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# Taking Care of Our Own Fund FAQs

*For McKesson Canada employees*

*Last updated: 11/15/18*

Through the McKesson Taking Care of Our Own Fund, we provide grants to McKesson employees facing hardships due to unexpected events, like natural disasters or family emergencies. It's a charitable program supported by the McKesson Foundation, McKesson, and donations from employees across the company. The Emergency Assistance Foundation (EAF) serves as our Fund's administrator. We offer two types of grants: *Get You to Safety Grants* and *We Care Grants*.

## **Get You to Safety Grant**

*These are \$1,000 evacuation assistance grants for large-scale disasters. Approved applications can be paid within 24-48 hours. Expect your application to be reviewed and processed within three business days or sooner.*

### **To be approved, you must meet the following criteria:**

- You are a McKesson Canada employee who works 20+ hours weekly. (You can apply if you are on approved leave, including short-term disability, medical leave, or paid/unpaid time off.)
- Your primary residence is in an area impacted by a large-scale disaster.
- You had to evacuate for safety reasons.
- You have immediate food, water, shelter, clothing, transportation, medical assistance, or other basic needs as a result.

There are no income requirements for this grant. If you meet the criteria above, you're welcome to apply.

### **How do I apply?**

1. Go to [www.mckessoncares.ca](http://www.mckessoncares.ca) and click on the "Apply Now" button under the **Get You to Safety Grant** paragraph.
2. **Select the McKesson Taking Care of Our Own Fund** applicable to your location.
3. **Complete the online form.** (*It should take you less than a minute to complete.*) You will need to check a few certifications and provide the following information in the form, then hit "Submit":
  - Legal First Name
  - Legal Last Name
  - Email
  - **IMPORTANT: Last four characters only of your Employee ID (EID).** It may include both letters and numbers. **For example: "g2ps."**

- Birth year

**NOTE: Please follow the above instructions closely so EAF can verify your eligibility. Incorrect information may cause 1-2 week delays in processing your grant payment.**

4. Add [apps@echeck.com](mailto:apps@echeck.com) to your contacts list. (We want to make sure your electronic check isn't caught in your spam or junk folder.)

#### **What happens after I apply?**

- **Immediately after you submit your application, expect to receive an autoresponder from EAF. (Please note that while EAF's autoresponder may mention a processing time of 3-4 days, we are working with them to process your application sooner, within 24-48 hours. We're also working with EAF to try and customize their autoresponder to the extent we can.)**
- Once approved, [app@echecks.com](mailto:app@echecks.com) will send you an email containing your electronic check. **Friendly tip:** make sure [app@echecks.com](mailto:app@echecks.com) isn't caught in your junk or spam folders!

#### **I'm approved! What do I do with my electronic check?**

Once approved, you should receive an email from [app@echecks.com](mailto:app@echecks.com) with your electronic check. You have two options.

##### **a. Deposit the electronic check on your cell phone through mobile deposit.** Here's how:

- 1) Download your bank's app to your cell phone and create a username and password.
- 2) Take a photo of your check.
- 3) Open your bank's mobile app and go to the screen that accepts mobile deposits.
- 4) Follow the instructions to upload the photo of your check.

##### **b. If you don't have mobile deposit, you can print a copy of the check and deposit it as you normally would in the bank.**

- 1) To print the check, click on the green "**Open this check**" button.
- 2) Print the check using any printer and cut along the dotted line.
- 3) Endorse and deposit as you would any paper check.

If you have any questions, please call Deluxe eChecks support at 877.333.6964 or email [support@deluxechecks.com](mailto:support@deluxechecks.com).

#### **What sorts of disasters are covered?**

Our *Get You to Safety* Grants are intended to help cover evacuation costs related to large-scale natural and manmade disasters. These may include events such as floods, hurricanes, earthquakes, fires, droughts, blizzards, and volcanic activity. They may also include events such as structural collapses, industrial / chemical accidents, or terrorist activity.

#### **Who can I contact with questions?**

Please contact [Megha Bhatt](#) or the [McKesson Foundation](#).

## **We Care Grant**

*These are \$500 - \$5,000 grants for personal hardships or government-declared disasters. Grants are processed within 5-13 business days, depending on the payment method you select. Typical processing times:*

- *Electronic check: 5 business days*
- *Electronic fund transfer: 10 business days*
- *Check payment: 13 business days*

We offer the *We Care Grant* to eligible employees facing significant financial hardships from unexpected events. Examples of these types of events include family emergencies, natural disasters, serious illnesses, or injuries affecting you and/or your immediate family. *We Care Grants* range from \$500 - \$5,000 and help with expenses not covered by insurance. To ensure we help colleagues who need it most, income eligibility guidelines apply.

### **How do I know if I am eligible?**

- You must be an active McKesson employee working 20+ hours/week or on an approved leave, including short-term disability, medical leave or paid/unpaid time off
- **Income eligibility guidelines apply. The guidelines are based on a needs-based test that evaluates the applicant's income, household size and liquid assets**
- **You must provide receipts or invoices for eligible expenses dated within 60 days of your application**

### **Who makes the decisions?**

To help maintain confidentiality, the Fund is administered by the Emergency Assistance Foundation (EAF). EAF reviews and approves the applications.

### **What types of events are eligible for grants?**

- Natural or man-made disasters
- Accidents
- Illness or injury
- Medical expenses not covered by insurance
- Violent crimes
- Domestic abuse
- Death of employee or their immediate family member

### **What kinds of expenses may be eligible for grants?**

- Food
- Clothing
- Housing (temporary housing, mortgage or rent assistance, reasonable repairs for damaged property, etc.)
- Essential appliances and furnishings
- Essential utilities (gas, water, and electricity)
- Transportation (repairs other than routine maintenance, cost of commercial transportation, car rental)
- Travel expenses related to medical care
- Medical expenses, including prescription medications not covered by insurance
- Unexpected child care
- Reasonable funeral, travel, and burial expenses
- Unable to work due to the event

### **What does “Unable to work due to the event” mean?**

We consider you “unable to work due to the event” if you are forced to take 5 or more days off from work. These days off must be due to a serious illness or injury of you or your dependent, or if you are the victim of a violent crime.

### **Is counseling an eligible expense for a *We Care Grant*?**

If you have counseling needs, please contact our Employee Assistance Program (EAP):

- Please call 1-877-847-4525 or visit [www.aetnaeap.com](http://www.aetnaeap.com). The user name is McKesson Global, and the password is eap.

### **Can I use a *We Care Grant* for medical expenses?**

Yes, you can. You may use a *We Care Grant* for medical expenses that aren't paid by insurance. These could relate to a serious illness or injury. Or they might be non-routine expenses like substance abuse treatment (including opioid-related).

Besides medical expenses, a *We Care Grant* can help cover the cost of medications. You can also use it for travel or lodging, if you are seeking treatment away from home.

All treatments and medications must be prescribed by a licensed medical professional.

### **What if I have financial difficulties but don't meet the requirements for the Taking Care of Our Own Fund?**

Our McKesson's Employee Assistance Program (EAP) can help.

- Our EAP provides a wide range of professional services – financial and legal advice, assistance in creating a will, childcare referrals, eldercare services and counseling – 24 hours a day, 365 days a year, at no cost to you.
- Please call 1-877-847-4525 or visit [www.aetnaeap.com](http://www.aetnaeap.com). The user name is McKesson Global, and the password is eap.

### **How do I apply for a *We Care Grant*?**

If you feel you fit the criteria for a *We Care Grant*, complete the online application form at [www.mckessoncares.ca](http://www.mckessoncares.ca). If possible, please view using Google Chrome as your browser. **Provide detailed information and supporting documentation on your expenses.** You must submit a complete application to be considered for a grant.

EAF will review your application. Once your application is complete, EAF will follow-up with you via email within 3-5 business days. Typical processing times:

- Electronic check: 5 business days
- Electronic fund transfer: 10 business days
- Check payment: 13 business days

***Please note: EAF can't make payments without copies of current bills or invoices. For medical expenses, an Explanation of Benefits is not a bill. If documentation or signatures are missing, or if other information is needed, processing will take longer.***

Please double-check your application before sending it for review. EAF will notify you by email if anything is missing from your application.

### **How does it work?**

1. *Register:* Register at <http://www.mckessoncares.ca> and receive an application link.
2. *Apply:* Complete the application
3. *Submit:* Submit application. EAF will then send you an email confirmation from [applicantssupport@emergencyassistancefdn.org](mailto:applicantssupport@emergencyassistancefdn.org) confirming receipt. Please add this email address to your contacts.
4. *Review:* EAF will review your application.
  - If there are follow-up questions, EAF will contact you by email within 3 business days.
5. *Award notification:* After EAF receive all documents, EAF will email you with the decision, usually within 5 business days. If your application is not approved, EAF will note the specific reason.
6. *Grant processing:*
  - If approved, expect EAF to follow up with you within 1-2 business days with a secure DocuSign email. The DocuSign email will ask you to provide your banking information or address for the grant check to be mailed. To reduce the risk of checks getting lost in the mail and for quicker payment, we recommend you provide your banking information if possible.
  - After you complete the DocuSign, EAF will issue an electronic fund transfer to your bank account within 1-2 days. If you opt for a check, please allow 6-8 days.
  - If payment is going to a vendor, such as mortgage company or rental agency, EAF's email will include this information. EAF can pay vendors with a credit card or check (up to 6-8 business days for receipt). Please follow up with your vendor to confirm that they've received the payment.

### **How much can I apply for?**

You can apply for up to \$5,000 per event. The maximum is \$10,000 in a 12-month period.

### **Are the grants taxable?**

The grants are generally not considered taxable income. For more information, please visit the links below.

- <https://www.canada.ca/en/revenue-agency/campaigns/about-canada-revenue-agency-cra/disasters-disaster-relief/financial-assistance-payments-your-government.html>
- <https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/b-067/goods-services-tax-treatment-grant-subsidies.html>

If you have any specific questions about your situation, please consult an independent advisor, as the Fund and EAF cannot provide tax or legal advice.

### **Do I have to repay the grant?**

No. Amounts granted under the Fund are not loans, so you never need to pay them back.

### **Can I apply on behalf of another employee?**

If an employee is incapacitated, a family member or manager can apply on their behalf.

### **Will my information remain confidential?**

Yes, unless you opt to share your story.

EAF will only use your personal information to determine your eligibility for a grant and to determine the amount of the grant.

EAF reports non-identifying statistical information to McKesson to help us improve the Fund. You can opt-in to share your story with McKesson if you choose. If you are applying for medical expenses, your personal medical information won't be shared with McKesson.

### **Who counts as my eligible dependents?**

Eligible dependents include your spouse/domestic partner, minor children and other dependents for whom you are financially responsible.

Parents, grandparents or other relatives are not considered dependents, unless you can show that you claim them as a dependent on your tax forms.

### **Do you offer assistance for family members who aren't my dependents?**

No, but you could be eligible for assistance if you are financially responsible for funeral, burial or travel expenses due to the death of an immediate family member. We define eligible immediate family member as any of the following:

- Spouse or partner in a civil union or domestic partnership
- Parent
- Child
- Sibling
- Grandparent
- Grandchild
- Spousal grandparent
- Aunt, uncle, niece or nephew
- Father-in-law or mother-in-law
- Brother-in-law or sister-in-law
- Son-in-law or daughter-in-law

### **Can I donate to the Fund?**

Yes. Anyone can donate to the Fund. Please view our [Donation FAQs](#) for more information.

### **Is my donation tax-deductible?**

No. The Fund is administered by EAF, a U.S. based nonprofit foundation. The Canada Revenue Agency does not consider EAF as a registered charity.

### **I donated to the Taking Care of Our Own Fund, but didn't get a receipt. How and when can I get proof of my donation?**

If you donate to the [Taking Care of Our Own Fund](#) via credit card, you'll receive an email from the McKesson Foundation by the 15<sup>th</sup> of the following month confirming your donation. We apologize for this delay. Monthly processing is one of the ways we try to keep administration costs low so that more of our Foundation dollars can go directly to helping colleagues in need.

### **Who can I contact with questions?**

- Contact [Megha Bhatt](#) or the [McKesson Foundation](#).