

Benefits FWY

Providing consumer benefits and health information to UBC employees

Winter 2008



Planning for Spring Travels

With Spring Break occurring earlier this year in March, we thought we'd provide a refresher on some tips to help you stay healthy on your journey.

Before You Go

- Check in four to six weeks prior to your trip with your physician or a travel clinic to determine if you will need required immunizations for your destination. Note: vaccinations are not covered under our Extended Health benefits.
- Ensure that your routine immunizations - diphtheria, whooping cough, tetanus, polio, measles, mumps and rubella - are up-to-date. If you normally receive the influenza vaccine (the flu shot), you should continue to get one.
- If you are enrolled in the UBC Extended Health Plan, print off and complete your Europ Assistance Travel Card (available below) for you and any of the dependents covered under your benefits plan. Keep in your wallet or with your passport should you require emergency travel assistance during your trip.
- Bring a copy of prescriptions that you are bringing along, particularly for international travel. Carry all prescription medications in your carry-on luggage, along with details of your condition and treatment.

When Traveling

- Syringes or needles for personal medical use must have the needle guard in place and be accompanied by the medication in its original labeled container. Ensure you know how to properly discard or recycle syringes and needles - some may require you to return these only to a pharmacy.
- For road trips, remember that the safest place for children under 12 in the back seat, especially when there is an airbag for the passenger seat. Transport Canada estimates that about 70% of automobile injuries to children can be prevented by using the correct car or booster seat for their height and weight.
- Bad case of blocked ears during an airplane ascent or descent? Try chewing gum or popping a mint in your mouth. If this doesn't work, try pinching your nostrils shut, taking a mouthful of air, and forcing the air into the back of your nose as though you were trying to blow your thumb and fingers off your nostrils.

For more travel tips, visit Transport Canada's website at <http://www.tc.gc.ca/en/menu.htm>.

Eating Well, UBC Style

Eating healthily and making healthy food choices can result in achieving and/or maintaining a better lifestyle. Benefits of good nutrition include:

- better overall health
- lower risk of disease
- a healthy body weight
- feeling and looking better
- more energy
- stronger muscles and bones



In recognition of National Nutrition Month in March, **Health Promotion Programs (HPP)** in the Department of Health Safety and Environment, interviewed UBC staff members to find out where they go to get a healthy meal at work.

Our interview included **Alia Somji** (Human Resources, Vancouver), **Kenneth Yu** (Health, Safety and Environment, Kelowna), **Dana Mahon** (Food Services, Vancouver), and **Justin Bonzo** (Faculty of Medicine, Vancouver).

Where do you go to eat when you want to have a healthy lunch at work?

AS: I go to The Dolly in the Student Union Building (SUB) or Donair Town in the UBC Village.

KY: I bring my own lunch.

DM: Caffè Perugia or Totem Park/Place Vanier Residence dining rooms.

JB: The UBC Hospital cafeteria or the SUB.

What do you eat there?

AS: I order sushi, salads, wraps, soup or sandwiches.

KY: I'm a meat lover and my lunches always have a lot of protein such as a chicken drumstick. I include fresh vegetables for the fibre.



DM: At Place Vanier, I order a fresh made-to-order sandwich or make my own salad and add a grilled chicken breast. At Caffè Perugia everything is made daily in-house. My favourite dish is the roasted vegetable salad.

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Travel Assistance Provider Name Change

Recently, Sun Life Financial's emergency travel assistance provider, Worldwide Assistance Services, changed its name to Europ Assistance USA. This name change will not affect the benefit services provided and the phone numbers you call when you have an out-of-province medical emergency.

The new website address is www.europassistance-usa.com and the new e-mail address is ops@europassistance-usa.com. If you will be traveling soon, you can print, cut and complete this card and keep in your wallet:

 Travel Card Member's Name: _____ Contract No.: _____ Member's ID No.: _____ <small>Card is non transferable. Not valid if group benefits have terminated.</small>	<p>In an emergency, contact Europ Assistance immediately. (This is a requirement of your plan.) Physicians and hospitals can call to confirm benefits and arrange direct payment.</p> <p>Europ Assistance's operations centre in Washington, D.C. is open 24 hours a day.</p> <p>In the USA and Canada, call: 1-800-511-4610 In Mexico, call: 001-800-368-7878 Elsewhere, call * 202-296-7493 (call collect if available) Fax: * 202-331-1528 E-mail: ops@europassistance-usa.com</p>  <small>* Add the long distance code to contact the USA.</small>
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Storm the Wall Returns

It's that time of the year again!

Storm the Wall, UBC's most famous rite of passage and one of Canada's largest intramural events, returns Mar. 30 - Apr. 4/08 for faculty, staff, and students.

Join 2,500 individuals as they swim, sprint, bike, run, and climb over a twelve-foot wall. Participate as part of a 5-person team relay or if you are up for the challenge, as an individual.

The event includes a 225 yard swim (9 widths of the UBC Aquatic Centre pool), 450 m sprint, 2.8 km cycle and 1 km run, after which the whole team "storms" a 12 foot wall.



This is a UBC experience that is not to be missed. 10,000 people can't be wrong!

More details on event categories, practice clinics, heat schedules, and general information is available at www.rec.ubc.ca. Individual participant meeting takes place March 25/08 at 6 pm and registrations need to be completed by March 26/08. 🐾

Out of Pocket Expenses for Dental Claims

Major dental work planned? Request a pre-authorization from Sun Life to determine how much you are able to claim in advance.

Q: At my last dental check-up, my dentist recommended I get my crown done. My tooth had been decaying for some time, although it hadn't been causing me any pain. The cost of having the crown done was quite high and I wanted to determine how much my extended dental benefits would cover. Is there a way I can find out prior to agreeing to this dental procedure?

A: For claims that may be costly, members have the option of requesting a pre-determination or pre-authorization from Sun Life to determine whether the service is eligible and how much of the claim is covered. To initiate, the dental provider should complete a dental claim form and add all supporting documentation (x-rays, models and/or written explanation of the work to be done). The supporting documentation is critical in order for Sun Life to accurately provide you with your pre-authorization costs and to gauge what your out-of-pocket expenses may be. Sun Life may request additional information on the claim as the initial supporting documentation sent may not be sufficient for Sun Life's Dental Specialists to make a determination of whether the claim is eligible or not and how much is covered.

Once you receive your pre-determination or pre-authorization from Sun Life, you can then decide whether or not to proceed with your dental procedure. You can also request pre-authorizations for dependents covered under your extended dental plan. 🐾

BENEFIT NEWS

Mandatory Retirement Web Resources

Effective as of Jan. 1, 2008, BC has revised the Human Rights Code to eliminate mandatory retirement at age 65. We have added a number of web resources outlining retirement concerns such as retirement options, the impact on your benefits and pension, and more at www.hr.ubc.ca/retiring.

Update on Fair PharmaCare Plan

Effective as of Jan. 1, 2008, PharmaCare will reimburse prescription expenses above a family's Fair PharmaCare deductible only if the expense was incurred after the family registered for the plan. However, all eligible prescription costs will continue to count toward a family's Fair Pharmacare deductible. For more information, please contact PharmaCare at 604-683-7151 or 1-800-663-7100 or visit <http://www.healthservices.gov.bc.ca/pharme/>.

New EFAP Provider

As of Feb. 19, 2008, Human Solutions has replaced Interlock as UBC's Employee and Family Assistance Program (EFAP) provider. Services previously offered by Interlock will continue to be offered by Human Solutions™. Staff and faculty – and their dependents – who are currently in counseling will have until the end of March 2008 to complete their counseling with Interlock. For more information on Human Solutions, visit www.humansolutions.ca or call 1-800-663-1142. 🐾

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JB: At the hospital I usually order a freshly made sandwich or I put together my own salad from the salad bar. In the SUB, I get sushi from Honour Roll.

What is the most important aspect of a "healthy meal" for you?

AS: The food should be fresh with few preservatives.

KY: It should be satisfying so I don't feel deprived and end up binging on less healthy foods.

DM: Freshness. I like to see my food being made in front of me.

JB: I'm looking for food that is not overly processed. My lunchtimes are often hurried so I also like being able to find healthy food easily.

Canada's Food Guide's recommendations for eating out include the following:

- Order small or appetizer portions or share a meal with a friend.
- Fill up on tossed salad, but order dressing on the side and use sparingly.
- Avoid cream sauces, gravy, deep-fried or battered foods, cakes, cookies and pastries.

To learn more on how to make healthy choices for breakfast, snacks, lunch and dinner and how to prepare foods that provide optimal health, join **HPP on Tuesday, April 8** for the "**The Power of Food**" seminar. For more information visit www.hse.ubc.ca/health_promotion/wellness_initiatives/initiatives_index.htm. 🐾

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Benefits Information

Our Group/Policy/Contract Number for Sun Life – 25205, Your Member ID/Certificate Number with Sun Life is your 7-digit Employee ID.

Sun Life Members' website – www.sunlife.ca/
member or call 1-800-361-6212.
UBC Benefits website – www.hr.ubc.ca/benefits
or benefitsinfo@ubc.ca.