

LiUNA LOCAL 1059 NEWS



GROWING STRONG

Local 1059 Wellness Centre bigger and better than ever

Optical Centre introduces brand new technology p.2

Dental Studio receives Invisalign accolades p.3

More space, more staff at Middlesex Spine and Sport Clinic p.4

LOCAL 1059 OPTICAL CENTRE ADDS NEW TECH, STYLISH FRAMES IN 2023



The Local 1059 Optical Centre has added a pair of new high-tech machines capable of helping Dr. Justice and his team keep your eyes in perfect condition.

The TopCon Auto Kerato-Refracto Tonometer, installed in the spring, and the Optovue iFusion, installed a few months earlier, both come with a long list of features.

Optical Centre staff can use these machines to detect shifts in your vision (and even the reasons behind them), measure the curvature of your eyeballs (handy for contact fittings), and screen for glaucoma, more treatable these days if caught early.

They can also take non-invasive, digital images of a person's retina. A severe retina issue in one of the Local's members was recently spotted using this technology, and the Optical Centre is proud to report that the member quickly received treatment that saved their vision.

The machines aren't the only recent additions to the Optical Centre. Members and their eligible dependents can now find hand-crafted Italian eyewear from Persol, the preferred brand of many trend-setting Hollywood celebrities.

Yes, that includes Persol's PO9649S aviator sunglasses, the iconic frames made famous by Steve McQueen.

Just like the other clinics in the Wellness Centre, the Optical Centre can offer members and their eligible dependents exclusive benefits they won't be eligible for elsewhere.

No out of pocket payments are necessary. Eye exams are 100 per cent covered every 24 months. A pair of glasses (including safety glasses and sunglasses) are 100 per cent covered every 12 months for members in construction, and every 24 months for members in other sectors.

Contact lenses can also be covered instead of glasses for up to a maximum of \$250.

For more information, the Local 1059 Optical Centre can be reached at 519-963-2969 or optical@liuna1059.ca ■



HOURS OF OPERATION

- Monday 10 a.m. - 6 p.m.
- Tuesday 1 - 8 p.m.
- Wednesday 1 - 8 p.m.
- Thursday 9 a.m. - 8 pm
- Friday 9 a.m. - 6 p.m.
- Saturday 9 a.m. - 4 p.m.

GROWING LOCAL 1059 DENTAL STUDIO EARNS INVISALIGN HONOURS

Members who have visited the Local 1059 Dental Studio over the past couple of years are already familiar with the perks they receive for choosing to see the dentists in our exclusive Wellness Centre.

All eligible dental fees incurred by members and their eligible dependents are 100 per cent covered by the Local's benefits plan (up to \$2,500 per year) when you book on-site, unlike other dentists' offices. That includes routine and remedial services such as dental fills and dental surgery.

In case you haven't had a chance to book yet, you should also know that while the Dental Studio has only been open for 24 months, it's already become a Diamond provider of Invisalign, the popular brand of transparent orthodontic devices used to adjust teeth.

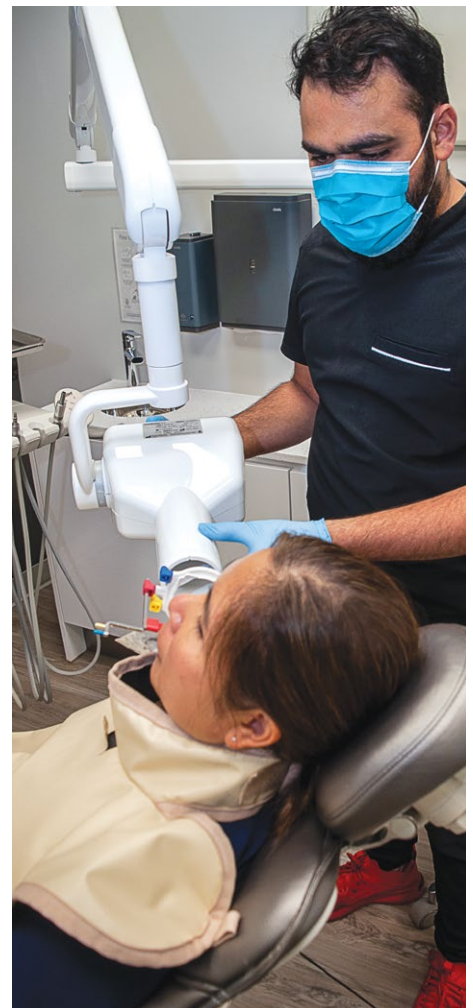
That means the Dental Studio is among the top one per cent of Invisalign providers in Ontario.

By the way, orthodontics are eligible for coverage in Local 1059's benefit package, and that coverage is highest for clients of the Local 1059 Dental Studio – 100 per cent up to a lifetime maximum of \$6,000 per person under the age of 21. (Orthodontic work done outside of the Wellness Centre is eligible for 75 per cent coverage up to a lifetime maximum of \$3,000 per person under the age of 21).

Much like the other clinics in the Wellness Centre, the Dental Studio has been working hard to reduce its waitlist. Since opening in 2021, the Dental Studio has doubled its staff from eight to 16 – including the addition of three new dentists – and built additional operating rooms to accommodate more patients.

New services are also being added. Botox – a tool many dentists are using to alleviate pain in eligible patients who grind their teeth – is now available. However, it's important to note that this option is not covered by the benefits plan.

Members can contact the Local1059 Dental Studio by calling 519-286-1206 or emailing info@1059dental.com. Appointments can also be booked online at 1059dental.com ■



HOURS OF OPERATION

- Monday 9 a.m. - 6 p.m.
- Tuesday 9 a.m. - 6 p.m.
- Wednesday 9 a.m. - 8 p.m.
- Thursday 9 a.m. - 8 p.m.
- Friday 9 a.m. - 4 p.m.
- Saturday 8 a.m. - 4 p.m.
- Every other Sunday: 9 a.m. - 2 p.m.

MIDDLESEX SPINE AND SPORT CLINIC ADDS SPACE, NEW STAFF MEMBERS

Newly completed renovations have allowed the Middlesex Spine and Sport Clinic to bring in more specialists, significantly reducing wait times for massage, chiropractic, and physiotherapy appointments.

The popular clinic's waitlist -- about 100 people per day earlier this year -- is now down to around 40. The expansion included three new rooms for massages and two new rooms for chiropractic appointments. It has also allowed the clinic to add to its staff, which now includes a dozen massage therapists, four chiropractors, and two physiotherapists.

The clinic can also help members with custom orthotics and has recently started to offer bracing services for the first time.

Looking for an evening or weekend massage? The best time to book an appointment is on the first of every month.

Remember, Local 1059 members and their eligible dependents receive enhanced benefits when they use the Middlesex Spine and Sport Clinic in the Local 1059 Wellness Centre:

The Local's benefits plan covers 100 per cent of costs, up to the plan maximum for each service, so no out-of-pocket payments or co-payments are necessary.

Local 1059 members and eligible dependents are entitled to more visits per year if they book their appointments in the Wellness Centre compared to off-site clinics.

All billing and paper work for WSIB or motor vehicle accident claims can be processed directly, ensuring that the care you receive is convenient and stress free.

Members can reach the clinic at (519) 286-1310 or info@middlesexspineandsportclinic.com ■



HOURS OF OPERATION

- Monday 9:15 a.m. - 8 p.m.
- Tuesday to Thursday 8 a.m. to 8 p.m.
- Friday 9 a.m. to 5 p.m.
- Saturday 8 a.m. to 1 p.m.
- Sunday 9 a.m. to 2:30 p.m.

A LETTER TO LOCAL 1059 MEMBERS ABOUT THE IMPACT OF NO-SHOWS

Dear Local 1059 members,

The Local 1059 Wellness Centre and its three clinics have grown by leaps and bounds since we opened our doors to you and your families in 2021.

Over the past two years, Local 1059 Optical, Local 1059 Dental, and the Middlesex Spine and Sport Clinic have already created more space, hired more staff, and introduced new services in order to keep up with high demand.

It hasn't always been easy chipping away at our lengthy waiting lists, but we are truly excited about the progress we've made and the plans we have for the future as we continue to serve the Local's growing membership.

There is, however, one issue that we need your help to address — no-shows.

Missed appointments, especially those that were booked during the most popular times on evenings and weekends, impact other Local 1059 members and the Wellness Centre's clinics in more ways than you might realize.

Skipping an appointment without properly cancelling means another member of the Local waiting to get their glasses fixed, fill a painful cavity, or address joint or muscle pain cannot book in your place. It also means the optometrist, dentist, chiropractor, or therapist you were scheduled to see will not be paid for that appointment.

We understand that sometimes life gets in the way, but please remember Wellness Centre staff work evenings and weekends because those hours are most convenient for Local 1059 members in the construction and industrial sectors.

All three clinics at the Wellness Centre recently decided to combine their cancellation policies together in order to make sure the rules are as transparent as possible. Here's what you need to know:

- Anyone who cancels or skips an appointment without providing at least 24 hours of notice will receive a warning following their first offence.
- After a second occurrence, a \$40 charge will be applied to the offending party's account.
- Should a third cancellation occur without proper notice, services may be temporarily withheld until the \$80 cancellation fee is settled.
- After a fourth occurrence, clients will be restricted to booking same-day appointments only.

The Wellness Centre clinics have all implemented systems that generate multiple reminders about upcoming appointments. Calling to cancel with at least 24 hours notice isn't only courteous — it's the right thing to do.

Thank you for understanding. We look forward to seeing you soon ■

Sincerely,



Sanjay Agrawal
Local 1059
Dental Studio



Mike Smart
Local 1059
Optical Centre



Cari Wilson
Middlesex Spine
and Sport Clinic





WHAT YOU NEED TO KNOW IF YOU OR A FAMILY MEMBER NEEDS SUPPORT



Josh Keene, a mental health and addiction counsellor with CMHA Thames Valley Addiction and Mental Health Services, works directly with Local 1059 members.

The mental health of our members is extremely important to us. Through our partners at CMHA Thames Valley Addiction and Mental Health Services, Local 1059 offers its members and their immediate families direct access to confidential addiction and mental health counselling.

Josh Keene, a mental health and addiction counsellor with CMHA Thames Valley, has been assisting Local 1059 members for several years. We recently caught up with him during a visit to our Training Centre and asked him to go over the basics for members interested in learning more about the service he provides.

Q: When should I consider reaching out for help?

A: If you have been thinking about getting support or are concerned with how you've been feeling, you are welcome to call. You will be triaged to determine next steps. In addition to my primary role as an addiction counsellor, I provide basic mental health first aid. I can also provide system navigation support and referrals in the event your needs would be best served with another counsellor.

Please note that I do not provide crisis support. The CMHA ReachOut program can be reached 24/7 by calling or texting 519-433-2024.

Q: What's the best way to reach you if I need to talk?

A: Calling or texting me at **226-376-2629** is the easiest way to reach me. I can also be reached via email at josh.keene@cmhatv.ca. Please note that my return call will show as a private number. This is meant to protect your confidentiality.

If you want to get the intake process started for substance use concerns, you can complete the LiUNA 1059 EAP-Virtual Intake online (cmhatv.ca/forms). I will receive an automatic notification once you've completed this and will call the number you provided.

Q: What happens during an average appointment?

A: Once we have completed a triage and intake; we will typically schedule a 120-minute assessment appointment. This is followed by a treatment planning session. Once a treatment

plan is in place, we typically meet every 7-14 days for community treatment sessions. If there is a need for more intensive treatment for substance use, a referral can be completed for residential treatment.

Q: Do I need to bring anything with me?

Nothing is required on the first scheduled appointment.

Q: Is there any cost to me?

A: There are no costs for any of the services provided by the LiUNA 1059 EAP-Addiction/Mental Health program. However, if it is determined you would benefit from seeing a psychotherapist, your benefits provide \$1,500 a year in coverage.

Q: What are some of the issues you hear about most often from Local 1059 members?

A: The most common concern members attend for are substance use related. However, mental health supports and/or referrals for issues like stress, anger management and relationship counselling are common ■



Accountable HealthCare Program

For Local 1059 Members and Their Families

Instant Access and Rapid Results at Your Fingertips

Experience round-the-clock care with our dedicated team of doctors and mental health specialists. From assessment to diagnosis and personalized care plans, we're here for you every step of the way.

Some of Your Benefits Include

- 24/7/365 Medical Support:**
 - Speak to one of our CareTeam specialist at any time of the day or night, including weekends and holidays.
 - Tailored referrals to specialists and surgeons - our care team actively works to shorten your wait time based on your local specialist.
- 24/7/365 Medical Support:**
 - Prescriptions conveniently sent to a pharmacy of your choice.
 - Diagnostics and labs ordered on your call for a seamless process.
 - No-fee doctor's notes (as medically required).
 - Referrals for Specialists.
- Wellness and Mental Health Support:**
 - Counselling & Therapy.
 - Marital & family support.
 - Anxiety, stress, & depression support.
 - Addiction support - including expert assessment and treatment.
- Patient Care:**
 - Personal touch with follow-up calls/texts 24-48 hours post-doctor visit to see how you're feeling.
 - Personal care managers dedicated to each member to help you navigate the healthcare system.

What's New

- Expanded our mental health network to 1500+ therapists across Canada.
- Referrals to a therapist for ongoing support.
- Increased doctoral network outside of Ontario, welcoming more doctors in BC, Alberta, Newfoundland, and Quebec.
- Immediate mental health support for members and dependants - for crisis situations, you can speak to our therapists in minutes.
- Comprehensive Employee Assistance Program (EAP) and work-life services to create and support a culture of wellness within your home.

To learn more about your benefits or if you have any questions:

1 800 484 0152

info@membershealth.ca

www.membershealth.ca

A REMINDER TO MEMBERS ABOUT WEIGHT LOSS DRUGS

The LiUNA Local 1059 Benefit Trust would like to remind members and their dependents that drugs used specifically for weight loss are not covered by the plan, even when prescribed by a doctor.

There has been an increase recently in the availability of drugs that can be used for multiple purposes. The diabetes medication Ozempic, for example, is also being used by some as a weight loss aid.

Due to this trend, drugs prescribed by a doctor that can also be used for weight loss now require prior authorization before the claims can be paid. This change, which took effect as of Aug. 1, 2023, was made to ensure that the reason for the prescription is for a covered condition.

In August, members and their dependents received an authorization form that can be completed by a doctor should they have an existing prescription that's eligible to be covered by the plan.

If you require a new form, or have any questions about the new policy, please contact your plan administrator, Global Benefits, by emailing benefits@globalben.com ■



PHARMACISTS AT THE HEALTH DEPOT OFFER MORE THAN JUST MEDICATION



If you haven't yet experienced The Health Depot, Local 1059's online pharmacy partner, keep them in mind the next time you need to speak to a pharmacist.

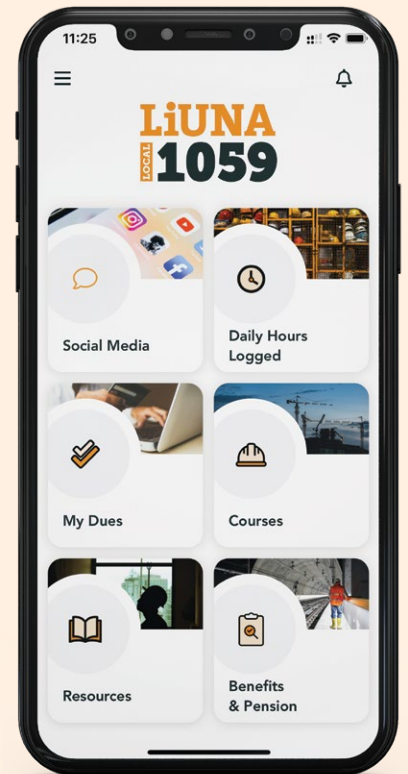
Remember, pharmacists in Canada are equipped with expertise extending beyond dispensing medications and counselling on drugs and therapies. Pharmacists at The Health Depot, based in London, focus on personalizing medication therapies by working with you and your health care providers. They take the time to understand your medication challenges and ensure your treatment provides the best health outcomes while limiting side effects.

For certain recognizable issues like rashes and infections, pharmacists at The Health Depot can prescribe medications over the phone and send them directly to your door the same day. This lets you skip the waiting room and get the care you need, when you need it.

Plus, Local 1059 members receive preferred rates when they use The Health Depot. You could pay \$0 on your prescriptions and get free Ontario-wide shipping. Sign up now to get 20% off your first order, and 5% off all future orders.

Register with The Health Depot at thehealthdepot.ca or call 1-855-844-2242 ■

THE OFFICIAL LOCAL 1059 APP



App Store

(for iPhone users):
Please click here or search "LiUNA Local 1059" on the App Store.



Google Play Store

(for Android users):
Please click here or search "LiUNA Local 1059" on the Google Play Store.



GLOBAL BENEFITS



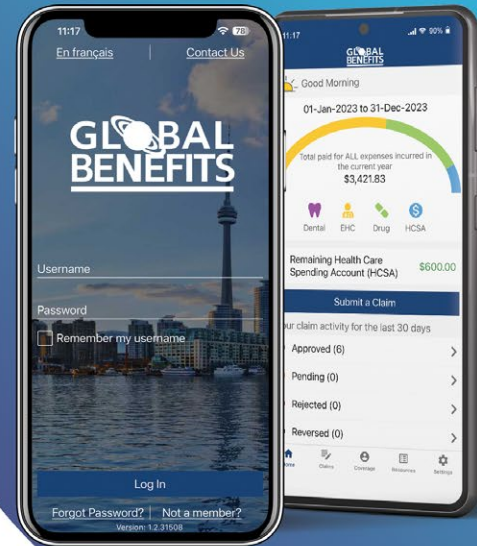
Global Benefits is updating your Claims Processing System. Set-up or Log In using the new Global Benefits App January 1st, 2024.

Please Note:

You will receive a new drug card in the mail before December 22nd, 2023. Your current Global Benefits drug card will no longer work for claims submissions as of January 1st, 2024.

Android Phones Users: Before January 1st, 2024, you will need to download the new Global Benefits Mobile App from Google Play.

iPhones require an update from the App Store.



✓ Clear Navigation

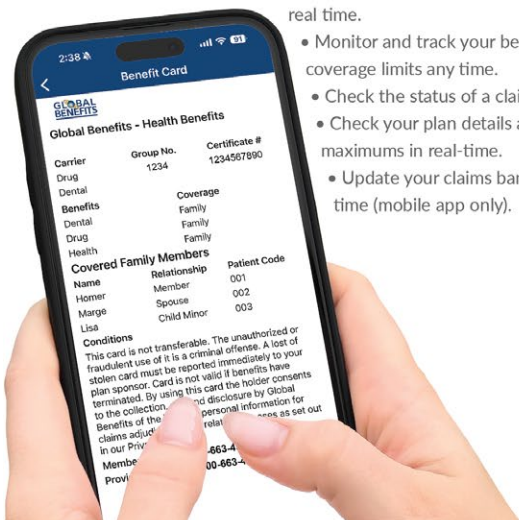
The new Global Benefits Mobile App makes submitting claims through your smartphone a breeze. The App has all your information including a virtual drug card.

✓ Friendly Interface

You get quicker access to your account information, including real-time benefits usage, plan information, claims submitted and paid, and claims history.

✓ Global Benefits Member App & Website

- Submit health and dental claims online, quickly and easily
- Submit Extended Health Care and Dental claims in real time.
- Monitor and track your benefits usage and coverage limits any time.
- Check the status of a claim.
- Check your plan details and benefit maximums in real-time.
- Update your claims banking information any time (mobile app only).



Frequently Asked Questions (FAQ)

Will I have to download a new app?

Android Users will have to download the new App from the Google Play Store.

iPhone (Apple) Users will need to update their existing Apps. No download required.

Once you have the new Global Benefits App downloaded, sign up using your current log-in and password you use for your existing Mobile App.

In minutes, you will be ready to start submitting claims online effective January 1st, 2024.



What do I need to do Once I Am Registered?

You will need to show your new drug card to your pharmacy, dentist, and all health service providers that are paid through your benefits plan. There will be no lapse in your pharmacy coverage. Your dental office will now be able to submit claims and pre-determinations and report exactly what is covered by your Plan.



Will I get a new drug card?

Yes. You will receive a new drug card in the mail before December 22nd, 2023.

Your member certificate number will not change.



Can I still submit paper claims if I want?

Yes. You can continue to mail in your paper claims, if you do not wish to use the App or website.



Do I still need to keep my claims receipts?

Yes. Please retain a copy of your original receipts for a period of 24 months.

QUESTIONS? REACH OUT TO US.

416-635-6000
1-800-663-4500

benefits@globalben.com
www.globalben.com

901-191 The West Mall,
Etobicoke, ON M9C 5K8



**LOCAL 1059 MEMBERS
RESURFACE PARKING LOT AS
RENOVATIONS CONTINUE**

All three clinics inside the Local 1059 Wellness Centre have recently been working hard to improve their spaces, but those aren't the only upgrades members will notice if they haven't visited in a while.

The parking lot at our Wilton Grove headquarters was completely resurfaced this past summer.

Workers with Local 1059 signatory contractors Del-Ko Paving & Construction and K & H Asphalt, Sealing & Striping did a fantastic job making the lot look sharper than ever.

The Local truly appreciates being able to rely on its hard-working members for the exciting renovations and expansions happening in the Wellness Centre and Training Centre. This is very important work as Local 1059 continues to focus on growing its membership in London and across Southwestern Ontario ■







WELLNESS CENTRE EDITION | 2023

GROWING STRONG

Local 1059 Wellness Centre bigger and better than ever

DO WE HAVE YOUR EMAIL ADDRESS?

Having email addresses allows us to quickly and inexpensively relay important information to members and for construction members to respond to employers needing construction workers immediately. Contact us today to add your email address to our database.

liunalocal1059.com

LiUNA LOCAL 1059 NEWS

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Labourers' Union Local 1059
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