



## **EARLY INTERVENTION SUPPORT PROGRAM**

### **Letter of Understanding Principles**

Under the Memorandum of Agreement between UFV and the FSA, signed July 25, 2013 and ratified August 13, 2014, a Post-Secondary Early Intervention Program was agreed to. Individual institutions were mandated to develop an administrative approach to implement an early intervention program, and the program must include the following principles:

1. Jointly Managed – The program will be jointly managed by the Employer and the Union.
2. Mandatory – An employee may be referred for participation in the Early Intervention Support Program (EISP) when absent from work for five (5) or more consecutive working days or where it appears that there is a pattern of consistent or frequent absence from work. If an employee is referred, the employee must participate in the EISP.
3. Rehabilitative – The early intervention program is rehabilitative in nature.
4. Confidential – The parties involved in the program will maintain confidentiality of all information.
5. Reporting – Quarterly reporting to the Ministry of Advanced Education is required.

### **The Program**

The early intervention program is a completely confidential program that is fully supported by UFV and FSA 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 the early intervention program.

- The early intervention program 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:
    - ♦ Re-establish a sense of control
    - ♦ Obtain appropriate health and rehabilitation services
    - ♦ Avoid “run around” from health professionals
    - ♦ Have a successful outcome

➤ The early intervention program 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 early intervention 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.

#### Committee Structure

The committee shall be comprised of no more than three (3) employer representatives and three (3) union representatives selected to represent a cross section of the bargaining unit membership. The Committee will be Chaired by the Director, Human Resources. The Employer will provide administrative support to the committee.

#### 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 the Employer or with the Union, unless authorize by the employee
- As part of the Post-Secondary Early Intervention Program, all union members are required to participate in the 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.