

Union JEIS Co-ordinator Member Contact Script

The Union JEIS Co-ordinator will be chosen by the Union and will be part of the District Joint JEIS Committee. The Union JEIS Co-ordinator will:

- be notified by the Absence Advisor when a plan member has been or will be absent for 6 consecutive scheduled working days/shifts;
- contact the absent plan member to advise that Desjardins will be in contact to offer assistance within 24-48 hours;
- advise the plan member that the JEIS is offered through the PEBT and participation is a mandatory part of the LTD plan;
- act as liaison between the Union and the Provincial JEIS Committee over local issues and concerns and;
- promote/champion and educate plan members and the Union about the JEIS and the benefits of this service.

An injury or illness that prevents an employee from returning to work can make the plan member feel overwhelmed and frightened. The plan member will wonder if they will be missed and valued by the employer, especially if they do not recover to 100% of their pre-disability capacity.

The first and most important step an employer or union representative can take to reduce Member fear and sick leave costs is to reach out and contact the plan member. By doing so, you are letting the plan member know they are valued.

The second step is for the employer and union to work together to help the individual return to work as soon as their medical condition allows it, even if that means working at less than pre-disability capacity while they recover. This may involve working with Desjardins, the plan member and their treatment provider(s) to understand what the plan member is capable of doing, and then collaboratively looking for jobs, or parts of jobs, that a plan member can safely do.

Sample Script

When notified of an absence, the Union JEIS Coordinator should immediately contact the absent plan member to talk about the supportive and confidential Joint Early Intervention Service (JEIS). The following script should be used as a guide for the call:

Hello (CUPE member's name) this is (JEIS Co-ordinator's name) from (Union name) Local #___. How are you? I'm calling about our Joint Early Intervention Service provided through the Public Education Benefits Trust. I have been notified of your current absence and wanted to assist you by explaining the program and answering any questions that you might have.

Depending upon the response, the JEIS Co-ordinator could then go on and explain the benefits of the JEIS program and answer any questions.

Our Joint Early Intervention Service is a completely confidential and legitimate program that is fully supported by our Union. The purpose of the service is to ensure that any of our members who are off for more than 6 days have access to timely and caring support they may require in helping them return to work in a healthy and safe manner.

You can expect the Health Care Management Specialist from Desjardins Financial to call you within 24-48 hours to determine if they can do anything to help. The Health Care Management Specialist will be asking you for personal details of your absence. They will need to know whether you have seen a doctor and what treatment is being undertaken. In some cases, they may send you a package that includes an authorization form allowing Desjardins to speak with your doctor, and a short medical form to be completed by your doctor. Please note that monitoring your medical status is important as Desjardins will need this information should your absence turn into a long term disability claim. If you do not require any assistance, such as if you are returning to work very shortly, please return the call from the Health Care Management Specialist and let them know so that they do not need to follow up with you and can move on to help your fellow members.

Desjardins Financial is bound by strict confidentiality laws. Anything that you discuss with the Health Care Management Specialist is confidential and will not be shared with our Union or employer, unless you authorize it. The Health Care Management Specialist's purpose is to ensure that you are getting the best care possible and, if appropriate, they will coordinate a rehabilitation plan with you that will assist you to return to work in a healthy and safe manner.

The Public Education Benefits Trust would like to ensure that this service is responding to your needs. If you wish to provide feedback on the Joint Early Intervention Service including suggestions for improvement, please complete the email survey from the PEBT which will be sent in about two months to the email address you provide to Desjardins. You may need to check your spam folder from time to time. Otherwise, you can provide feedback by visiting www.pebt.ca and select 'Contact Us'.

Thank you for your time and please feel free to call me at: xxx-xxx-xxxx, ext. xxxx if you have any further questions.