

Benefits at-a-glance

CUPE 2424 - Casual and Replacement Employees

This document provides a snapshot of the key benefits available to you as a participating employee of Carleton University. The information given here is only a summary. Final interpretation of your benefits is governed by the terms of the official contracts.

WHAT'S COVERED

Dental Plan – CL policy #51801

Basic services	100% reimbursement <ul style="list-style-type: none">Recall exams, bitewing X-rays, light scaling, polishing, and fluoride treatment, once every 5 consecutive monthsRoot planing and preventive scaling, to a maximum of 16 units per 12 consecutive monthsFillings, oral surgery, extraction, and endodontic treatment
Major restorative services	85% reimbursement, to a maximum of \$2,500 per calendar year per covered person <ul style="list-style-type: none">Includes crownsIncludes bridges, when the missing natural tooth was extracted while covered under this planIf the cost of a proposed restorative treatment exceeds \$300, a treatment plan must be submitted to the insurer in advance to find out how much will be reimbursed
Orthodontic services	50% reimbursement, to a lifetime maximum of \$2,500 per covered person

NOTE: Dental fees are based on the current Dental Association Fee Guide for General Practitioners for the province in which the services are performed and the person's province of residence for treatment rendered outside Canada.

WHO PAYS THE COSTS

	Carleton University pays	You pay
Dental Plan – compulsory, unless you have proof of coverage elsewhere	100%	–

WHEN COVERAGE BEGINS AND ENDS

Coverage begins...

Dental	For you and your <i>eligible dependents</i> : <ul style="list-style-type: none">On your first day of active employment in the CUPE2424 bargaining unit (some exceptions apply)
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NOTE: Please refer to your collective agreement, the Human Resources policy manual, or contact Human Resources Department to confirm your eligibility.

Interpretation of your benefits entitlements is governed by the terms of the official plan contract with the benefit carrier as amended from time to time. Amendments may include changes to eligibility, cost-sharing or any terms relating to the benefits coverage, including suspension or termination of all (or any part of) the benefits currently provided by the program

OTHER CARLETON UNIVERSITY BENEFITS

Employee and Family Assistance Program (EFAP)	<p>A free comprehensive program that offers confidential counseling and referral service provided through Family Services Ottawa for you, your spouse and your eligible dependents:</p> <p>Personal crisis; addiction; depression/anxiety; family concerns; separation and loss; workplace difficulties</p> <p>Child and Eldercare consulting and resources; financial coaching and credit counselling; legal referring and advisory services; nutrition counselling and Life and Health coaching</p> <p>Telephone: 1-800-668-9920 (English); 1-800-561-1128 (Français) After Hours Emergencies: 1-844-720-1212</p>
Paid holidays	<p>The University recognizes the following days as paid holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, plus ½ day before Christmas, plus ½ day before New Year's Day</p> <p>NOTE: The University is open on Easter Monday each year and some employees will be scheduled to work on that day. If you are required to work on Easter Monday, you will receive a mutually convenient alternate day off with pay.</p>
Tuition Waiver Program	<p>Reimbursement of tuition for credit courses at Carleton University for yourself upon successful completion of courses.</p>
Library privileges	<p>Free borrowing privileges at Carleton University's library for you</p>
Athletic fees	<p>Free access to certain facilities at Carleton University's Athletic and Physical Recreation Centre for you. For more information, refer to the website www.carleton.ca/athletics</p>

GLOSSARY

Eligible dependents

Spouse – for the Dental Plan:

The person who is your legal spouse or with whom you have been living in a conjugal relationship for at least one year.

Child – for the Dental Plan:

Your or your spouse's unmarried natural, legally-adopted, stepchildren, or foster children who are:

- under age 21,
- under age 25, if they are full-time students and depend on you for support, or
- of any age, if mentally or physically disabled and incapable of self-support, provided the disability began before they turned age 21 or while they were full-time students under age 25, and the disability has been continuous since then.

For the Tuition Reimbursement Program:

- Students must remain in good standing. Eligible employees shall be entitled to receive a tuition reimbursement for credit courses which are funded by the Ontario Government upon successful completion. Participants are still responsible for the costs of all supplementary fees.
- All [Tuition waiver requests](#) must be submitted to Human Resources by the last day for a fee adjustment for the academic term as outlined in the Academic Dates and Deadlines located on the University Registrar's [website](#).

WHERE TO GET ANSWERS TO YOUR QUESTIONS

Carleton University Human Resources

For questions about your benefits, including adding or removing dependents or questions about the retirement plans

Email: humanresources@carleton.ca

Phone: (613) 520-3634

8:30 a.m. – 4:30 p.m. EST (Monday to Friday)

Fax: (613) 520-4464

<https://carleton.ca/hr>

For help with:

- Payroll

Email: payroll@carleton.ca

Canada Life

For questions about claims under the Health and Dental plans and My Canada Life at Work

Phone: 1-888-381-4401

Technical Support: 1-888-222-0775

7:00 a.m. – 6:00 p.m. CMT (Monday to Friday)

www.CanadaLife.com/sign-in

Employee and Family Assistance Program (EFAP)

For more information about the Employee and Family Assistance Program or to make an appointment

Phone: 1-800-668-9920 (English); 1-800-561-1128 (Français)

9:00 a.m. – 5:00 p.m. (Monday to Friday)

24/7 immediate support line: 1-844-720-1212

Login at <https://www.fseap.ca/myfseap>. Enter “Carleton” as the username and “Carleton” as the password.