial plan. Health Spending Account credits can also be used to supplement existing benefits. These include costs exceeding the plan's maximum payable amounts, deductibles, co-insurance or any other portion of a claim that is not automatically paid. The amount in your Health Spending Account is not taxed as income except in Quebec where it is required to pay Quebec Provincial Income Tax.

### **ABOUT YOUR HEALTH SPENDING ACCOUNT**

The policy year of your Health Spending Account is from January 1st to December 31<sup>st</sup>. Your Health Spending Account may be used to reimburse expenses incurred during the year. Credits are assigned January 1st each year and are valid for that calendar year plus one additional calendar year if any credits remain unused. If these credits are not exhausted, they will be forfeited. The Canada Revenue Agency does not allow the payout of unused balances in taxable cash as an alternate to the carry over requirement. Furthermore, should you leave your current employment, or your group terminates coverage with Medavie Blue Cross, you will have a period of 60 days to claim against your remaining balance before your credits are forfeited. Claims may not be carried forward, they must be reimbursed prior to the 60 day grace period following the end of the calendar year in which they were incurred.

### **ALLOWABLE MEDICAL EXPENSES** (not limited to the following expenses)

A Health Spending Account is a way to give employees more flexibility within the benefit plan, and a way to remunerate an employee with tax free dollars. Expenses eligible under a Health Spending Account is based on the Canada Revenue Agency Income Tax Act and differ from eligible expenses covered under group benefits plan. The following is a general overview of several expenses considered eligible for the Medical Expense Tax Credit under the Canadian Income Tax Act. For additional information regarding reimbursable expenses you may consult The General Income Tax Guide, or the Canada Revenue Agency at the following Internet site address; <http://www.cra-arc.gc.ca>. Medavie Blue Cross recommends that you contact Canada Revenue Agency to clarify the eligibility of any service or products for which you are unsure. Furthermore, Medavie Blue Cross does not assume responsibility to inform you of any changes made to the Canada Revenue Agency provisions hereinafter.

#### **Professional Services**

- acupuncturist
- audiologist
- chiropodist
- chiropractor
- christian science practitioner
- dentist
- dental hygienist
- dental mechanic
- dermatologist
- dietician
- naturopath
- optician
- optometrist
- osteopath
- physiotherapist

## HEALTH SPENDING ACCOUNT

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### ***Professional Services (cont'd)***

- plastic surgeon
- podiatrist
- practical nurse (medical services only)
- psychiatrist
- psychologist
- registered nurse
- speech therapist

Additional practitioners may qualify as eligible providers under Canada Revenue Agency guidelines. In all circumstances, the practitioners must be recognized by the applicable legislation of the province in which the services are rendered.

### ***Laboratory Examinations and Tests***

- blood tests
- cardiographs
- metabolism tests
- spinal fluid tests
- stool examinations
- urine analysis
- x-ray examination

### ***Dental Services***

- radiographs
- preventive
- endodontics
- periodontics
- restorative
- oral Surgery
- orthodontics

### ***Hospital Services***

- room accommodation
- miscellaneous hospital services

### ***Artificial Limbs, Aids and Other Devices and Equipment***

- artificial limb
- iron lung
- rocking bed for poliomyelitis victims
- wheelchair
- crutches
- spinal brace
- brace for a limb
- ileostomy or a colostomy pad
- truss for a hernia
- artificial eye
- laryngeal speaking aid
- aid to hearing
- artificial kidney machine

## HEALTH SPENDING ACCOUNT

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### ***Products or Services Requiring a Prescription***

- A wig made to order for an individual who has suffered abnormal hair loss because of disease, medical treatment or accident.
- A needle or syringe designed to be used for the purpose of giving an injection.
- A device or equipment used by an individual suffering from a severe chronic respiratory ailment or a severe chronic immune system disregulation, but not including an air conditioner, humidifier, dehumidifier, heat pump or heat or air exchanger.
- A device or equipment designed to pace or monitor the heart of an individual who suffers from heart disease.
- An orthopedic shoe or boot or an insert for a shoe or boot made to order for an individual to overcome a physical disability.
- A power-operated guided chair installation, for an individual, that is designed to be used solely in a stairway.
- A mechanical device or equipment designed to assist an individual to enter or leave a bathtub or shower or to get on or off a toilet.
- A hospital bed, including any attachments to the bed.
- A device designed to assist an individual in walking, when the individual has mobility impairment.
- An external breast prosthesis that is required due to a mastectomy.
- A teletypewriter or similar device, including a telephone-ringing indicator, that enables an individual who is deaf or mute to make and receive telephone calls.
- An optical scanner or similar device designed to enable an individual who is blind to read print.
- A power-operated lift or transportation equipment designed for an individual who is disabled to allow the individual access to different areas of a building or to assist the individual in gaining access to a vehicle or to place the individual's wheelchair in or on a vehicle.
- A device designed exclusively to enable an individual who has a mobility impairment to operate a vehicle.
- A device or equipment, including a synthetic speech system, braille printer and large print-on-screen device, designed exclusively for use by an individual who is blind, in operating a computer.
- An electronic speech synthesizer that enables an individual who is mute to communicate by using a portable keyboard.
- A device or decode special television signals to permit the script of a program to be visually displayed.
- A visual or vibratory signaling device, including a visual fire alarm indicator, for an individual who has a hearing impairment.
- A device designed to be attached to an infant diagnosed as being prone to sudden infant death syndrome in order to sound an alarm if the infant ceases to breathe.
- An infusion pump, including disposable peripherals, used to treat diabetes or a device designed to enable an individual with diabetes to measure blood sugar level.
- An electronic or computerized environmental control system designed exclusively for the use of an individual who has a severe and prolonged mobility restriction.
- An extremity pump or elastic support hose designed exclusively to relieve swelling caused by chronic lymphedema.
- An inductive coupling osteogenesis stimulator for treating non-union of fractures or aiding in bone fusion.

## HEALTH SPENDING ACCOUNT

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### ***Vision Care***

- The cost of eyeglasses (including frames and lenses) or contact lenses when prescribed by an oculist, ophthalmologist or an optometrist.
- The cost of laser eye surgery when performed by a medical practitioner.

### ***Drugs and Other Preparations or Substances***

- Drugs or other preparations or substances as prescribed by a medical practitioner or dentist and recorded by a licensed pharmacist.
- Birth control pills as prescribed by a physician and recorded by a pharmacist.
- Insulin or substitutes, tapes or tablets for sugar content tests by diabetics when prescribed by a physician.
- Injectable liver extract for pernicious anemia.
- Vitamin B-12 for pernicious anemia.

### ***Medical Treatments***

- blood transfusion
- diathermy
- electric shock treatments
- healing services
- hydrotherapy
- injections
- insulin treatments
- nursing
- pre-natal; post natal treatments
- radium therapy

### ***Miscellaneous Expenses***

- The cost of diapers, disposable briefs, catheters, catheter trays, tubing or other products required by the patient because of incontinence caused by illness, injury or affliction.
- The cost of buying or renting an oxygen tent or other equipment necessary to administer oxygen.
- The costs of acquiring and the care and maintenance (including food and veterinary care) of an animal. These costs must be paid on behalf of a patient who is blind, profoundly deaf or who has a severe and prolonged impairment that markedly restricts the use of the patient's arms or legs. The animal must be specially trained to assist a patient in coping with his or her impairment and the animal must be provided by a person or organization whose main purposes is the training of animals for this function.
- Reasonable expenses, including legal fees and insurance premiums, paid to locate a compatible bone marrow or organ transplant donor for a patient. Reasonable travel, board and lodging expenses paid for the donor and a companion as well as the recipient and a companion.
- Reasonable expenses relating to renovations or alterations to an individual's dwelling. These expenses must be paid to enable the individual to gain access to the dwelling or be mobile or functional within it.
- Reasonable expenses relating to rehabilitative therapy, including training in lip reading or sign language, incurred to adjust for the patient's hearing or speech loss.

## HEALTH SPENDING ACCOUNT

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### ***Non-Eligible Expenses***

- non- prescription birth control devices
- wigs, unless made to order for individuals who have suffered abnormal hair loss owing to disease, medical treatment or accident.
- maternity clothes
- athletic club memberships
- toothpaste
- scales for weighing food
- funeral, cremation or burials, cemetery plot, monument, mausoleum
- illegal operations, treatments or drugs illegally procured
- payments to a municipality where the municipality employed a doctor to provide medical services to the residents.
- medical expenses for which you are reimbursed or are entitled to be reimbursed.

## **BASIC ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

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**Policy No.: BSC 9026202A Division 1, 3, 5  
Administered by AIG Insurance Company of Canada**

### **Why You Need Accident Insurance**

A serious accidental injury or death can have tremendous consequences. A serious injury may prevent you from meeting your financial obligations and your loss of life may leave your spouse with insufficient financial resources to fulfill their financial responsibilities.

Your Employer has provided you with Accident Insurance coverage underwritten by AIG Insurance Company of Canada. The policy provides a lump sum benefit to help ease the financial impact and assure your family's needs are met if you loss of life as a result of an accident. Your accident coverage also provides you with 'living benefits' should an accident leave you paralyzed or should you lose through severance, or loss of use of a limb, sight, speech or hearing.

### **How It Works**

You are automatically covered for a Principal Sum amount equal to your group life benefit.

### **Here's What You Get**

**Broad Accident Insurance Coverage** - Your plan provides generous Accidental Death & Dismemberment benefits for injuries as a result of covered accidents.

**Guaranteed Acceptance** - Coverage is provided regardless of your health history.

**24/7 Worldwide Coverage** - Your coverage is in force around-the-clock—at work, at home or at play, anywhere in the world.

### **Definitions**

**"Insured Employee"** means you, if you are an Employee of the policyholder under age 72

### **Eligible Dependents:**

**"Spouse"** means a person who is under the age of 72 and who is either legally married to you, or if there is no such person, is a person who, although not legally married to you, is cohabitating with you for a period of at least one year and is publicly represented as your domestic partner in the community in which you reside.

**"Dependent Child"** means a person who is either your natural child, adopted child or step-child or a child to whom you are *in loco parentis* and who is (i) under 23 years of age, unmarried and dependent upon you for maintenance and support and not employed for more than 25 hours per week; or (ii) under 26 years of age, unmarried and enrolled in post-secondary education and dependent upon you for maintenance and support and not employed for more than 25 hours per week; or (iii) by reason of mental or physical infirmity is incapable of self-sustaining employment and who is considered your Dependent Child within the terms of the Income Tax Act (Canada).

### **Beneficiary Designation**

You may designate a beneficiary to receive the amount payable hereunder for your Loss of Life. In the absence of such a beneficiary designation, the benefit for Loss of Life shall be payable to your estate.

All other benefits will be payable to you.

## **BASIC ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

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### **Benefits and Coverages**

#### **Accidental Death, Dismemberment, Paralysis and Loss of Use**

If a covered loss occurs within 365 days after the date of the covered accident causing the loss, the Company will pay in one installment the indicated percentage of the Principal Sum as set out in the following Table of Losses. If more than one loss is sustained, only one benefit shall be payable, the largest.

#### **Table of Losses**

|  |                                     |
|--|-------------------------------------|
| Loss of Life .....                                     | The Principal Sum                   |
| Loss of Both Hands or Both Feet .....                  | The Principal Sum                   |
| Loss of Entire Sight of Both Eyes .....                | The Principal Sum                   |
| Loss of One Hand and One Foot .....                    | The Principal Sum                   |
| Loss of One Hand and the Entire Sight of One Eye ..... | The Principal Sum                   |
| Loss of One Foot and the Entire Sight of One Eye ..... | The Principal Sum                   |
| Loss of One Arm or One Leg .....                       | Four-Fifths of The Principal Sum    |
| Loss of One Hand or One Foot .....                     | Three-Quarters of The Principal Sum |
| Loss of The Entire Sight of One Eye .....              | Three-Quarters of The Principal Sum |
| Loss of Thumb and Index Finger of the Same Hand .....  | One-Third of The Principal Sum      |
| Loss of Speech and Hearing .....                       | The Principal Sum                   |
| Loss of Speech or Hearing .....                        | Three-Quarters of The Principal Sum |
| Loss of Hearing in One Ear .....                       | Two-Thirds of The Principal Sum     |
| Loss of Four Fingers of One Hand .....                 | One-Third of The Principal Sum      |
| Loss of All Toes of One Foot .....                     | One-Quarter of The Principal Sum    |

#### **Loss of Use**

|  |                                     |
|--|-------------------------------------|
| Loss of Use of Both Arms or Both Hands ..... | The Principal Sum                   |
| Loss of Use of One Hand or One Foot .....    | Three-Quarters of The Principal Sum |
| Loss of Use of One Arm or One Leg .....      | Four-Fifths of The Principal Sum    |

#### **Paralysis**

|   |  |
|---|--|
| Quadriplegia (total paralysis of both upper and lower limbs) .....                  | Two Times The Principal Sum up to a maximum of One Million Dollars |
| Paraplegia (total paralysis of both lower limbs) .....                              | Two Times The Principal Sum up to a maximum of One Million Dollars |
| Hemiplegia (total paralysis of upper and lower limbs of one side of the body) ..... | Two Times The Principal Sum up to a maximum of One Million Dollars |

If you sustain more than one loss as a result of the same accident, only one amount, the largest, will be paid.

## **BASIC ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

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"Loss" when used with reference to "Quadriplegia", "Paraplegia", and "Hemiplegia" means the complete and irreversible paralysis of such limbs; "Hand" or "Foot" means the complete severance through or above the wrist or ankle joint, but below the elbow or knee joint; "Arm" or "Leg" means the complete severance through or above the elbow or knee joint; "Thumb and Index Finger" means the complete severance through or above the first phalange; "Fingers" means the complete severance through or above the first phalange of all Four Fingers of One Hand; "Toes" means the complete severance of both phalanges of all the Toes of One Foot; "The Entire Sight of One Eye" means the total and irrecoverable Loss of Sight such that corrected visual acuity must be 20/200 or less in such eye; "The Entire Sight of Both Eyes" means the total and irrecoverable Loss of Sight in Both Eyes such that corrected visual acuity must be 20/200 or less and the field of vision must be less than 20 degrees in both eyes. A Physician certified in Ophthalmology must clinically confirm the diagnosis in writing; "Hearing in One Ear" means the diagnosis of permanent Loss of Hearing in One Ear, with an auditory threshold of more than 90 decibels. A Physician certified in Otolaryngology must confirm the diagnosis in writing; "Hearing" means the diagnosis of permanent Loss of Hearing in Both Ears, with an auditory threshold of more than 90 decibels in each ear. A Physician certified in Otolaryngology must confirm the diagnosis in writing; "Speech" means complete and irrecoverable Loss of the ability to utter intelligible sounds; and "Loss of Use" means the total and irrecoverable Loss of Use provided the Loss is continuous for 12 consecutive months and such Loss of Use is determined to be permanent. "Loss" when used herein may also include "Loss of Life".

### **Home Alteration and Vehicle Modification Benefit**

Pays a one-time benefit of up to \$15,000 for modification to your home or vehicle if you suffer an injury for which you receive a benefit under the Plan and require a wheelchair to be ambulatory.

### **Workplace Modification and Accommodation Benefit**

Pays a benefit of up to \$5,000 to your Employer if you suffer an injury for which you receive a benefit under the Plan and require special adaptive equipment or workplace modification in order for you to return to work full-time.

### **Psychological Therapy**

Pays a benefit of up to \$5,000 if you suffer an injury for which you receive a benefit under the Plan and require psychological therapy within 2 years of the injury.

### **In-Hospital Benefit**

Pays a benefit of (i) 1% of the Principal Sum to a maximum of \$2,500 per month for hospital confinements of more than 30 nights, or (ii) 1/30<sup>th</sup> of the amount determined under (i) for hospital confinements of more than 5 but less than 30 nights, if you suffer an injury for which you receive a benefit under the Plan and are confined to hospital as a result of such injury, for a maximum of twelve months.

### **Family Transportation**

Pays a benefit of up to \$15,000 for the expenses incurred for the transportation of an immediate family member to your hospital if you suffer an injury for which you receive a benefit under the Plan and as a result are confined to a hospital more than 100 kilometres from home.

### **Repatriation Benefit**

Pays a benefit of up to \$15,000 to cover the expenses to return your body to your city of residence if you suffer a covered accidental death while at least 50 kilometres from home.

## **BASIC ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

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### **Identification Benefit**

Pays a benefit of up to \$5,000 for the transportation and commercial lodging of an immediate family member to identify your body if you suffer a covered accidental death at least 150 kilometres from home and a law enforcement agency requests such identification.

### **Seat Belt Benefit**

Pays an additional benefit of 10% of the Principal Sum to a maximum of \$50,000 if you suffer a covered accidental death while operating or riding as a passenger in a private passenger automobile in which your seat belt was properly fastened.

### **Day Care Benefit**

Pays an annual benefit of up to 5% of the Principal Sum to a maximum of \$5,000 per year for the day care costs of each Dependent Child under age 13 who is enrolled, or who enrolls within 90 days, in a day care facility if you suffer a covered accidental death. The benefit is payable for up to four consecutive years.

### **Dependent Child Educational Benefit**

Pays an annual benefit of up to 5% of the Principal Sum to a maximum of \$5,000 per school year for the tuition costs of each Dependent Child who is enrolled in post-secondary education if you suffer a covered accidental death. The benefit is payable for up to four consecutive years.

### **Spousal Educational Benefit**

Pays a benefit of up to \$15,000 for your Spouse's expenses in enrolling in a professional or trades training program for the purpose of obtaining an independent source of income, if you suffer a covered accidental death and such expenses are incurred within 30 months of your death.

### **Funeral Expense**

Pays a benefit of up to \$5,000 to reimburse funeral expenses if you suffer a covered accidental death.

### **Bereavement Benefit**

Pays a benefit of up to \$1,000 if you suffer loss of life in a covered accident and your eligible dependents require counselling within one year of the accident.

### **Waiver of Premium**

In the event that you become totally and permanently disabled and your waiver of premium claim is accepted and approved under the Policyholder's current group life policy, then the premiums payable under this policy are waived 30 weeks from the date the claim is accepted and approved by the Group Life Plan Underwriter until one of the following occurs, whichever is earlier:

- (a) The date you attain the age of 65,
- (b) The date of your death or recovery,
- (c) The date the Master Policy is terminated.

## **BASIC ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

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### **Continuance of Coverage**

It is hereby declared and agreed that coverage may be continued by payment of premium during periods of approved leave of absence, lay-offs, while on pregnancy leave, parental leave, or special maternity leave. This continuation of coverage will be granted for a period equal to the Policyholder's current Group Life policy, to a maximum of 70 weeks. Coverage for all applicable benefits outlined in the Policy will be continued until the maximum period of time outlined by labour law as long as premiums continue to be paid by the Policyholder. The choice of continuing coverage must be made by the Policyholder at the start of the absence and it is non-revocable. In the event of total disability, coverage may be continued by payment of premium, until the earlier of age 65, death, retirement, or termination of the master policy.

### **Conversion Privilege Benefit**

If you leave your job for any reason, you have 90 days to convert your coverage under the Plan to an individual insurance policy providing comparable coverage and with a coverage amount not greater than the Principal Sum at individual rates in force at that time.

### **Policy Exclusions**

The Plan will not cover any losses caused in whole or in part by, or resulting in whole or in part from, the following:

- (a) suicide or any attempt thereat by you while sane;
- (b) self inflicted injury or any attempt thereat by you while sane or insane;
- (c) declared or undeclared war or any act thereof;
- (d) sickness, disease, or bodily infirmity whether the Loss or claim results directly or indirectly from any of these;
- (e) mental incapacity whether the Loss or claim results directly or indirectly from any mental incapacity;
- (f) injury sustained while you are undergoing the medical or surgical treatment of sickness, disease, or bodily or mental infirmity;
- (g) stroke or cerebrovascular accident or event; cardiovascular accident or event; myocardial infarction or heart attack; coronary thrombosis; aneurysm;
- (h) travel or flight in or on (including getting in or out of, or on or off of) any vehicle used for aerial navigation, if you are:
  - (i) riding as a passenger in any aircraft not intended or licensed for the transportation of passengers;
  - (ii) performing, learning to perform or instructing others to perform as a pilot or crew member of any aircraft; or
  - (iii) riding as a passenger in an aircraft owned or leased by the Policyholder;
- (i) infections of any kind regardless of how contracted, except bacterial infections that are directly caused by botulism, ptomaine poisoning or an accidental cut or wound independent and in the absence of any underlying sickness, disease or condition including but not limited to diabetes;
- (j) injury or Loss sustained if you are on full-time active duty in the armed forces or organized reserve corps of any country or international authority. (Unearned premium for any period for which you are on full-time active duty shall, upon application to the Company by the Policyholder, be refunded);
- (k) injury or Loss sustained while you are under the influence of alcohol and operating any vehicle or means of transportation or conveyance while your blood alcohol is over 80 milligrams in 100 millilitres of blood;
- (l) injury or Loss sustained while you are under the influence of a drug or substance which is controlled as specified under the Controlled Drug and Substances Act (Canada)

## **BASIC ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

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### **Policy Exclusions (cont.)**

- unless taken pursuant to the advice of and in strict accordance with the instructions of a duly licensed physician;
- (m) the commission or attempted commission by you or injury incurred while you are in the course of committing or attempting to commit any act which if adjudicated by a court would be an indictable offence under the laws of the jurisdiction where the act was committed; and
  - (n) an act, attempted act or omission taken or made by you, or an act, attempted act or omission taken or made with your consent, for the purposes of interrupting the blood flow to your brain or to cause asphyxiation to you whether with intent to cause harm or not; and
  - (o) natural causes.

### **Aggregate Limit Per Accident**

The maximum amount the Company will pay for two or more Insured Employees injured in one accident is the amount of the Aggregate Limit Per Accident set out in the policy, if any. If the total of the benefits which would be paid by the Company would exceed the Aggregate Limit Per Accident, each Insured Employee shall receive their proportionate share of the amount of the Aggregate Limit Per Accident paid by the Company.

### **Effective Date**

Your coverage begins on the date you satisfy the definition of "Insured Employee".

### **Termination Date**

Coverage ends on the earliest of:

1. the date the policy is terminated;
2. the premium due date if premiums are not paid when due;
3. the date you no longer satisfy the definition of an Insured Employee; or
4. the first day of the month following the date you no longer belong to an Eligible Class of Employees as set out in the Policy.

This brochure provides only brief descriptions of the coverage available. The full details of the coverage are contained in the Policy including limitations, exclusions and termination provisions. If there are any conflicts between this document and the Policy, the Policy shall govern. Insurance is underwritten by AIG Insurance Company of Canada.

Document printed in July 15

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

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### **Policy PAI 9026203 Administered by AIG Insurance Company of Canada**

Daily our newspapers report tragic accidents involving people at work, at play, in automobile crashes and even in those home activities we usually think of as safe.

Behind these accidents lie the personal and financial losses that fall heavily upon the families of the victims. While the personal loss is irreparable, it is possible by means of insurance for you to minimize for your family the economic consequences.

With this thought in mind, we recommend for your serious consideration the plan of accidental death or dismemberment insurance. Under this plan you may purchase coverage for yourself and your spouse and children.

### **WHAT DOES IT COVER?**

If enrolled, an Employee and/or insured family members are covered 24 hours a day, 365 days a year against covered accidents in the course of business or pleasure. Coverage includes (but is not limited to) accidents on or off the job, in the home, while driving an automobile, travelling as a passenger by train, airplane (except as limited by Exclusions explained below), automobile, or other public or private conveyance. The benefits provided under this plan are payable in addition to any other insurance which may be in effect at the time of accident. There are no geographical limits, it is worldwide accident protection.

### **AMOUNT OF COVERAGE:**

Class I: From a minimum of \$10,000. to a maximum of \$500,000. in units of \$10,000.

Class II: From a minimum of \$10,000. to a maximum of \$500,000. in units of \$10,000. with the following percentages automatically applying to family members: a) Spouse only - 60% of employee's amount; b) Spouse and Children - Spouse 50% of employee's amount and each Child 15% of employee's amount; c) Children only - each Child 20% of employee's amount.

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

### **WHAT BENEFITS ARE PROVIDED?**

If death, dismemberment or loss of sight occurs within one year after the date of the accident, the following benefits will be paid:

#### **For loss of:**

|  |                                     |
|--|-------------------------------------|
| Life.....  | The Principal Sum                   |
| Loss of Both Hands.....  | The Principal Sum                   |
| Loss of Both Feet.....   | The Principal Sum                   |
| Loss of Entire Sight of Both Eyes.....   | The Principal Sum                   |
| Loss of One Hand and One Foot.....   | The Principal Sum                   |
| Loss of One Hand and the Entire Sight of One Eye.....                              | The Principal Sum                   |
| Loss of One Foot and the Entire Sight of One Eye.....                              | The Principal Sum                   |
| Loss of One Arm.....   | Three Quarters of The Principal Sum |
| Loss of One Leg.....   | Three-Quarters of The Principal Sum |
| Loss of One Hand.....  | Two-Thirds of The Principal Sum     |
| Loss of One Foot.....  | Two-Thirds of The Principal Sum     |
| Loss of The Entire Sight of One Eye.....   | Two-Thirds of The Principal Sum     |
| Loss of Thumb and Index Finger of<br>the Same Hand.....                            | One-Third of The Principal Sum      |
| Loss of Speech and Hearing.....  | The Principal Sum                   |
| Loss of Speech or Hearing.....   | Two-Thirds of The Principal Sum     |
| Loss of Hearing in One Ear.....  | One-Sixth of The Principal Sum      |
| Quadriplegia (total paralysis of both upper and lower limbs).....                  | Two-Times The Principal Sum         |
| Hemiplegia (total paralysis of upper and lower limbs of one side of the body)..... | Two-Times The Principal Sum         |
| Paraplegia (total paralysis of both lower limbs).....                              | Two-Times The Principal Sum         |
| Loss of Use of Both Arms or Both Hands.....  | The Principal Sum                   |
| Loss of Use of One Hand or One Foot.....   | Two-Thirds of The Principal Sum     |
| Loss of Use of One Arm or One Leg.....   | Three-Quarters of The Principal Sum |
| Loss of Four Fingers of One Hand.....  | One-Third of The Principal Sum      |
| Loss of All Toes of One Foot.....  | One-Eighth of The Principal Sum     |

### **TO WHOM ARE BENEFITS PAID?**

The employee accidental death benefit will be paid to the designated beneficiary or the estate if no such designation is made. All other indemnities payable (including benefits payable for losses sustained by covered dependents will be paid to the insured employee).

### **REHABILITATION BENEFIT**

When injuries shall result in a payment being made by the Company under the Accidental Death and Dismemberment Indemnity section of the policy, the Company will pay in addition:

The reasonable and necessary expenses actually incurred up to a Limit of \$10,000.00 for special training of the Insured Person provided:

- (a) such training is required because of such injuries and in order for the Insured Person to be qualified to engage in an occupation in which he would not have been engaged except for such injuries,
- (b) expenses be incurred within two years from the date of the accident,
- (c) no payment shall be made for ordinary living, travelling or clothing expenses.

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

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### **REPATRIATION BENEFIT**

When injuries covered result in loss of life of an Insured Person outside of 50 Km and within 365 days of the date of the accident, the Insurance Company will pay the actual expenses incurred for preparing the deceased for burial and shipment of the body to the city of residence of the deceased but not to exceed the amount of \$10,000.00.

### **WAIVER OF PREMIUM**

In the event an Insured Person becomes totally and permanently disabled and his/her waiver of premium claim is accepted and approved under the Policyholder's current group life policy, then the premiums payable under this policy are waived as of the same date the claim is accepted and approved by the Group Life Plan Underwriter until one of the following occurs, whichever is earlier:

- (a) The date the Insured Person attains age 65.
- (b) The date of the death or recovery of the Insured Person.
- (c) The date the policy is cancelled.

### **COMMON DISASTER**

If Plan II is selected to cover both employee and spouse and both employee and spouse die as a result of injuries sustained in the same accident, the Principal Sum payable for loss of life of the spouse will be increased to equal that payable for loss of life of the employee.

### **CONVERSION OPTION**

In the event of the employee's termination of employment, conversion to an individual accident insurance plan will be allowed. This conversion allows the employee to purchase any amount of accident insurance up to the employee's Principal Sum amount at the time of termination. Such application for conversion is to be made within 60 days of the date of termination. Premium rates will be the Insurance Company's current individual rates at the time of conversion based on age and occupation.

### **DAY CARE BENEFIT**

If indemnity becomes payable under the policy for accidental loss of life of an insured employee or insured spouse, who at the date of the accident had also insured his or her dependent children under the policy, the Company will pay an amount equal to the lesser of the following amounts:

- (1) The actual cost charged by such day care center per year, or
- (2) 3% of the Insured's Principal Sum, or
- (3) \$5,000.00 per year,

On behalf of any child who was an Insured's dependent at the time of such loss and is under age 13 and is currently enrolled or subsequently enrolled in an accredited day care center within 90 days following such loss.

The benefit is payable annually for a maximum of four consecutive payments but only if the dependent child continues his or her enrollment in an accredited day care center.

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

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### **SEAT BELT RIDER**

Benefits under the policy shall be increased by 10% for a covered accident as regards Insured Persons, if the covered person's injury or death results while he/she is a passenger or driver of a private passenger type automobile and his/her seat belt is properly fastened. Verification of actual use of the seat belt must be part of the official report of accident or certified by the investigating officer.

### **FAMILY TRANSPORTATION**

When injuries covered by the policy result in an Insured Person being confined to a hospital, outside 150 Km from his/her permanent city of residence, within 365 days of the accident and the attending physician recommends the personal attendance of a member of the immediate family, the Company shall pay the actual expenses incurred by the immediate family member for transportation by the most direct route by a licensed common carrier to the confined Insured Person but not to exceed the amount of \$10,000.00.

The term "member of the immediate family" means the spouse (or common-law spouse) parents, grandparents, children age 18 and over, brother or sister of the Insured Person.

### **EXPOSURE AND DISAPPEARANCE**

If by reason of a covered accident the Insured Person is unavoidably exposed to the elements and as a result of such exposure suffers a loss for which benefits are otherwise payable, the loss will be covered under the terms of the plan.

If an Insured Person has not been found within one year of the disappearance, forced landing, stranding, sinking or wrecking of a conveyance in which an Insured Person was an occupant, then the Insurance Company will consider, subject to all other terms and provisions of the plan, that the Insured Person has suffered loss of life.

### **CONTINUANCE OF COVERAGE**

In the case of employees of the Policyholder who are (1) laid-off on a temporary basis, (2) temporarily absent from work due to short-term disability, (3) on leave of absence, or (4) on maternity leave coverage shall be extended for a period of twelve (12) months, subject to payment of premium.

If an employee of the Policyholder assumes other occupational duties during the leave or lay-off period, no benefits shall be payable for a loss occurring during the performance of this occupation.

### **EXTENDED FAMILY BENEFIT**

In the event of loss of Insured Employee from death, coverage may be extended to the spouse and dependent children for 6 months if premiums are paid.

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

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### **EDUCATIONAL BENEFIT**

If indemnity becomes payable for the accidental loss of life of an Insured Employee of the Holder, who, at the date of accident, had also insured his spouse and dependent child(ren) under the policy, the Company shall:

1. Pay the lesser of the following amounts to or on behalf of any dependent child who, at the date of accident, was enrolled as a full time student in any institution of higher learning beyond the 12th grade level:
  - (a) The actual annual tuition, exclusive of room and board, charged by such institution per school year.
  - (b) \$5,000.00 per school year.
  - (c) 5% of the Insured Employee's Principal Sum.

Such amount will be payable annually for a maximum of four consecutive annual payments, only if the dependent child continues his education.

**"Dependent Child"** as used herein means any unmarried child under 26 years of age who was dependent upon the Insured Employee for at least 50% of his maintenance and support.

**"Institution of higher learning"** as used herein includes, but is not limited to, any University, Private College, or Trade School.

2. Pay to or on behalf of the surviving spouse the actual cost incurred within 30 months from the date of death of the Insured Employee as payment for any professional or trades training program in which such spouse has enrolled for the purpose of obtaining an independent source of support and maintenance, but not to exceed a maximum total payment of \$10,000.00.

### **HOME ALTERATION AND VEHICLE MODIFICATION**

If an Insured Person receives a payment under the Table of Losses herein and was subsequently required (due to the cause for which payment under the Table of Losses was made) to use a wheelchair to be ambulatory, then this benefit will pay, upon presentation of proof of payment:

- A. The one-time cost of alterations to the injured person's residence to make it wheel-chair accessible and habitable; and
- B. The one-time cost of modifications necessary to a motor vehicle, owned by the injured person, to make the vehicle accessible or driveable for the Insured Person.

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

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Benefit payments herein will not be paid unless:

- i) Home alterations are made on behalf of the Insured Person and carried out by an experienced individual in such alterations and recommended by a recognized organization, providing support and assistance to wheel-chair users; and
- ii) Vehicle modifications are made on behalf of the Insured Person and carried out by an experienced individual in such matters and modifications are approved by the Provincial vehicle licensing authorities.

The maximum payable under both Items A and B combined will not exceed \$10,000.00.

### **CHILD ENHANCEMENT BENEFIT**

With the exception of Loss of Life, all indemnities provided under the Table of Losses of this policy are doubled with respect to Insured Dependent Child.

The maximum amount payable shall not exceed \$100,000.00 combined.

This benefit is not applicable if Loss of Life occurs within ninety (90) days after the date of the accident.

### **IN-HOSPITAL INDEMNITY BENEFIT**

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If an Insured suffers a loss under the Table of Losses as a result of a covered accident and requires that an Insured be confined to a hospital for more than five (5) consecutive days, We will pay:

- (a) a monthly benefit of one (1) percent of the Insured's applicable Principal Sum; or
- (b) for periods of less than one (1) month, one thirtieth (1/30) of the above monthly benefit per day.

Benefits are retroactive to the first (1st) day of hospital confinement.

This benefit is limited to:

- (a) a monthly amount not to exceed \$1,000.00; and
- (b) a total of twelve (12) months for any covered accident.

Successive periods of hospital confinement for loss from the same covered accident separated by a period of less than three (3) months will be considered as one (1) period of hospital confinement.

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

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The term "**Hospital**" is defined as an establishment which meets all of the following requirements:

- (1) holds a license as a hospital (if licensing is required in the province);
- (2) operates primarily for the reception, care and treatment of sick, ailing or injured persons as in-patients;
- (3) provides 24-hour a day nursing service by registered or graduate nurses;
- (4) has a staff of one or more licensed physicians available at all times;
- (5) provides organized facilities for diagnosis, and major medical surgical facilities; and
- (6) is not primarily a clinic, nursing, rest or convalescent home or similar establishment nor is not, other than incidentally, a place for alcoholics or those addicted to drugs.

### **WHAT AMOUNTS ARE AVAILABLE?**

You may elect to insure yourself only OR yourself and your family for one of the plans outlined below:

#### **Employee Only Plan I**

You may select any amount of benefit desired from a minimum of \$10,000.00 to a maximum of \$500,000.00 in units of \$10,000.00.

#### **Employee/Family Plan II**

You may select any amount of benefit desired to a maximum of \$500,000.00 in units of \$10,000.00.

## **VOLUNTARY GROUP ACCIDENT INSURANCE**

### **BENEFIT SELECTION AND COST**

You may choose a Principal Sum from \$10,000. to \$500,000. Your premiums will be automatically deducted from your paycheque. The monthly cost for each \$10,000. of Principal Sum is, as follows:

| <b>PRINCIPAL SUM</b> | <b>Plan I<br/>MONTHLY COST<br/>Employee Only<br/>Plan</b> | <b>Plan II<br/>MONTHLY COST<br/>Employee/Family<br/>Plan</b> |
|----------------------|---|--|
| \$ 10,000.00         | \$ 0.18   | \$ 0.25  |
| 20,000.00            | 0.36  | 0.50   |
| 30,000.00            | 0.54  | 0.75   |
| 40,000.00            | 0.72  | 1.00   |
| 50,000.00            | 0.90  | 1.25   |
| 75,000.00            | 1.35  | 1.88   |
| 100,000.00           | 1.80  | 2.50   |
| 150,000.00           | 2.70  | 3.75   |
| 200,000.00           | 3.60  | 5.00   |
| 250,000.00           | 4.50  | 6.25   |
| 300,000.00           | 5.40  | 7.50   |
| 350,000.00           | 6.30  | 8.75   |
| 400,000.00           | 7.20  | 10.00  |
| 450,000.00           | 8.10  | 11.25  |
| 500,000.00           | 9.00  | 12.50  |

### **EFFECTIVE DATE OF COVERAGE**

The effective date of coverage will be the first of the month coincident with or next following receipt of the signed enrollment form by the Personnel Department of the Holder.

### **WHEN DOES THIS INSURANCE NOT APPLY?**

- While a pilot or member of the crew in any aircraft;
- In case of suicide or self-destruction, or any attempt thereat
- As the result of any loss caused through war, whether declared or undeclared;
- Service in the military, naval or air service of any country;
- While flying in any aircraft owned or leased by the Policyholder.

This description is a summary of the principal features of the Plan which is covered by the terms of the insurance contract with the AIG INSURANCE COMPANY OF CANADA.

## **BUSINESS TRAVEL ACCIDENT INSURANCE**

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### **Policy GTP 9026204 Administered by AIG Insurance Company of Canada**

#### **WHAT DOES IT COVER?**

This benefit provides 24 hour coverage against accidents while travelling on company business. This benefit does not cover you while at, or travelling to and from, your normal place of employment, during a leave of absence, or while on vacation.

#### **AMOUNT OF COVERAGE:**

2 times your annual earnings rounded to the next \$1,000.00 if not already a multiple thereof, subject to maximum of \$1,000,000.00.

#### **TERMINATION OF COVERAGE:**

Coverage terminates at the first of the following dates: when the Employee reaches the age of 72 or upon retirement.

#### **WHAT BENEFITS ARE PROVIDED?**

If death, dismemberment or loss of sight occurs within one year after the date of the accident, the following benefits will be paid:

#### **TABLE OF LOSSES**

|   |                                     |
|---|-------------------------------------|
| Loss of Life  | The Principal Sum                   |
| Loss of Both Hands  | The Principal Sum                   |
| Loss of Both Feet   | The Principal Sum                   |
| Loss of Entire Sight of Both Eyes   | The Principal Sum                   |
| Loss of One Hand and One Foot   | The Principal Sum                   |
| Loss of One Hand and the Entire Sight of One Eye                              | The Principal Sum                   |
| Loss of One Foot and the Entire Sight of One Eye                              | The Principal Sum                   |
| Loss of One Arm   | Three-Quarters of The Principal Sum |
| Loss of One Leg   | Three-Quarters of The Principal Sum |
| Loss of One Hand  | Two-Thirds of The Principal Sum     |
| Loss of One Foot  | Two-Thirds of The Principal Sum     |
| Loss of The Entire Sight of One Eye   | Two-Thirds of The Principal Sum     |
| Loss of Thumb and Index Finger of the Same Hand                               | One-Third of The Principal Sum      |
| Loss of Speech and Hearing  | The Principal Sum                   |
| Loss of Speech or Hearing   | Two-Thirds of The Principal Sum     |
| Loss of Hearing in One Ear  | One-Sixth of The Principal Sum      |
| Quadriplegia (total paralysis of both upper & lower limbs)                    | Two-Times of The Principal Sum      |
| Paraplegia (total paralysis of both lower limbs)                              | Two-Time The Principal Sum          |
| Hemiplegia (total paralysis of upper and lower limbs of one side of the body) | Two Times The Principal Sum         |
| Loss of Use of Both Arms or Both Hands  | The Principal Sum                   |
| Loss of Use of One Hand or One Foot   | Two-Thirds of The Principal Sum     |
| Loss of Use of One Arm or One Leg   | Three-Quarters of The Principal Sum |
| Loss of Four Fingers of One Hand  | One-Third of The Principal Sum      |
| Loss of All Toes of One Foot  | One-Eighth of The Principal Sum     |

## **BUSINESS TRAVEL ACCIDENT INSURANCE**

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If you sustain more than one loss as a result of the same accident, only one amount, the largest, will be paid.

"Loss" when used with reference to "Quadriplegia", "Paraplegia", and "Hemiplegia" means the complete and irreversible paralysis of such limbs; "Hand" or "Foot" means the complete severance through or above the wrist or ankle joint, but below the elbow or knee joint; "Arm" or "Leg" means the complete severance through or above the elbow or knee joint; "Thumb and Index Finger" means the complete severance through or above the first phalange; "Fingers" means the complete severance through or above the first phalange of all Four Fingers of One Hand; "Toes" means the complete severance of both phalanges of all the Toes of One Foot; "The Entire Sight of One Eye" means the total and irrecoverable Loss of Sight such that corrected visual acuity must be 20/200 or less in such eye; "The Entire Sight of Both Eyes" means the total and irrecoverable Loss of Sight in Both Eyes such that corrected visual acuity must be 20/200 or less and the field of vision must be less than 20 degrees in both eyes. A Physician certified in Ophthalmology must clinically confirm the diagnosis in writing; "Hearing in One Ear" means the diagnosis of permanent Loss of Hearing in One Ear, with an auditory threshold of more than 90 decibels. A Physician certified in Otolaryngology must confirm the diagnosis in writing; "Hearing" means the diagnosis of permanent Loss of Hearing in Both Ears, with an auditory threshold of more than 90 decibels in each ear. A Physician certified in Otolaryngology must confirm the diagnosis in writing; "Speech" means complete and irrecoverable Loss of the ability to utter intelligible sounds; and "Loss of Use" means the total and irrecoverable Loss of Use provided the Loss is continuous for 12 consecutive months and such Loss of Use is determined to be permanent. "Loss" when used herein may also include "Loss of Life".

### **REPATRIATION**

If accidental death, covered by the plan, occurs more than 50 kilometres away from your permanent place of residence, the plan will reimburse the actual expenses up to \$10,000 which are incurred for the preparation and shipment of the deceased's body to the place of residence.

### **REHABILITATION**

If you suffer an injury listed in the table of losses, this plan will pay up to \$10,000 for special training, provided such training is required because of the covered injury and in order to qualify you for an occupation in which you would not be engaged except for the accident. All such expenses must be incurred within two years from the date of the accident.

### **FAMILY TRANSPORTATION**

If you are confined to a hospital as a result of injuries covered by the policy, outside 150 Km from your permanent city of residence and within 365 days of the accident, and the attending physician recommends the personal attendance of a member of your immediate family, the Company shall pay the actual expenses incurred by the immediate family member for transportation by the most direct route by a licensed common carrier to your hospital, but not to exceed the amount of \$10,000.00.

The term "member of the immediate family" means the spouse (or common-law spouse) parents, grandparents, children age 18 and over, brother or sister of the Insured Person.

## **BUSINESS TRAVEL ACCIDENT INSURANCE**

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Benefit payments herein will not be paid unless:

- i) Home alterations are made on your behalf and carried out by an experienced individual in such alterations and recommended by a recognized organization, providing support and assistance to wheel-chair users; and
  - ii) Vehicle modifications are made on your behalf and carried out by an experienced individual in such matters and modifications are approved by the Provincial vehicle licensing authorities.
- The maximum payable under both Items A and B combined will not exceed \$10,000.00.

### **DAY CARE BENEFIT**

In the event of accidental death, covered by the plan under the table of losses, the Company will pay an amount equal to the lesser of the following amounts:

- (1) The actual cost charged by such day care centre per year, or
- (2) 5% of the Insured's Principal Sum, or
- (3) \$5,000.00 per year,

On behalf of any child who was your dependent at the time of such loss and is under age 13 and is currently enrolled or subsequently enrolled in an accredited day care centre within 90 days following such loss.

The benefit is payable annually for a maximum of four consecutive payments but only if the dependent child continues his or her enrolment in an accredited day care centre.

### **IN-HOSPITAL INDEMNITY BENEFIT**

If you suffer a loss under the Table of Losses as a result of a covered accident and you are required to be confined to a hospital for more than five (5) consecutive days, we will pay: a monthly benefit of one (1) percent of the Insured Person's applicable Principal Sum; or for periods of less than one (1) month, one thirtieth (1/30) of the above monthly benefit per day.

Benefits are retroactive to the first (1st) day of hospital confinement.

This benefit is limited to:

- a monthly amount not to exceed \$1,000.00; and
- a total of twelve (12) months for any covered accident.

Successive periods of hospital confinement for loss from the same covered accident separated by a period of less than three (3) months will be considered as one (1) period of hospital confinement.

The term 'Hospital' is defined as an establishment which meets all of the following requirements:

- holds a license as a hospital (if licensing is required in the province);
- operates primarily for the reception, care and treatment of sick, ailing or injured persons as inpatients;
- provides 24-hour a day nursing service by registered or graduate nurses;
- has a staff of one or more licensed physicians available at all times;
- provides organized facilities for diagnosis, and major medical surgical facilities; and
- is not primarily a clinic, nursing, rest or convalescent home or similar establishment nor is not, other than incidentally, a place for alcoholics or those addicted to drugs.

## **BUSINESS TRAVEL ACCIDENT INSURANCE**

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### **SEAT BELT**

Benefits under the policy shall be increased by 10% if your injury or death result while you are a passenger or driver of a private passenger type automobile and your seat belt is properly fastened. Verification of actual use of the seat belt must be part of the official report of accident or certified by the investigating officer.

### **EDUCATIONAL BENEFIT**

In the event of accidental death, covered by the plan under the table of losses, the Company shall:

Pay the lesser of the following amounts to or on behalf of any dependent child who, at the date of accident, was enrolled as a full time student in any institution of higher learning:

(a) The actual annual tuition, exclusive of room and board, charged by such institution per school year.

(b) \$5,000.00 per school year.

(c) 5% of the Insured Employee's Principal Sum.

Such amount will be payable annually for a maximum of four consecutive annual payments, only if the dependent child continues his education.

"Dependent Child" as used herein means any unmarried child under 26 years of age who was dependent upon the Insured Employee for at least 50% of his maintenance and support.

"Institution of higher learning" as used herein includes, but is not limited to, any University, Private College, or Trade School.

Pay to or on behalf of the surviving spouse the actual cost incurred within 30 months from the date of death of the Insured Employee as payment for any professional or trades training program in which such spouse has enrolled for the purpose of obtaining an independent source of support and maintenance, but not to exceed a maximum total payment of \$10,000.00.

### **TO WHOM ARE BENEFITS PAID?**

In the event of accidental loss of life, the benefit will be paid to the beneficiary you have designated in writing under your employer sponsored accidental death & dismemberment plan. If there is no written designation then the benefit will be paid to your estate.

All other benefits will be paid to you.

### **WHEN DOES THIS INSURANCE NOT APPLY?**

- Suicide or any attempt thereat by the insured person while sane or self destruction or any attempt thereat by the insured person while insane;
- Injury sustained in consequence of riding as a passenger or otherwise in any vehicle or device for aerial navigation, except as provided by the policy;
- Declared or undeclared war or any act thereof; or
- Active full-time service in the armed forces of any country;

This brochure provides only brief descriptions of the coverage available. The full details of the coverage are contained in the Policy including limitations, exclusions and termination provisions. If there are any conflicts between this document and the Policy, the Policy shall govern. Insurance is underwritten by AIG Insurance Company of Canada.

## RETURN TO HEALTH – EMPLOYEE SHORT TERM DISABILITY (STD) BENEFITS

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Administered by The Williamson Group



**Divisions 001, 003 and 005 – Salaried Employees**

Employees may apply for a STD income benefit if they're totally disabled due to a non-work related illness or injury.

**Qualification period:** To qualify for an STD benefit, an Employee must be absent from work for 5 days. The Employee must provide confirmation from a treating physician that they have been totally disabled and that they have been seen by a physician during the 5 day qualification period. Benefits are payable on the 6<sup>th</sup> day of illness, 1<sup>st</sup> day in the case of injury or hospitalization. In no event will payment be approved prior to the date of the initial visit to the treating physician.

**Maximum benefit period:** 6 months

**Approved Short Term Disability leave ends on the earlier of the following dates:**

- Return to work
- Your maximum benefit period has expired
- Your employment ends, retirement or you are no longer eligible, or the policy terminates, whichever is earliest.

**Amount of Benefit:** Benefits are paid as a percentage of your regular earnings on the last active working day as follows:

The amount of the benefit is calculated according to the following schedule:

- Less than 5 years of service – 70% of your regular weekly earnings to a maximum benefit period of 6 months.
- Greater than 5 years of service – 100% of your regular weekly earnings to a maximum benefit period of 6 months.

Benefits are paid only for the scheduled working days that you are totally disabled. If you are totally disabled for part of a week, you will receive 1/5th of the weekly benefit.

The STD benefit is taxable.

## **RETURN TO HEALTH – EMPLOYEE SHORT TERM DISABILITY (STD) BENEFITS**

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### **Definition of Disability:**

Eligible Employees will be entitled to receive STD benefits as replacement for lost income, if, as a result of a non-work related illness or injury they are unable to perform a substantial portion of the duties of their own occupation. Benefits begin after the qualification period is over and continue until you are no longer eligible for benefits.

If you have not seen a physician before the end of the qualification period, benefits will not be payable until the date you were seen by the treating physician in consultation.

Interrupted periods of total disability are considered to be a single period of disability if the Employee returns to work for a period of less than:

1. Thirty (30) calendar days, if total disability is due to the same or related cause,
- or
2. One day, if total disability is due to an entirely unrelated cause

In such cases, a new qualifying period is not applied. The amount that will be paid to the Employee will be the same as for the initial period of total disability and the combined period that will be paid will not exceed 30 weeks.

### **Proof of Claim:**

An Attending Physician Statement (APS) form supplied by Human Resources is to be completed by a doctor for an absence greater than 5 working days. The medical information furnished must medically support total disability.

### **Rehabilitation Program:**

It is recognized that some Employees either no longer meet the criteria for being “totally disabled” or will require work modifications for an early return to work. These individuals can often be accommodated through graduated return to work programs, work hardening programs, or with limitations and restrictions in job requirements. The rehabilitation program provides a work modification arrangement (by temporarily reducing work hours or activities) to a disabled person who is not yet fully recovered but can work at some job. In order to qualify for a Rehabilitation Program an Employee must:

- Be unable to perform substantially all of the essential duties of his/her own occupation or similar occupation
- Be capable of productive and useful work.

In addition, the expected modified work period must be progressive and assist the Employee in becoming capable of regular full-time work and should not exceed 8 weeks (12 weeks maximum for specific cases or return to STD/LTD). It is required that an Employee will participate in all aspects of a return to work and rehabilitation efforts/programs.

When the Employee is enrolled in an authorized Rehabilitation Program, the Employee will receive his/her basic earnings for the hours worked at Parmalat Canada Inc. The hours not worked that are considered to be part of the remaining STD benefits will be paid under this plan.

## **RETURN TO HEALTH – EMPLOYEE SHORT TERM DISABILITY (STD) BENEFITS**

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### **Exclusions and Limitations:**

No benefit shall be payable if a Disability, illness, injury or accident occurs while participating in or engaged in any criminal activity, regardless of whether charges are laid or a conviction obtained.

Also, Weekly Indemnity benefits are not payable for any of the following:

- A. any disability for which the Employee does not provide proof of a claim;
- B. any disability occurring prior to the Employee becoming eligible to participate in **THE RETURN TO HEALTH SHORT TERM DISABILITY PROGRAM**
- C. any period of disability during which the Employee is not under appropriate treatment and care of a Physician/Doctor for the mental or physical impairment causing the disability. In the case of treatment by a chiropractor, medical documentation from a Physician and/or Specialist will be required to justify an absence recommended by a chiropractor exceeding a period of 4 weeks;
- D. any period of disability during which the Employee refuses to follow an active treatment program as approved by a Doctor/ Specialist;
- E. any period of disability during which the Employee refuses to attend an IME;
- F. any period of disability during which the Employee is not undergoing a course of medical treatment or participation in a program of rehabilitation which, in the opinion of the Case Manager is deemed appropriate;
- G. any period of disability during which the Employee is serving a prison sentence or are confined in a similar institution;
- H. any disability due to or resulting from self-inflicted injury or Sickness or Attempted Suicide, while sane or insane;
- I. any disability due to or resulting from insurrection, war (declared or not) or the hostile actions of the armed forces of any country, or the participation in any riot or civil commotion;
- J. any disability occurring while the Employee is on a leave of absence, strike, disciplinary suspension or lay-off as stated under leave of absence. If an Employee becomes totally disabled during a lay-off, disciplinary suspension or approved leave and his coverage continues during this time, he will be eligible for benefit payments following his recall or scheduled return to full-time work with Parmalat Canada Inc. The Employee must have been totally disabled for the waiting period in the case of illness and still be totally disabled on the
  - a. date recalled or scheduled to return to full-time work with the employer. In the case of an accident, the Employee must be totally disabled on the date recalled or scheduled to return to full-time work. However, if the Employee becomes totally disabled before a notice of separation is given, payments continue while the Employee is totally disabled, but not beyond the end of the maximum benefit period;
- K. the Employee is absent from Canada longer than 4 weeks due to any reason, unless the Case Manager and your Employer have agreed in writing in advance to pay benefits during this period;
- L. any disability due to drug and/or alcohol abuse unless the Employee is receiving continued treatment from a licensed physician who specializes in the treatment of drug and/or alcohol abuse;
- M. any disability, due to or resulting from any cause, for which the Employee is eligible, or in receipt of Workers Compensation or similar benefit;
- N. any disability due to elective, cosmetic or experimental surgery unless the treatment is for accidental injuries;

## **RETURN TO HEALTH – EMPLOYEE SHORT TERM DISABILITY (STD) BENEFITS**

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### **Exclusions and Limitations (cont.):**

- O. any period the Employee is engaged in any occupation or employment for wage or profit and,
- P. any Disability during the period:
  - a. of maternity leave taken by the Employee pursuant to provincial or federal law, or pursuant to mutual agreement between the person and the employer, or
  - b. in which the employment insurance maternity benefits are being paid or would be paid if the Employee were eligible, whichever is the longer.

**THE RETURN TO HEALTH SHORT TERM DISABILITY PROGRAM** will determine any portion of a pregnancy leave, which is voluntary, and any portion, which is health-related. The health-related portion of the leave is the period in which a woman can establish, through appropriate medical documentation that she is unable to work for health reasons related to childbirth or recovery from childbirth. STD benefits will be payable for health-related portions of the leave.

### ***Benefits may be suspended if:***

- a) Medical documentation, which has been requested, has not been submitted.
- b) Work related issues or conditions resulting in a Workers Compensation Claim which has been approved and paid.
- c) The Employee has not returned to work on the date specified and agreed to by the treating physician.
- d) There are conflicting opinions, diagnosis or prognoses which are not resolved by an Independent Medical Evaluation conducted by a physician specialized in the specific medical field which is applicable to the Employee's physical or mental impairment.

Obtain your Short Term Disability forms from Human Resources