

# FAQs – On-call benefits

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## What are the new eligibility criteria for on-call employees to be enrolled in benefits?

On-call employees are now entitled to benefits if:

- Since June 21, 2013, they have worked 7800 hours of spareboard and on-call coverage (including fox); and
- Have worked at least 1152 hours in spareboard and on-call coverage (including fox) in the most recent twelve months

This is a slight change from the previous criteria:

- Six years of service; and
- 96 shifts of spareboard or on-call coverage in the last year

## What hours count toward my eligibility?

There is no change to the hours that count towards eligibility. Any spareboard or on-call coverage, including Fox, hours are included in the calculation. Both pager pay and standby pay are eligible for the calculation as well. Spareboard and on-call hours are defined in the glossary of terms in E.3.11 in the collective agreement.

## When will this go into effect?

The systems are in development and are on track to begin calculating eligibility starting February 2020, meaning benefits will be available for eligible staff in March 2020.

## Once I'm eligible for benefits, when do they begin?

Once an employee has met the criteria, their benefits become effective the first of the following calendar month.

## Once I am eligible, what do I have to do to enroll?

Follow the current process:

1. Employee Records and Benefits will send you an enrollment package via Canada Post.
2. You will need to complete this and return as instructed in the enrollment package.
3. The 11% in lieu pay will be end-dated for the first day of the calendar month you were deemed eligible. For example, if you meet the eligibility criteria in September, the 11% in lieu pay will be end dated for October 1<sup>st</sup>.
4. Benefits will be in effect the first day of the next calendar month. For example, if you meet the eligibility criteria in September, your benefits will be effective October 1<sup>st</sup>.

## What benefits are provided to me once I'm eligible?

Benefits are outlined in the collective agreement under article E.16.00. These include:

- Life insurance

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- Accidental death and dismemberment
- Dental
- Extended health
- Medical service plan (MSP) (premium costs ending January 2020)

You will continue to receive 6% additional earnings in lieu of vacation but will no longer receive the 11% in lieu of benefits.

## What happens if I'm delayed in completing my paperwork?

The benefits will be back-dated to your date of eligibility unless the forms are submitted unreasonably late. The 11% received in lieu of benefits is removed the first day of the month you are eligible for benefits, not when the paperwork is received.

## Once I'm eligible, can I become ineligible?

Yes. Four times per year benefits maintenance calculation will be done to ensure you have worked 1152 hours in the most recent twelve months (last 12 months, not calendar year). If you have not met 1152 hours worked, the benefits will be removed, and you will return to receiving 11% additional earning in lieu of benefits.

Calculation Completed	Benefits Removed
End of February	April 1 <sup>st</sup>
End of May	July 1 <sup>st</sup>
End of August	October 1 <sup>st</sup>
End of November	January 1 <sup>st</sup>

## Can I opt out of benefits once I'm eligible?

No, per the Collective Agreement article E16.01 (b)(iii), these benefits are mandatory for on-call employees who qualify pursuant to E16.01 (b).

## Where do I go if I have questions?

Send queries about eligibility to [HR@bcehs.ca](mailto:HR@bcehs.ca) as per current business.

Please direct any questions about the new benefits language to [towards2022@bcehs.ca](mailto:towards2022@bcehs.ca) or for other changes related to the new collective agreement.