**How do I change my address?**

Employees are able to update their address and emergency contact information through My Selkirk Employee Self-Service.

If you are enrolled in pension please advise either the College Pension Plan or the Municipal Pension Plan of your new address.

If you have extended health/dental/disability benefit coverage with Selkirk College please remember to also contact:

**Manulife Financial**

Phone 1-800-575-2200. You will be required to provide your:
a) Policy Number **83247**
b) Certificate Number /Plan Member ID (Your Employee ID number)

For added convenience you may wish to notify various Provincial Government programs and/or offices (such as MSP) of your change of address by using the [Multiple Address Change Service.](https://www.addresschange.gov.bc.ca/)

**What is Manulife's phone number?**

For questions about your benefit coverage and/or your claims, please call the BC Colleges' dedicated Post Secondary Benefit Help Line at 1-800-575-2200.

**What is my Manulife policy number? What is my certificate number?**

For extended health and dental claims, the policy number for all employee groups at Selkirk College is **83247**. Your certificate number/Plan Member ID is your employee ID number.

**How do I make an Extended Health or Dental benefits claim?**

Extended Health and Dental claim forms are available on our [Forms page](http://selkirk.ca/about/departments/hr/hrforms/)  and directly from the Manulife Financial webpage: [Plan Member Welcome](http://groupbenefits.manulife.com/canada/GB_v2.nsf/Public/pm_welcome)

**Why does the Prescription Drug Card only show my name and not my spouse's as well?**

Prescription script cards are issued in the plan member name only.

**How do I find out when I had my last vision care claim?**

Login to the [Manulife website](http://groupbenefits.manulife.com/canada/GB_v2.nsf/Public/pm_welcomehp) and review your personal claims information. Alternatively, you can contact Manulife Financial at the BC post secondary dedicated help line: 1 800 575 2200

**How do I make a vision exam claim?**

Information is available from the following link:

[h:\Michele\E-mail forms\STARGARDEN Portal Access Info and ONLINE CLAIMS\Benefit claim how to - web based or paper claim forms.docx](file:///h%3A%5CMichele%5CE-mail%20forms%5CSTARGARDEN%20Portal%20Access%20Info%20and%20ONLINE%20CLAIMS%5CBenefit%20claim%20how%20to%20-%20web%20based%20or%20paper%20claim%20forms.docx)

**How do I get a mortgage letter?**

Complete an Employee Information Release Form and e-mail or print the form and submit to Pam Mosby, HR Assistant ([Pmosby@selkirk.ca](Pmosby%40selkirk.ca)).

**Is there a difference between MSP/BC Medical and Extended Health?**

Do not confuse the Medical Services Plan with Extended Health Benefits. The Extended Health benefit is through Manulife Financial while the Medical Services Plan is your basic medical coverage provided by the province. For more information about this service please visit the government site at [MSP](http://www.health.gov.bc.ca/msp/) .

## What is the name of the firm that provides our Employee Assistance Program and how can I contact them?

Shepell.fgi provides a confidential counseling service for Selkirk College employees and eligible dependents as part of your benefit package. Shepell.fgi can be reached by telephone at 1.800.387.4765. For more information about this service please view the website for [Shepell.fgi](http://groupbenefits.manulife.com/canada/GB_v2.nsf/Public/pm_welcome).

**Statutory/College Holiday 2012**

|  |  |  |
| --- | --- | --- |
| **Holiday**  | **Date**  | **Date Observed (if different)**  |
| **New Years' Day**  | Sunday, January 1, 2012  | Tuesday, January 3, 2012   |
| **Good Friday**  | Friday, April 6, 2012 |    |
| **Easter Monday**  | Monday, April 9, 2012 |    |
| **Victoria Day**  | Monday, May 21, 2012 |    |
| **Canada Day**  | Sunday, July 1, 2012 | Monday, July 2, 2012 |
| **B.C. Day**  | Monday, August 6, 2012 |    |
| **Labour Day**  | Monday, September 3, 2012 |    |
| **Thanksgiving Day**  | Monday, October 8, 2012 |    |
| **Remembrance Day**  | Sunday, November 11, 2012 | Monday, November 12, 2012 |
| **Christmas Eve**  | Monday, December 24, 2012 |    |
| **Christmas Day**  | Tuesday, December 25, 2012 |   |
| **Boxing Day**  | Wednesday, December 26, 2012  |   |
| **New Year's Eve**  | Monday, December 31, 2012  |    |
| **New Year's Day**  | Tuesday, January 1, 2013  |    |