



We Can Help.

This Guide and FAQ provides an overview on what to expect while your employee is absent from work on Sick Leave, and describes your role as a leader at the University of Calgary. The TELUS Health Case Manager and University of Calgary are here to help.

Contact University of Calgary Staff Wellness if you have questions at (403) 220-2918 or staffwellness@ucalgary.ca

Sick Leave Program Leader's Guide and FAQ

 **TELUS[®] Health**
formerly LifeWorks



What is Sick Leave?

When an employee is absent from work due to a non-occupational illness or injury for greater than five (5) consecutive business days the case is referred to TELUS Health to confirm the absence is medically supported.

1. Staff Wellness initiates a referral to TELUS Health via online notification portal.
2. TELUS Health Case Manager contacts the employee to discuss the Sick Leave process.
3. The employee will be asked to complete a consent form and be provided with an 'Attending Physician Form' for their physician to complete.
4. The completed form(s) provide the TELUS Health Case Manager with information that helps to determine the best way to support the employee's health condition.
5. The TELUS Health Case Manager works with the employee, University of Calgary Staff Wellness and the employee's treating physician to clarify the expected return to work date and determine if additional support is required to ensure that your employee returns at the optimum time.
6. This additional support may include any one or a combination of the following:
 - Consultation with the treating physician by an occupational health physician
 - Independent medical evaluation to facilitate a clearer understanding of the employee's health-related risks, recovery potential and options for symptom management
 - Coordination with a return to work facilitator to host a problem-solving meeting with the University of Calgary on more complex cases
 - Referral for counseling to address issues related to work-readiness and resilience
7. The TELUS Health Case Manager provides a recommendation to University of Calgary Staff Wellness regarding medical absence support and outlines appropriate return to work arrangements.

Is medical information kept confidential?

Medical information will be kept confidential and will not be shared with the University of Calgary. Throughout the Sick Leave process, the TELUS Health Case Manager will provide status updates to University of Calgary Staff Wellness on the employee's work limitations/restrictions and return to work plan, without disclosure of medical details. Medical information is only obtained by the TELUS Health Case Manager to ensure a comprehensive understanding of the employee's health situation. To enable the Sick Leave process to begin, employees will be requested to provide written consent to enable communication and information exchange.

Who is TELUS Health?

TELUS Health is a leading provider of health services to assist employees and organizations to manage health and wellness. TELUS Health's experienced Disability Case Managers offer support and professional expertise to guide employees throughout the Sick Leave process.

Roles within the Sick Leave program:

Collaboration and role clarity are essential to the Sick Leave program. The following is an overview of roles and responsibilities:

University of Calgary Employee:

- Provide the necessary documentation (consent form, Attending Physician Form) to TELUS Health within the required timelines.
- Participate fully in the Sick Leave process, in particular by seeking appropriate treatment and care
- Maintain ongoing communication with the TELUS Health Case Manager and their leader
- Be actively involved in return to work plans
- Advise the TELUS Health Case Manager of any changes to their medical condition

University of Calgary Leader:

- Support the timely return to work of your employee by understanding their work restrictions and limitations, if applicable
- Accommodate medical needs as appropriate with modified or transitional work

University of Calgary Staff Wellness:

- Prompt referral of new Sick Leave cases to TELUS Health via online notification portal
- Provide overall management and administration of the Sick Leave program
- Respond to issues that relate to University of Calgary internal policies
- Participate in problem-solving related to return to work inquiries

TELUS Health Case Manager:

- Issue the Sick Leave package to the employee
- Determine if the medical information supports the employee's absence from work
- Provide expertise, a problem-solving structure and coordination of resources to support the employee's return to health and work
- Maintain ongoing communication and provide support to the employee throughout the Sick Leave process

Report absence to
University of Calgary

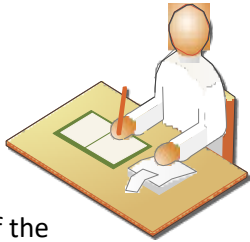
Case Manager
contacts Employee
for initial telephonic
assessment

Case Manager
collects and assesses
medical information

Case Manager co-ordinates a return
to work when appropriate, in co-
operation with the employee and
University of Calgary Staff Wellness

Frequently Asked Questions – Leaders

How and when should my employee notify me that they are not going to be at work due to illness or injury?



Your employee should notify you as soon as possible, even if they are unsure of how long they will be absent from work. An expected return to work date should be provided if known; your employee should contact you if their return to work date changes.

When should I notify University of Calgary Staff Wellness?

If the medical absence is greater than five (5) business days, University of Calgary Staff Wellness should be notified, who will then initiate an online referral to TELUS Health.

What are Sick Leave benefits?

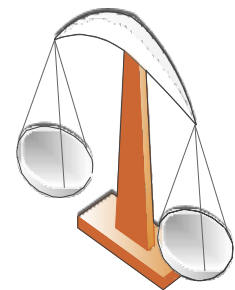
The Sick Leave program leverages a neutral third-party administrator to assist with case management and return to work planning for employees who are absent from work due to illness or injury. The program is designed to provide support and guidance to employees and leaders while achieving fairness and consistency in applying the Sick Leave process. Sick Leave benefits provide income replacement in the event your employee sustains an illness or injury that prevents them from performing the essential duties of their job. The disability benefits substitute for compensation otherwise payable to your employee.

Once the Sick Leave process begins, what happens next?

TELUS Health is a third-party provider of health services; TELUS Health Case Managers will manage the confidential medical information regarding your employee's illness or injury and assist in development of an appropriate return to work (RTW) plan.

The TELUS Health Case Manager will:

- Contact University of Calgary Staff Wellness to obtain information about your employee's claim
- Contact your employee to conduct a thorough initial telephonic assessment
- Explain the process to your employee and send all necessary forms
- Correspond with University of Calgary Staff Wellness to develop a RTW plan



During the
Absence

Your employee is encouraged to remain in contact with you and their TELUS Health Case Manager to support their return to work process. The TELUS Health Case Manager will communicate regular status updates to University of Calgary Staff Wellness throughout your employee's Sick Leave; details regarding your employee's treatment plan and medical condition(s) will be kept confidential.

When is TELUS Health involved in the Sick Leave program?

TELUS Health becomes involved when your employee's absence from work (due to non-occupational illness or injury) exceeds five (5) business days.

Will my employee still be paid?

Your employee is eligible to receive Sick Leave benefits and/or workplace accommodations if their absence is medically supported. Sick Leave benefits are provided to eligible employees who are ill or injured for up to their maximum benefit, after which time they may be eligible to apply for Long Term Disability benefits. For payroll-related questions, please refer your employee to the Sick Leave policy or the HR Benefits team.

What if my employee requires time away from work to attend medical appointments and treatment?

Absence from work to attend medical appointments is not covered by Sick Leave. Employees are expected to schedule medical appointments outside of regular work hours. If not possible, appointment times should be scheduled as close as possible to the beginning/end of the morning/afternoon to minimize impact to the business.

What should your employee do if they have a work-related (occupational) injury or illness?

If your employee's illness or injury is work-related, contact University of Calgary Staff Wellness immediately. University of Calgary Staff Wellness will ensure that prompt notification is made to the Workers' Compensation Board.

What happens if my employee falls ill again following their return to work?

Should your employee fall ill following a return to full hours/full duties for the same or related cause within twenty (20) consecutive business days, the subsequent illness will be considered a continuation of the initial Sick Leave claim for the purpose of determining the level of benefits and any remaining benefits to be received.

Who pays for the completion of medical forms or any costs incurred to obtain requested medical documentation?

Expenses incurred for the completion of medical documentation will be paid for by University of Calgary. In certain situations, an examination by a physician selected by TELUS Health may be required. If your employee is required to participate in an independent medical evaluation, the cost of this evaluation will be paid for by the University of Calgary.

Returning Employee
to work

There can be a stigma around
any leave of absence
(particularly for a mental health
disorder).
Employee may experience:

Low self-esteem,
shame &
embarrassment, feeling
of being judged for being
weak

Feeling uncertain about what is “normal”
Feelings of isolation - being alone,
misunderstood and disconnected from others
Feeling of rejection - being a “bother to others”

What steps can I take to help successfully return my employee to work?

Prior to Sick Leave or medical absence:

- Ongoing regular coaching with all team members
- Early identification of performance decline and constructive coaching to improve performance
- If your employee shares health issues, be a great listener, express empathy and discuss options for professional help such as University of Calgary's EFAP services
- Consult with University of Calgary Staff Wellness if you are unsure on how to accommodate the employee
- Offer temporary accommodation to help your employee overcome a difficult period – this may effectively reduce the likelihood of requiring a full Sick Leave for recovery

At the beginning of Sick Leave or medical absence:

- Follow the University of Calgary's Sick Leave process
- Contact University of Calgary Staff Wellness if you have concerns regarding your employee's medical absence

During the Sick Leave or medical absence:

- Consult with University of Calgary Staff Wellness if you are unsure about reaching out to your ill and/or injured employee
- Keep in regular contact with your employee, demonstrate care and that your employee is a member of your work team
- Refrain from inquiring into return to work; this information will be provided by TELUS Health based on your employee's recovery
- Participate in return to work (RTW) planning meetings as required
- Be prepared to discuss any workplace issues that are impacting your employee's ability to return to work
- Be available to discuss facts (e.g. accommodations) with University of Calgary Staff Wellness to facilitate a Graduated Return to Work plan (GRTW) and achieve a successful return to work for your employee

Prior to your employee's RTW:

When you receive notification of your employee returning to work:

- Contact your employee before their return to work
- Review expectations of RTW with your employee
- Identify work duties and responsibilities; discuss graduated work hours, if applicable

Communication to the team:

- Inform the team; maintain confidentiality of any medical information shared with you by your employee
- Actively listen to concerns and be supportive
- Manage inappropriate unprofessional behavior; challenge behaviors or actions that create misinformation and/or allude to stigma
- Acknowledge and recognize team members who have been covering workloads and supporting the rest of the team

During your employee's RTW:

- Ensure their workstation/work area is prepared
- If possible, be present to welcome your employee back to work on their first day
- Reiterate your expectations for co-operation with the return to work plan
- Support your employee during their return to work (e.g. regular meetings to determine how they are managing their responsibilities)
- Follow the return to work plan communicated by the TELUS Health Case Manager and University of Calgary Staff Wellness
- Contact University of Calgary Staff Wellness to advise of any changes in your employee's ability to perform their modified duties
- Inform University of Calgary Staff Wellness when your employee has returned to full hours and full duties

What should I do if my employee contacts me about returning to work on a gradual basis at less than regular hours?

The University of Calgary supports modified and graduated return to work requests. Your employee must notify their TELUS Health Case Manager to advise of their ability to return to work. The TELUS Health Case Manager will ensure an appropriate graduated return to work is established and communicated prior to your employee returning to work.



In some circumstances, the TELUS Health Case Manager will solicit assistance from University of Calgary Staff Wellness and/or the leader to assist with developing a graduated return to work plan. The TELUS Health Case Manager's primary goal with graduated return to work plans is to return your employee to their pre-illness/injury role; if this is not possible, an alternate role within your department may be considered. If this is also not feasible, the goal is to allocate work from another area of the organization (where possible) that is reasonable and provides meaningful work to your employee and the organization.

What if my employee is expected to be absent from work for an extended period of time and/or may not return to work? What is available after Sick Leave benefits are exhausted?

Long Term Disability (LTD) benefits are available for eligible employees. The TELUS Health Case Manager will notify your employee at the appropriate time and provide the necessary forms to initiate the LTD application with the University of Calgary's insurer, Manulife.

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 Sick Leave, the TELUS Health Case Manager will seek opportunities that focus on helping your employee achieve an early, safe and sustainable return to work. They will collaborate with your employee, attending physician and University of Calgary Staff Wellness to develop a return to work plan that takes into careful consideration your employee's health, abilities, and potential workplace barriers.

Who will have access to my employee's medical information?

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

Will the EFAP and Sick Leave programs exchange my employee's 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. The EFAP counselor will not divulge information to the TELUS Health Ability Management team and conversely, the TELUS Health Absence Management team will not disclose information to the EFAP counselor.