



# SUPPORTING EMPLOYEES DURING THEIR MEDICAL ABSENCE AND HELPING THEM RETURN TO WORK

## 1 What is CSSEIP?

The Community Social Services Early Intervention Program (CSSEIP) is a collaborative program designed to provide support to workers who are absent from work due to medical reasons. The parties involved in the program will work with you to ensure you are aware of the resources available to you, review benefits that you are eligible for, provide non-confidential updates to the appropriate parties, and when you have recovered sufficiently, review your options for returning to work. The program is supported by your union & employer and facilitated by Disability Management Institute (DMI).

## 2 Who is involved with CSSEIP?

Full-time and part-time employees who are absent from work for one or more shifts due to a workplace incident or five or more shifts due to a non-occupational medical leave. For part-time employees referrals should occur by 8 calendar days of absence even if 5 shifts have not yet been missed.

The parties involved are:

- Your treatment team
- Disability Management Institute (DMI)
- Your employer
- Your Union
- Community Social Services Bargaining Association (CSSBA)
- Community Social Services Employer's Association (CSSEA)

## 3 Is participation required?

Participation in the Early Intervention Program is part of your collective agreement and is mandatory. You are encouraged to work with DMI during your absence and throughout the return to work process.

## 4 What is the CSSEIP process?

If you are a regular full-time or part-time employee who has been absent from work for one shift or more due to a workplace injury or illness, or five shifts or more due to non-work related medical reasons, your employer will refer you to DMI. You may also self-refer by contacting DMI directly.

Within one business day of receiving the referral, a DMI representative will call you to discuss the Early Intervention Program and the nature of your absence.

DMI will provide you with an Occupational Fitness Assessment (OFA) form to be completed by your physician, as well as an authorization form for you to sign to confirm your participation in the program and to allow your treatment team to share relevant information with DMI. The medical information will assist DMI in identifying additional resources and will allow DMI to create a customized plan to help you return to your regular activities. The cost of the OFA is covered through the program.

DMI will also provide your employer with updates to ensure that they can plan for your absence and eventual return to work.

## 5 What is a self-referral?

If you are unsure whether your employer has referred you to the Early Intervention Program, or if you know that you are going to be off work for medical reasons but haven't yet missed the required amount of days, you can refer yourself for EIP by contacting DMI at 1-866-963-9995 or 604-542-3649.

## 6 What are your responsibilities?

During your medical leave you will be responsible for providing your DMI contact with regular updates on your recovery progress and maintaining contact with your employer as needed.

You will be asked to sign a program authorization form and to have your doctor complete one (or more) Occupational Fitness Assessment forms to provide updated information on your medical absence. DMI will only request medical information when necessary to help with appropriate planning for your absence and return to work. You are responsible for returning the authorization and medical forms to DMI as soon as possible but no later than 7 days from the date the package was sent.

You are also responsible for following the recommendations of your family doctor and treatment team; staying in touch with DMI and the employer during your absence; and ensuring personal contact information is up-to-date.

## 7 Who receives updates?

Updates will be provided to your employer and union representative throughout your absence. In certain circumstances DMI may also provide information to CSSBA and/or CSSEA representatives. Your employer will not be provided with any confidential information regarding your medical condition.

## 8 How is your confidential medical information protected?

DMI maintains files in strict confidence and in accordance to the requirements of the Freedom of Information and Protection of Privacy Act and the Personal Information Protection Act.

Your DMI contact will only release information to the parties who are covered under the signed authorization form. The information shared with your employer is limited to what is required for them to plan for your absence and return to work. This includes your overall prognosis, anticipated timeline for recovery and return to work, and any functional limitations and restrictions.

## 9 How is a Return to Work plan developed?

Once you are ready to return to work, DMI will connect with you, your employer, and your treatment team to discuss what your return to work will look like.

If you continue to experience restrictions from your typical job duties, DMI will work with you and your employer to find a match in job duties and availability. Participating in a return to work plan is not uncommon and is often an important part of recovery.

Once all parties are in agreement about your plan, DMI will create a customized, safe, and sustainable return to work plan and follow up with you and your employer throughout the process to ensure that it is successful.

## 10 Who do I contact with questions about CSSEIP?

You can contact DMI, your employer, or union representative to discuss the Early Intervention Program.