

Services provided by:

Community Social Services Early Intervention Program

Helping Employees with an Illness or Injury Return to Work Safely

The Early Intervention Program (EIP) is a collaborative and consensus-based program that assists employees who are ill or injured return to work in an early and safe manner.

Is participation required?

EIP is a program that is included in your collective agreement. You are required to work with **Acclaim**, your healthcare provider, union and employer to facilitate your RTW. Participation in the EIP program is mandatory in accordance with the collective agreement.

Who is involved?

The members of the EIP team include:

- You (the employee)
- The **Acclaim** Early Intervention Coordinator (EIC)
- Your physician and/or health care team
- Your employer and
- Your union

The EIP team works together to design a customized return to work plan for you based on your medical condition, the requirements of your job, your abilities and your employer's ability to accommodate any applicable limitations.

Who is the Early Intervention Coordinator (EIC)?

The EIC is a health professional who is responsible for coordinating your return to work plan. Coordination of your return to work plan involves:

- Contacting you to explain the program, what is required from you, and assessing your need for the EIP;
- Developing a customized plan that will accommodate your capabilities and limitations;
- Referring you to rehabilitation service providers for treatment as required;
- Working with your employer to accommodate your return to work plan; and
- Following up with you to ensure your return to work is successful.

How does the program work?

Getting Started

If you are a regular full-time employee and have been ill or injured for 5 consecutive scheduled working days, or a regular part-time employee and have been ill or injured for 8 calendar days, your employer will refer your name to the EIC.

You may also refer yourself to the program to ensure access to services immediately. Please contact **Acclaim** directly.

The EIC will contact you to discuss the EIP and determine how the program can help you.

A confidential **Medical Form** will be sent to you via mail. You are required to make an appointment to see your treating physician as soon as possible to have the form completed. Once completed, the form is to be returned to the EIC at **Acclaim** via fax, mail or email no later than 7 days from the date the package was sent.

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Plan Development

The EIC will review the information and consult with the members of your EIP team. An individualized return to work plan will be developed and recommended based on this collaborative effort. Your treating physician may be contacted for further assistance if necessary.

Your plan may include:

- Ensuring that you receive prompt medical care, which may involve a referral to a specialist where necessary; and/or
- Integration in a graduated or modified return to work plan.

Implementation and Follow Up

Once the return to work plan has been agreed upon by you, your employer, family physician and health care team, the plan will be put in action.

The EIC will monitor your progress and make adjustments to the plan as needed to ensure that your return to work is successful.

What am I required to do?

You are required to work with your EIC, your employer, your union and your health care providers to facilitate your return to work.

By promptly providing updated information to the EIC regarding your medical status, the EIC will be able to develop an appropriate return to work plan more effectively.

Ongoing communication between you and **Acclaim** is fundamental in expediting a successful recovery and a smooth transition back into the workforce. You are responsible for staying in touch with both **Acclaim** and your employer during your absence, and responsible for ensuring your personal contact information is up to date.

What about the privacy of my information?

Acclaim is an independent service provider that is bound by the *BC Personal Information Protection Act (PIPA)*. As such, information that is provided to **Acclaim** is considered **strictly confidential**.

This means that the information shared with your employer only includes your capabilities and limitations with respect to performing your job tasks or alternative work.

Please note that under *PIPA*, your employer is required to advise you that your basic personal information (home address, telephone number, etc.) will be shared with **Acclaim** for the purpose of implementing the EIP.

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