




COMMUNICATION UPDATE

TO:	Chair and Members City Council
DATE:	March 28, 2025
SUBJECT:	Non-Union Benefit Plan Amendment – Virtual Health Care
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Nenzi Cocca Director, HR Systems & Operations Human Resources
SIGNATURE:	

On January 10th, 2025, Human Resources convened the Non-Union Sub-Committee and proposed amendments to the Non-Union benefit plan, which included the addition of Virtual Health Care (HUR25001).

Manulife offers healthcare online services delivered through Telus Health Virtual Care. This service gives the employee and their immediate family (as defined in the non-union benefit booklet) on demand, anytime access to healthcare practitioners for help with physical and mental health concerns. The healthcare practitioners can help with the following services: prescriptions, diagnosis, medical advice, mental health, specialist referral and lab work requests. The addition of this service through Manulife requires the City to enter a new contract that's specific to this service.

The existing contract with Manulife (C1-01-16) is set to expire on December 31, 2026. In late 2025, Human Resources will engage in a formal Request for Proposal (RFP) process to provide an opportunity for insurance carriers to partner with the City of Hamilton in the provision of our various benefit programs. The new contract with the successful bidder is expected to be effective January 1, 2027.

To avoid extensive contract negotiations the City has decided to defer the implementation of Virtual Health Care services and negotiate the terms of the services through the formal RFP process that is expected to be launched in late 2025.

APPENDICES AND SCHEDULES ATTACHED

[HUR25001](#)