

IATSE LOCAL 667/669  
HEALTH & WELFARE FUND  
**Summer 2007 NEWSLETTER**



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**MEMBER  
SIGNATURES  
REQUIRED  
FOR  
PAPER  
CLAIMS  
SUBMISSIONS**

Effective October 1, 2007 all paper claims forms submitted to Manulife by plan members require a signature. This move is in keeping with stricter guidelines in the use of personal information and federal privacy legislation—PIPEDA (Personal Information Protection and Electronic Documents Act).

The requirement for signed paper-submitted claims is for the protection of plan members, and provides an important step in verifying the validity of a claim before payment is made—ultimately expediting the payment process. Acceptable signatures include that of the plan member, the plan member's spouse, or the legal age dependent (when the claim is on behalf of the dependant).

### Pre-trip reminders to plan members travelling out-of-country

- It's important that you familiarize yourself with your benefits plan and its specific coverage details before you go, including potential lifetime maximums that certain emergency expenses may be subject to and age restrictions. If expenses are less than \$200 you will be required to pay this amount out of your own pockets, and then seek reimbursement upon your return. If your expenses are less than \$200, upon your return to Canada you will be required to get reimbursement from your provincial health-care first. Once payment has been made by your provincial plan, please make copies of proof of payment and submit it with copies of your receipts to Manulife for reimbursement of eligible excluded amounts.
- You should visit your family physician before travelling and discuss any pre-diagnosed medical condition (s) and any active treatments you are receiving to establish if there's any anticipated risk of complications. This discussion should be properly documented in your physician's files for future reference, if required.
- Take a few minutes before you set out on your travels and have a look at some informative travellers' websites, including the Department of Foreign Affairs and International Trade ([www.voyage.gc.ca](http://www.voyage.gc.ca)), Transport Canada ([www.tc.gc.ca](http://www.tc.gc.ca)) and the Canadian Automobile Association ([www.caa.ca](http://www.caa.ca)).
- And finally, it may sound obvious, but don't forget your passport, your provincial health insurance card and your travel benefits ID card (and also don't forget to make note of the new toll-free numbers for World Access). Remember, preparation is the key ingredient for a safe, worry free trip. Taking a few precautionary measures before you go will allow you to have peace of mind and a "bon voyage!"



services that are administered by World Access Canada Inc. If you should require immediate medical assistance while travelling, you must contact World Access as soon as possible (before seeking treatment if possible) so that they can ensure you get the immediate care you need, without incurring unnecessary expenses.

World Access' multilingual Call Centre is available 24 hours a day, 365 days a year worldwide. You can contact World Access at the telephone numbers listed on your benefits card, as well as the three new toll-free numbers, as applicable, which have recently been introduced. It's important to carry your card with you at all times when travelling, as this is the only way World Access can confirm your coverage and guarantee payment to the medical facility where you are receiving care.

### In case of an emergency, please follow these steps:

1. Call the 24-hour emergency phone number(s). If you can't call yourself, your travelling companion or family member must contact World Access as soon as possible before or after you receive treatment, or are admitted to hospital.
2. Speak to a Medical Assistance Coordinator. If you need service in a language other than English, just ask.
3. Report the emergency. You'll be asked to give the details of the emergency and the assistance you need.
4. Provide as many details as possible. The Medical Assistance Coordinator will also ask for the patient's information including:
  - For World Access Travel Assist phone numbers see page 12 of this newsletter
  - Emergency Travel Assistance ID number **9994**
  - Group/plan number **4524**
  - Plan member's name and plan member ID number **(S.I.N.)**
  - Caller's and patient's names
  - Provincial health insurance number, and
  - Location where the patient is being treated (city, country, address, phone number).

### If a medical emergency occurs when you are travelling

Manulife Financial offers emergency travel assistance



## Manulife Financial

### Buying custom-made orthotics

#### What you need to know

If you've been prescribed orthotics this information will help guide you through your purchase. It's important to ask questions and keep yourself informed throughout the process to ensure you get a suitable custom-made orthotic.



#### Who's authorized?

Custom-made orthotics are prescribed by specific healthcare professionals, which include physicians, podiatrists and chiropractors. They will diagnose whether or not an orthotic would be beneficial to your situation.

Many suppliers offer orthotics but podiatrists, chiropractors, are recognized as foot care specialists and are trained specifically to assess, design, manufacture and fit foot orthotics.

The prescribers and providers listed above are licensed and governed by either a provincial or national body, and are subject to standards of practice. This, along with each body's *Code of Ethics*, helps ensure their accountability and your protection.

#### What to expect for your assessment

After being prescribed an orthotic, you'll need to visit one of the providers listed above for an assessment. A provider will guide you through an extensive evaluation to ensure an orthotic is the best option and that it's properly designed. You should expect the orthotic provider to perform the following:

**Medical History Review:** a complete investigation and documentation of your medical history, symptoms and previous injuries. He or she will also take into consideration your lifestyle (occupation and activities) as well as your current and past footwear (fit, style, wear and pattern).

**Examination:** a hands-on evaluation of the lower limbs including foot structure, alignment, strength, range of motion, soft-tissue damage as well as identifying any abnormalities.

**Gait Analysis:** The provider will observe you walking to identify accommodations or abnormalities. For instance whether you favour one leg or the other.

**Orthotic Evaluation:** The provider will determine treatment options and explain how the treatments will address your specific needs.

**Casting:** Taking a mould ensures that your orthotic is made with all of the contours and structure of your foot. A proper cast is essential to create a truly custom-made orthotic. Casting techniques include: foam box casting, plaster of paris slipper casting, contact digitizing and laser scanning.

Having your footprint taken on an inkpad or using your shoe size to provide a prefabricated insole is not considered casting and does not qualify as custom-made.

**Manufacturing:** For an orthotic to be claimed under your benefit plan it must be constructed from scratch and fabricated directly from your mould. You can expect at least one-week between your initial assessment and your fitting appointments.

Some providers will supply what's called a "best fit" footbed. These are prefabricated inserts that are matched to your cast, however the cast is never used in the actual manufacturing of the orthotic. These are not considered custom-made and would not qualify under your benefit plan.

(Continued on page 4)



(Continued from page 3)

Orthotics that aren't manufactured specifically to your needs can result in pain by overstressing your muscles, bones and joints.

**Dispensing:** Custom-made orthotics should be fitted specifically for you and your footwear. The provider should evaluate how you walk while wearing the orthotics. You should also be offered a follow up appointment anywhere within 2-6 weeks of receiving your orthotic.

**Education:** The provider should educate you on things like breaking in your new orthotics, lifespan, as well as how they should fit. You should also be made aware of any warning signs that the orthotics are not working properly and instructed to return if you experience any problems.

### Be cautious – things to be aware of when buying an orthotic

- A provider should have the capacity to modify your orthotic.
- Exercise caution when considering the purchase of orthotics from exhibits at trade shows, home shows or sportsman shows. If there's a problem with the orthotic, returning it could be a problem, not to mention they probably aren't custom-made.
- Exercise caution when considering the purchase from kiosks or booths in malls, department stores or over the internet for the same reasons.
- Be wary of people who come to your home, or conduct group screenings of employees or family members without a proper evaluation.
- "Two for the price of one" deals or "free giveaways" with your purchase are not allowed under the code of ethics that regulated providers and dispensers are bound by. Some providers will use these "freebies" to inflate the price of an orthotic.
- Be suspicious of any provider that can't answer your questions clearly or gives vague and ambiguous answers.
- Question a provider who strongly recommends you see a doctor of his or her choosing for a referral instead of your family physician.
- Question a provider who recommends your whole family could benefit from orthotics without having

seen or assessed them individually.

- Custom-made orthotics for children under 5 are highly uncommon. Skeletal or soft tissue injuries that require orthotic treatment don't usually present themselves until a person is older. If for some reason they do need an orthotic, a medical doctor or pediatric specialist must prescribe it.
- Prescribers and providers should have the following designations in their titles.
  - Physician – M.D.
  - Podiatrist – D.P.M.
  - Chiropodist – D.Ch. or D Pod M
  - Chiropractor—D.C. or D.C.N.D.
- If you feel pressured to purchase additional products or are uncomfortable with the business practices of the provider, consider another provider.
- Don't ever provide the provider with a signed claim form. You are responsible for that claim submission and the only way to be sure of what is submitted is to complete it and mail it yourself.

### What is required as part of each claim submission for custom-made orthotics:

1. Prescription from an authorized health care professional
2. Diagnosis necessitating the custom-made orthotics
3. The original receipt of purchase from the recognized provider.



## A FIGHTBAC!® FOCUS ON CHILL

Information regarding the prevention of foodborne illness through refrigeration

A FightBAC!® Focus on Chill

### 1. The Big Chill

Refrigerate or freeze perishables, prepared foods and leftovers within two hours, or less, of preparation. Marinate foods in the refrigerator.

### 2. The Thaw Law

Never defrost food at room temperature. Thaw food in the refrigerator, in cold water, or in the microwave if you will be cooking it immediately. If thawing in cold water, replace water every 30 minutes.

### 3. Divide and Conquer

Separate large amounts of leftovers into small, shallow containers for quicker cooling in the refrigerator.

### 4. Avoid the Pack Attack

Don't overstuff the refrigerator. Cold air needs to circulate above and beneath food to keep it safe.

**Cool Tip: Cold foods should be kept at 4°C (40°F)**

#### Serve and Preserve:

When serving cold food at a buffet, picnic or barbeque, keep these cool tips in mind:

- Cold foods should be kept at 4°C (40°F) or colder.
- Keep all perishable foods chilled until serving time.
- Place containers of cold food on ice for serving to make sure they stay cold.

Refrigerate custards, cream pies and cakes with whipped cream or cream cheese frostings. Don't serve them if refrigeration is not possible.

#### Hit the Road:

When travelling with food, be aware that time, temperature and cold containers are key. Here are some tips to keep it cool:

- Keep frozen foods in the refrigerator or freezer until you are ready to go.
- Always use ice or cold packs and fill your cooler with food. A full cooler will maintain its cold temperatures longer than one that is partially filled.

- When travelling, keep the cooler in the air-conditioned passenger compartment of your car, rather than in a hot trunk.
- If you've asked for a 'doggie bag' to take home from a restaurant, the food contained in it should be refrigerated within two hours of serving.

**Cool Tip: When running errands, do your grocery shopping last.**



### Fridge Quiz:

Put your knowledge of proper refrigeration to the test.

- Should leftovers be placed directly in the refrigerator? Yes or No
- Refrigeration prevents bacterial growth. True or False
- At what temperature should refrigerated food be kept to slow down the growth of bacteria?

Answers:

- Yes, but divide large quantities of food into shallow containers (8cm/3 inches or less) and allow it to cool slightly before placing in the refrigerator.
- False. Refrigeration slows, but does not prevent the growth of harmful bacteria.
- Set the temperature cold enough to maintain an internal food temperature of 4°C (40°F) or colder. This will help to discourage the growth of foodborne bacteria. Be sure that your refrigerator is in good working order.

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## The Facts

### Prevention

- Avoid being outdoors in the hottest part of the day. If you must go out, try going out in the early morning or later evening hours when the sun is not as strong.
- Slow down activities that make you hot. Work and exercise in brief periods.
- Take frequent breaks.
- Dress in light, loose clothing. Wear a hat.
- Drink plenty of cool fluids, but avoid caffeine and alcohol.

### Who is at Risk?

- Elderly people and young children.
- Those who work, exercise, or live outdoors (such as Homeless).
- Those with health problems, especially those who are taking certain medications. Please consult your pharmacist or doctor if you have questions.
- Those who have had heat-related illness in the past.
- Those who have heart disease or other conditions that cause poor circulation.
- Those who take medications to eliminate water from the body (diuretics).

### Signs and Symptoms of Heat Exhaustion

- Heat cramps: severe muscle contractions, usually in the legs or abdomen.
- Normal or elevated body temperature.

## HEAT

### EMERGENCIES

- Headaches
- Nausea.
- Dizziness and weakness.
- Rapid, weak pulse becoming irregular.
- Irritable, bizarre or combative behaviour.
- Exhaustion.

### How to Help Someone Suffering from Heat Exhaustion

- Call for help (911).
- Move person to cooler location.
- Give cool water slowly and in small sips.
- Remove excess clothing and loosen existing clothing.
- Cool the body, by bathing or sponging - water should be lukewarm to cool.

Source: Canadian Red Cross First Aid - The Vital Link Manual  
For more information, contact your [local Red Cross](#) office.



Canadian Red Cross



## SUMMER CARE TIPS FOR YOU AND YOUR PETS

Summer is a time for both you and your pet to enjoy the sunshine and outdoors, but along with the fun, the season also offers up situations that can endanger your pet. By taking precautions, you can decrease the chance that disaster will happen. The HSUS offers these tips for pet owners to keep their furry friends safe this summer:

- Don't leave pets in parked cars for any period of time. Every summer, animals left in parked cars suffer brain damage and die from heatstroke. On a warm day, even with the windows cracked, the temperature in a car can reach 120° in a matter of minutes. Heatstroke and brain damage are real possibilities. Dogs and cats can't perspire and can only dispel heat by panting and through the pads of their feet. If you see an animal in a parked car during the summer, alert the management of the shopping mall or grocery store. If the owner does not return promptly, call local animal control or the police.



- It is very dangerous, and in some places illegal, to drive with a dog in the back of a pick-up truck. Not only can flying debris cause serious injury, but a dog may be unintentionally thrown into traffic if the driver suddenly hits the brakes, swerves, or is hit by another car. Dogs should ride either in the cab (in a crate or wearing a seat belt harness designed for dogs) or in a secured crate in the bed of the truck.
- Summer is often a time when people fertilize their lawns and work in their gardens. But beware: Plant food, fertilizer, and insecticides can be fatal if your pet ingests them. In addition, more than 700 plants can produce physiologically active or toxic substances in sufficient amounts to cause harmful effects in animals. For more information, see our list of dangerous plants.
- Dog bites rise during the summer months when people and their pets spend more time outside. Spaying or neutering your dog reduces the likelihood that he will bite and provides many other health benefits.
- Make sure your pet is always wearing a collar and identification tag. If you are separated from your pet, an ID tag may very well be his or her ticket home.

- Check with your veterinarian to see if your pets should be taking heartworm prevention medication. Heartworm disease, which is transmitted by mosquitoes, can be fatal in both dogs and cats.
- Pets and pools can equal disaster. Prevent free access to pools and always supervise a pet in a pool.
- Provide plenty of water and shade for your pets while they're enjoying the great outdoors so they can stay cool.
- If you plan on traveling with your pet during the summer, take the time to prepare for your furry friends in advance. Many airlines have summer pet embargoes, and most trains and ships do not allow pets other than service animals. The HSUS has information on traveling with your pet that may make the difference between a pleasant trip and a vacation nightmare.

• Pets need exercise even when it is hot, but extra care needs to be taken with older dogs, short-nosed dogs, and those with thick coats. On very hot days, limit exercise to early morning or evening hours. Keep in mind that asphalt gets very hot and can burn your pet's paws.

- Another summertime threat is fleas and ticks. Use only flea and tick treatments recommended by your veterinarian. Some over-the-counter flea and tick products can be toxic, even when used according to instructions.
- Pets can get sunburned too, and your pet may require sunscreen on his or her nose and ear tips. Pets with light-colored noses or light-colored fur on their ears are particularly vulnerable to sunburn and skin cancer.
- Don't take your pets to crowded summer events such as concerts or fairs. The loud noises and crowds, combined with the heat, can be stressful and dangerous for pets. For your pet's well being, leave her at home. Be especially aware of these threats during holidays, such as Canada Day. *Copyright © 2004–2007. Winnipeg Humane Society*



## Think Safety Before Swimming

Before heading to the local pool, beach or river, the Red Cross encourages everyone to take a moment to think about water safety.

Toddlers and infants are a group at risk although there has been a significant improvement in the drownings in this age group in the 1990s. There was a 40% decrease in drownings of one to four year old toddlers and 80% in infants less than one year old. This dramatic change corresponds with extensive research-based revisions of Red Cross national swimming and water safety programs and education campaigns by many agencies across Canada.

There's still room for improvement, however. Toddlers drown mainly in swimming pools without self-closing and self-latching gates. If all home pools were equipped with this simple and inexpensive device, nearly all toddler pool drownings and about one-third of all toddler drownings could be eliminated.

Québec, with 24% of Canada's population of toddlers, had 49% of the toddler pool drownings during 1991-1999. One of the main reasons may be that there is a statistically higher number of home pools per capita in Québec.

To reduce the risk, the Red Cross recommends the following safety tips when diving and swimming:

### Diving:

- Neck and back injuries are common after diving incidents and can result in permanent paralysis.
- One of the major causes of spinal injuries is drinking and diving. Young men are at greatest risk.
- The majority of backyard pools are NOT designed for diving.
- Never dive into above ground pools.
- Think before you dive.
- Ensure water depth is at least 10 feet deep. Remember the depth of lakes or oceans can change due to tides or seasons.
- Ensure water is deep enough for the entire path of the dive, and that no rocks or debris are in the way. The length of a typical dive depends on a variety of factors, such as height of dive and size of diver.

### Swimming:

- Learn proper swimming and safety techniques by enrolling children in Canadian Red Cross water safety classes.
- Be aware of your limitations. Don't go beyond your ability.
- When swimming in the ocean, be aware of the tides and currents and keep an eye on the shifting weather patterns.
- Know the signs of hypothermia.
- Supervise children at all times.
- Fence backyard pools and ensure gates have self-locking latches.
- Communicate and post pool rules. Keep emergency equipment and first aid kits close at hand.

"Peer pressure, even at a very young age, can also significantly influence behaviour and encourage youth to act in unsafe ways," said Canadian Red Cross spokesperson John Mulvihill, Deputy Secretary General - Operations, of the Canadian Red Cross.

"Don't allow anyone to persuade you to do something you think might be dangerous. Trust your instincts as a parent and stay close to your children while they are in, on or around the water."



Canadian Red Cross

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### How to Protect Yourself & Your Family

West Nile virus is primarily transmitted to people through the bite of an infected mosquito. Evidence shows that many people infected with West Nile virus have mild symptoms, or no symptoms at all. People with weaker immune systems and people with chronic diseases are at greater risk for serious health effects.

Although the chance of being infected is low - and the percentage of those infected that develop severe health effects is even lower - everyone in an area that has West Nile virus activity is at risk. However, risk for serious health effects generally increases with age. It is very important to reduce the risk to you and your family by taking steps to avoid mosquito bites since this new disease is in Canada to stay. Last year, West Nile virus was identified in Quebec, Ontario, Manitoba, Saskatchewan and Alberta.

### What Can I Do to Protect Myself and My Family?

The best way to avoid becoming infected with West Nile virus is to not get bitten by a mosquito. There are two ways to lessen the risk of mosquito bites for you and your family:

1. **Protect yourself and your family from mosquito bites; and**
2. **Eliminate mosquito breeding sites around your home and vacation property.**

By taking simple precautions to lessen your chance of being bitten by a mosquito, you can also lessen your chance of getting West Nile virus.

#### 1. **Protect yourself and your family from mosquito bites:**

- When going outdoors, use insect repellents that contain DEET or other approved ingredients
- Wear protective clothing such as long-sleeved shirts, long pants and a hat. Light coloured clothing is best because mosquitoes tend to be attracted to dark colours
- Make sure that door and window screens fit tightly and have no holes that may allow mosquitoes indoors

#### 2. **Eliminate mosquito breeding sites around your home and vacation property:**

Mosquitoes lay eggs in standing water and it takes about four days for the eggs to grow into adults that are ready to fly. Even a small amount of water, for example, in a saucer under a flower pot, is enough to act as a breeding ground. As a result, it is important to eliminate as much standing water around your property as possible by:

- Regularly (twice a week) draining standing water from items like pool covers, saucers under flower pots, recycle bins, garbage cans, etc.
- Remove old unused items from around your property (i.e., old tires) which have a tendency to collect water
- Change the water in wading pools, bird baths, pet bowls and livestock watering tanks twice a week
- Cover rain barrels with screens
- Clean out eavestroughs regularly to prevent clogs that can trap water.
- Purchase an aerator or ornamental pond. This will keep the surface water moving which will make the water inhospitable to mosquito larvae.

#### How about Using Pesticides?

Over-the-counter products that are designed to get rid of garden pests aren't effective for overall mosquito control. Regarding the use of other pesticides, only workers who are licensed by provincial authorities and are trained in the safe use of pesticides can carry out mosquito control programs. Decisions on whether or not to use pesticides to control the spread of West Nile virus in your community will be made by local and provincial health authorities.

As a first step, people should try to eliminate standing water on their property by, for example disposing of old tires and containers and cleaning out rain gutters. However, for wholly-contained sources of standing water on private property where draining is not a practical option, there are registered Domestic and Commercial-class mosquito larvicides available. These contain *Bacillus thuringiensis israelensis (Bti)*, a naturally-occurring microbe that has minimal impact to health and the environment. For these products to be effective, users must follow the specific instructions on proper timing for their application. .

Source: West Nile Virus: How to Protect Yourself and Your Family, Public Health Agency of Canada, 2005, Reproduced with the permission of the Minister of Public Works and Government Services Canada, 2007.





## WELLNESS

### ARE YOU TAKING CARE OF YOUR WHOLE SELF?

#### What is Holistic Medicine?

In our society it is common to think of wellness as the absence of illness. Holistic medicine emphasizes the need to care for the whole person – body, mind and spirit. The basic principal of holistic medicine is that optimal health results from harmony and balance in the physical, environmental, emotional, spiritual and social aspects of our lives.

#### HOW HEALTHY ARE YOU?

### PHYSICAL HEALTH

High energy and vitality

*How to improve physical health:*

#### EXERCISE REGULARLY

**EAT A BALANCED DIET** including lots of fruits and vegetables, avoid foods with chemical additives, and reduce your intake of sugar, red meat, unhealthy fats, caffeine, salt, refined carbohydrates and alcohol.

**DRINK LOTS OF WATER.** Most people are chronically dehydrated. Drink 2.4L (10 cups) of water a day to replace water lost through regular metabolic processes.

**PRACTICE ABDOMINAL BREATHING.** Breathing through the abdomen instead of the chest improves energy, increases oxygen flow, relieves stomach pain and diminishes stress.

### ENVIRONMENTAL HEALTH

Harmony with your environment (neither harming nor being harmed)

*How to improve your environmental health:*

**GO OUTSIDE.** Indoor air can be as much as 100 times more polluted than outdoor air.

**SLEEP WITH YOUR BEDROOM WINDOW OPEN** to let in fresh air.

**KEEP INDOOR PLANTS.**

**TAKE FREQUENT BREAKS** away from your computer.

**CLEAN CARPETS AND RUGS REGULARLY** with non-toxic cleaners to prevent build up of mold and bacteria.

Ensure both your home and workplace are **WELL VENTILATED.**

### MENTAL HEALTH

Peace of mind and contentment

*How to improve your mental health:*

**SEEK PSYCHOTHERAPY OR COUNSELING** to help address deep-rooted emotional problems (Contact your EAP provider for counseling services).

**BECOME AWARE OF YOUR BELIEFS.**

**REPLACE NEGATIVE BELIEFS WITH POSITIVE ONES THROUGH AFFIRMATIONS** - positive thoughts that you repeat to yourself each day.

**PRACTICE GUIDED IMAGERY AND VISUALIZATION** - a way of using mental images much like those we have when daydreaming. Studies show that visualization can increase immune responses. Find guided visualization audiocassette tapes and CDs at your local bookstore or library.

**BREATHE.** Consciously taking full breaths will help you deal with emotional pain more effectively.

**MEDITATE.** Meditation can improve immune function, reduce stress, increase oxygen intake, and relieve chronic pain and headache. Many communities pro-



## SOCIAL HEALTH

*How to improve your social health:*

**FORGIVE.** Intimate relationships and unconditional love cannot exist without forgiveness. Learn to forgive yourself and others.

**MAKE AND KEEP FRIENDS.** Most adults have many acquaintances, but few still have a best friend in whom they can confide. If you find yourself in need of a good friend, remember it is never too late to rekindle old friendships or make new friends.

**VOLUNTEER.** Helping others through donations of your time and resources produces feelings of connection, a sense of unity and the recognition that in giving to others you are ultimately giving to yourself.

**FOSTER COMMITTED RELATIONSHIPS.** Your role as a lover, spouse, parent or friend provides you with the most powerful opportunities for spiritual growth on a daily basis. Make a commitment to become more conscious of all your relationships, especially those with whom you are most intimate.

Adapted from *The Complete Self-Care Guide to Holistic Medicine* by Robert S. Ivker, Penguin Putnam, New York, 1999.

Permission to photocopy with credit given to Lisa Pridmore, Consultant, Family Service Canada

**PAY ATTENTION TO YOUR DREAMS.** Dreams are symbolic expressions of our inner emotional life. Write down your dreams immediately after you wake so you will not forget them. You will notice certain symbols or events tend to recur. Pay attention to these themes; usually they contain the most important messages your dreams have for you.

**KEEP A JOURNAL.** Writing out your daily experiences and feelings usually results in increased self-knowledge.

**HAVE A JOB YOU FIND FULFILLING.**

**PLAY.** Regularly do something you enjoy.

**LAUGH.** Laughter improves our emotional state. Studies show that laughing can strengthen the immune system.

## SPIRITUAL HEALTH

Experience of unconditional love/absence of fear

*How to improve your spiritual health:*

**PRAY.** Prayer helps connect you to Spirit. Most people who pray have a greater sense of well being than those who don't.

**MEDITATE.** In the East meditation has been used for thousands of years to contact Spirit.

**BE GRATEFUL.** By becoming more aware of our blessings we strengthen our connection with Spirit.

**REGULARLY TAKE PART IN SPIRITUAL PRACTICES.** Make spirituality part of your routine.

**FIND SPIRIT IN NATURE.** Outdoors in an ideal setting to connect with your spirituality.

Strong positive connection to family and others in the community, and an intimacy with one or more people



## HEALTH & WELFARE CONTACT INFORMATION

### HEALTH & WELFARE FUND OFFICE

IATSE Local 667/669 H & W Fund  
 3823 Henning Drive #217  
 Burnaby, BC  
 V5C 6P3

Phone: 778-329-4455  
 Toll-free: 1-866-366-9667

Fax: 778-329-4454

Web: [iatse667-669healthplan.com](http://iatse667-669healthplan.com)

Plan Administrator: Leta Labiuk  
 E-mail: [leta@iatse667-669healthplan.com](mailto:leta@iatse667-669healthplan.com)

Benefits Coordinator: Mary Miskic  
 E-mail: [mary@iatse667.com](mailto:mary@iatse667.com)  
 Phone: 416-368-0072

### MANULIFE FINANCIAL Policy # 4524 ID# = S.I.N Number

#### QUEBEC RESIDENTS SEND CLAIMS TO:

Financiere Manuvie  
 Assurance Collective  
 999 Boulevard De Maisonneuve Ouest  
 Montreal, QC  
 H3A 3L4  
 514-288-4300

#### EASTERN CANADA RESIDENTS SEND CLAIMS TO:

Manulife Financial  
 Group Claims Department  
 PO Box 4607, STN A  
 Toronto, ON  
 M5W 4Z3  
 1-877-466-1576  
 416-687-5004



#### WESTERN CANADA RESIDENTS SEND CLAIMS TO:

Manulife Financial  
 Group Claims Department  
 PO Box 2592, STN M  
 Calgary, AB  
 T2P 5P4  
 1-800-661-1324  
 403-750-7320

### FAMILY SERVICES

Confidential counselling is available for everyone. If you need assistance please call:

English: 1-800-668-9920

French: 1-800-561-1128

[www.familyserviceseap.com](http://www.familyserviceseap.com)

#### MANULIFE GROUP INTERNET SOLUTIONS

How to register?

1. Go To [www.manulife.ca/groupbenefits/GIS](http://www.manulife.ca/groupbenefits/GIS)
2. Login to **GIS** from the Plan Member Welcome Page
3. At the login screen, select the **Register here** link.

### WORLD ACCESS TRAVEL ASSIST

While traveling, plan members can call.....	World Access No. 9994
Toll-free from <b>Mexico</b>	00-1-800-514-3702
Toll-free from the <b>Dominican Republic</b>	1-888-751-4403
Toll-free from other countries that participate in Universal International Toll-Free (UITF)*	800-9221-9221
Toll-free in <b>Canada &amp; US</b>	1-877-252-9857
Toll-free <b>Elsewhere</b>	1-519-742-8073

\*Argentina, Australia, Austria, Belgium, Canada, China, Colombia, Costa Rica, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Japan, Korea, (South), Luxembourg, Macao, Malaysia, Netherlands, new Zealand, Norway, Portugal, Singapore, South Africa, Spain Sweden, Switzerland, Taiwan, UK  
 \*Note that this listing is subject to change. For countries that are not reflected on the current UITF, plan members should continue to use the collect number indicated on their benefits card.

