

Sample JEIS Contact Script

When you are notified that a plan member is absent, the Union JEIS Coordinator should contact them promptly to explain the supportive and confidential Joint Early Intervention Service (JEIS). The following is a suggested script to guide your conversation:

Hello [Member's Name], this is [Your Name], the JEIS Coordinator with [Union Name] Local [###]. How are you doing?

I'm reaching out because I've been notified about your current absence from work, and I wanted to connect with you to explain the Joint Early Intervention Service—or JEIS for short—which is provided through the Public Education Benefits Trust, or PEBT.

Our union fully supports this program. It's completely confidential and is designed to help our members who are off work for more than six consecutive days with access to early support that can help with a safe and healthy return to work.

You can expect a call in the next 24–48 hours from a Health Care Management Specialist at Desjardins Insurance. Their role is to see if any support can be offered—such as help accessing treatment, medical tests, or care coordination. They'll ask you a few questions about your absence, including whether you've seen a doctor and what treatment or follow-up is planned.

In some cases, they may send you a package that includes:

- A consent form to speak with your doctor (with your permission), and
- A short form to be completed by your doctor.

If you're already planning to return to work soon and don't need assistance, you can simply return their call to let them know. They'll close the file so they can focus on helping others.

One thing to keep in mind: you don't necessarily need to be 100% recovered before going back to work. Desjardins may be able to coordinate with the school district to support a gradual return, including part-time hours or modified duties that support your recovery. It's about finding what's realistic and safe for you.

Please know that everything you share with Desjardins is completely confidential. None of the medical details will be shared with the union or the district without your written permission. Their focus is simply to help you recover and return in a way that works for you.

In a couple of months, you may receive a short email survey from PEBT asking for your feedback about the program. It's a good chance to tell them what worked well or what could be improved. If you don't see it, check your spam folder just in case. You can also give feedback anytime by phone or email – their contact information is on their website, pebt.ca under the Contacts link.

Thanks for taking a few minutes to chat. If you have any questions, I'm always happy to help—please don't hesitate to reach out at [Your Phone Number].

Take care.