

# Joint Early Intervention Program



## The Joint Rehabilitation Committee (JRC)

### Member's Role:

- To fully understand the range of benefits available under the plan, the requirements of the plan, the disability management process, the rehabilitation process and claims review process.
- Contact employee to discuss ongoing absence and AMA process including providing and explaining the claim form package.
- Work with AMA Case Manager, Human Resources and the Supervisor to assess an employee's restrictions and limitations, and the accommodation required to determine rehabilitation potential.
- Work with AMA Case Manager, Human Resources and the Supervisor to develop and implement return to work program, work accommodation.
- Where necessary, serve as an advocate for employees, helping to remove roadblocks, etc.
- Educate the supervisor(s) on the importance of embracing employee return to work programs.
- Disability/absentee data reporting.
- Educate employees on the requirements and benefits of the plan.

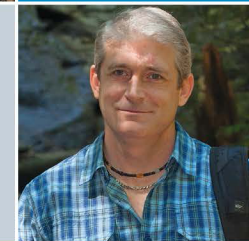
## The Supervisor's Role:

- Notify the JRC when an employee meets the JEIP criteria.
- Keep in touch with employee to maintain connection with the workplace during an employee's absence.
- Working with the JRC to determine viable and appropriate modified return to work options for employees, if applicable.
- Work with the JRC to assess and assist in determining rehabilitative potential.
- Monitor the employee's progress within the modified return to work plan.

## Contact Info

College of the Rockies  
PO Box 8500  
2700 College Way  
Cranbrook, BC V1C 5L7

Mary Davies  
HR Advisor  
250-489-2751 ext. 3283  
mdavies@cotr.bc.ca



COLLEGE OF  
THE ROCKIES

## The Program

The JEIP is a completely confidential program that is fully supported by your Institution and Union and provides a proactive service that facilitates a return to work in a caring, safe, and timely manner. Manulife Financial, through the Abilities Management Access Program (AMA), is the provider for our Joint Early Intervention Program.

### The JEIP can be used to:

- Facilitate appropriate and customized return-to-work programs for employees with occupational and non-occupational disabilities
- Reduce short-term absences due to disability from becoming long-term absences
- Prevent feelings of isolation
- Assist the employee to:
  - o Re-establish a sense of control
  - o Obtain appropriate health and rehabilitation services
  - o Avoid “run around” from health professionals
  - o Have a successful outcome

### The JEIP provides services such as:

- Absence assessment: Identify the anticipated duration of the absence and make recommendations for a safe and timely return to work, suggesting whether modified or restricted work is possible.
- Case management intervention: Provide a proactive support system focused on an early and safe return to work.
- Treatment facilitation: Offer options for treatment and make appropriate referrals to a medical specialist. For example, in some cases it makes sense to utilize private surgical facilities rather than having an individual wait 8-12 months for a surgery date. At this time, the types of surgeries offered through these private clinics are limited, but they are considered through the JEIP

where appropriate. Accessing these clinics is done by the provider in conjunction with the employee and the treating physicians.

- Return to work facilitation: Support the transition back to work by suggesting solutions such as modified duties/hours, before resuming full-time hours.

The JEIP program is designed to complement the existing disability plans by facilitating a customized service for employees absent from work and to effectively assist in a return to work in a safe and timely manner.

## The Process

Our Joint Rehabilitation Committee (JRC) is comprised of equal representation from both the Union and the Employer.

When you have been absent from work for 5 consecutive working days or there has been a pattern(s) of absenteeism from work, a member of the JRC at your institution will contact you. If it is determined that you will not be returning to work in the immediate future (2-3 days), the JRC will initiate the intake process.

The JRC will advise the AMA Case Manager that you have been referred to the AMA program. You will be provided with an Employee Declaration form to complete and submit to the AMA, along with an Attending Physician’s Statement that you will be required to take to your doctor for completion.

Once the AMA Case Manager receives the completed forms, they will contact you within 24 hours to conduct a telephone interview. A separate telephone interview will be conducted with the JRC representatives.

When the AMA intake process is completed, the Case Manager will be better able to assess your situation. Their objective is to ensure you are receiving the best medical care and when appropriate, the JRC and Case Manager will coordinate a rehabilitation plan that will assist you in returning to work in a safe and supported manner.

The AMA Case Manager will remain in contact with you until your successful return to work, or, should your

illness or injury result in a longer absence, the Case Manager will assist you with the process of applying for disability benefits.

### Important Items to Note:

- Manulife Financial is an independent service provider that is bound by strict confidentiality requirements
- Information provided to the AMA program will NOT be shared with your Employer or with the Union, unless you authorize it
- As part of the Post-Secondary Joint Early Intervention Program, all support staff members are required to participate in the JEIP program when referred and to cooperate with the AMA Case Manager and their associates. This also applies to employees who are in receipt of WorkSafe BC or STD/sick leave benefits.

## Roles and Responsibilities

### The Employee’s Role:

- Notify your supervisor of absence in a timely manner.
- If you are absent from work for five consecutive days or more, due to illness or injury and have not been contacted by the AMA Case Manager, please contact your Joint Rehabilitation Committee Member.
- Complete AMA application and have your physician complete the attending Physician’s Statement.
- Actively participate in the rehabilitation/modified work process.
- Provide ongoing information on abilities and return to work information requested by JRC and/or AMA Case Manager.
- Communicate any modified work problems which arise to your supervisor, AMA Case Manager or to the Joint Rehabilitation Committee.
- Ensure that your physician provides the AMA Case Manager with required information in a timely manner.