



UNIVERSITY OF  
CALGARY

## Sick Leave Process - Frequently Asked Questions

### ***How and when should I notify my leader that I am not going to be at work?***

There are no changes, you should notify your leader as soon as possible if you anticipate absence or are currently absent from work for medical reasons. You are also requested to update your immediate leader of any changes to your return to work date

### ***When should I notify Staff Wellness of my medical absence?***

As previously occurred, Staff Wellness should be notified when you have been absent from work for more than five business days. Staff Wellness will then initiate an absence claim for you with TELUS Health. You may be requested to provide satisfactory medical documentation from your attending physician to support your medical absence

### ***Will I still be paid?***

Eligible employees are entitled to Sick Leave benefits when their TELUS Health claim has been reviewed and sick leave is supported by the TELUS Health Case Manager. For questions related to benefits or payroll, please contact UService at (403) 210-9300 or [hr@ucalgary.ca](mailto:hr@ucalgary.ca)

### ***Once the Sick Leave process begins, what happens next?***

TELUS Health is a third-party provider of sick leave services; TELUS Health Case Managers will manage the confidential medical information requested to support your Sick Leave and assist in development of an appropriate return to work plan

The TELUS Health Case Manager will help manage your Sick Leave via:

- Review of the claim and contact with Staff Wellness as necessary to obtain information
- Contact with you to conduct a thorough assessment
- Explanation of the Sick Leave process and issuing of necessary forms
- Development of an appropriate return to work plan in collaboration with Staff Wellness

Throughout your Sick Leave, you are encouraged to remain in contact with your leader and TELUS Health Case Manager. The TELUS Health Case Manager will communicate regular status updates to Staff Wellness who will keep your leader apprised throughout your absence. Note that information regarding your medical condition(s) and treatment plan will be kept strictly confidential by the TELUS Health Case Manager

### ***What steps can I take to optimize my recovery and successful return to work?***

#### *Prior to sick leave:*

- Consult with your physician and seek proper treatment for early identification of health concerns
- Discuss the need for workplace accommodations with Staff Wellness or your leader if you are able to work, but require work accommodations due to an illness or injury

#### *At the beginning of sick leave:*

- Follow the University of Calgary's Sick Leave process by notifying your leader of your medical absence including anticipated duration (if known)

#### *During the sick leave:*

- Keep in regular contact with your leader; you have no obligation to discuss your medical condition or treatment plan
- Keep in regular contact with your TELUS Health Case Manager; your TELUS Health Case Manager will provide you with necessary guidance throughout your Sick Leave

- Consult with Human Resources on any questions regarding your benefits
- Actively participate in return to work planning meetings
- Advise your TELUS Health Case Manager of any workplace issues that may impact your ability to return to work
- Be available to discuss details (e.g. workplace accommodations) with your TELUS Health Case Manager to help develop an effective and sustained return to work plan

*Prior to your return to work:*

When you have been determined to be medically fit to return to work (full duties or modified):

- Contact your TELUS Health Case Manager before you return to work
- Provide updated medical information identifying your restrictions and/or limitations, as requested by your TELUS Health Case Manager

*During your return to work:*

- Follow the return to work schedule recommended by your physician and TELUS Health Case Manager
- Promptly notify your TELUS Health Case Manager, leader or Staff Wellness of any difficulties encountered during your return to work
- Inform your TELUS Health Case Manager when you are able to return to full duties

***What should I do if I am able to return to work in a modified capacity?***

The University of Calgary supports modified work and graduated return to work requests. Your TELUS Health Case Manager will consult with Staff Wellness who will engage with your leader. You must notify your TELUS Health Case Manager of your medical clearance to ensure that appropriate preparations and accommodations have been established

***I will likely be on sick leave for an extended period of time and/or may not be able to return to work. What is available after my Sick Leave benefits are exhausted?***

Long Term Disability (LTD) benefits are available for eligible employees. Your TELUS Health Case Manager will notify you at the appropriate time and provide you with the necessary forms to initiate your LTD application with our insurer Manulife.

***What if I am not absent from work but have a medical condition or non-work-related illness or injury that requires work accommodations?***

The University of Calgary is committed to providing workplace accommodations for employees and will make reasonable efforts to accommodate ill or injured employees who are unable to perform their regular job duties. For additional information, please contact Staff Wellness

***What is “return to work?” Why is it important?***

Research has demonstrated that a return to regular routine can aid in speeding up the healing and recovery process. For the duration of your Sick Leave, your TELUS Health Case Manager will seek opportunities that focus on helping you achieve an early, safe and sustainable return to work. They will collaborate with you, your physician, and Staff Wellness to develop a return to work plan that takes into careful consideration your health, abilities, and potential workplace barriers

***Who will have access to my medical information?***

TELUS Health will keep your medical information strictly confidential; your medical information will not be shared with the University of Calgary. Throughout your Sick Leave, your TELUS Health Case Manager will provide periodic status updates regarding your work limitations/restrictions and return to work plan to Staff Wellness

***Will EFAP and Sick Leave programs exchange my personal information?***

TELUS Health is the University of Calgary’s provider of the Employee and Family Assistance Program (EFAP). The two programs are entirely separate and completely confidential. Your EFAP counselor will not divulge information to the TELUS Health Absence Management team and conversely, the TELUS Health Absence Management team will not disclose information to your EFAP counsellor