



Policy Statement:

This policy sets out the case management approach used to ensure Rehabilitation provided to Employees is planned and managed comprehensively and consistently.

Principles

- Employability is central to all provision of service
- Rehabilitation is provided to resolve barriers to Gainful Employment
- Professional and fiduciary responsibility to Stakeholders is balanced with an Employee-centred approach in recommending and providing Rehabilitation
- Employees are responsible for their involvement in Rehabilitation planning and participation in contracted services

Guidelines

1. Rehabilitation Services facilitates cost-effective Rehabilitation that resolves barriers to Gainful Employment for Employees with the following goals:
 - Shorten or avoid sick leave that has the potential to lead to a Long Term Disability (LTD) claim
 - Prevent an LTD claim
 - Reduce the duration of an LTD claim
2. Rehabilitation Services does not provide Rehabilitation when:
 - There is limited potential for the Employee to achieve the ability to return to or obtain gainful employment
 - Rehabilitation will not enhance Employability
3. Rehabilitation Services takes every opportunity during the assessment, evaluation and planning process to empower the Employee

4. Rehabilitation Services invites Employees to participate in Rehabilitation during initial contact and advises that under the terms of the LTD Plan, Employees are required to participate in Rehabilitation Plans developed by Rehabilitation Services to maintain entitlement to LTD benefits (see Collective Agreements: Term Disability Insurance Plans in Relevant Documents/Links)

Practice

Rehabilitation Services' delivery model is based on a case management approach that coordinates collaborative and cost-effective interactions among providers and Stakeholders to integrate medical, psychological and vocational services to provide timely, appropriate and beneficial Rehabilitation to Employees.

- 1) The Intake Assessment (Policy A-3.1 Intake Assessment) involves the Employee, the employer and, where appropriate, the Union. Information is shared as authorized by the Employee (Policy B-3.1 Privacy). The assessment includes the following:
 - a) A detailed review of the Employee's medical information
 - b) An evaluation of the Employee's current functional ability
 - c) The identification of barriers to gainful employment
- 2) A cost-effective Rehabilitation Plan (Policy A-3.2 Rehabilitation Plan) is developed within the parameters of the LTD plan and in collaboration with the Employee, the employer, GWL and other relevant Stakeholders. The Rehabilitation Plan:
 - a) Links Employees with various community Rehabilitation providers based on assessed need
 - b) Includes:
 - i) Specific outcome measures, roles and responsibilities
 - ii) The development of a Cost Benefit Analysis (Policy A-3.3 Cost Benefit Analysis)
- 3) To implement the Rehabilitation Plan, Rehabilitation Services will:
 - a) Contract with the various service providers and/or training programs as stated in the Rehabilitation Plan (Policy A-5.1 Referrals to Service Providers and A-5.2 Referrals to Training Programs)
- 4) When the Rehabilitation Plan is in progress, Rehabilitation Services will:
 - a) Monitor the services for effectiveness and financial accountability regarding specified and desired outcomes, and modify as necessary
 - b) Maintain regular contact with all Stakeholders to ensure best practice and consistency of Rehabilitation
 - c) Conduct systematic and regularly scheduled reassessments to evaluate the extent of progress toward meeting outcomes specified in the Rehabilitation Plan and, if necessary, modify plans to meet changing Employee needs
- 5) LTD benefit entitlement is linked to participation in Rehabilitation Plans (Policy A-7.1 Rehabilitation Compliance), Rehabilitation Services will:

- a) Advise GWL when an Employee receiving LTD benefits fails to participate or cooperate in a Rehabilitation Plan
 - b) Advise the employer and Union, and/or working group when an Employee not yet entitled to LTD benefits (pre-LTD) fails to participate in a Rehabilitation Plan
- 6) At the conclusion of the Rehabilitation Plan, Rehabilitation Services will:
- a) Evaluate if closure of the Rehabilitation Services file is appropriate (Policy A-8.1 Criteria for Closure)

Definitions

- **Employability** – The ability to perform Gainful Employment
- **Employee** – Employees of HBT’s member employers who are covered by the HBT LTD Plan (plus the HSA LTD Trusts)
- **Gainful Employment** – Occupation for which the Employee has the education, training and/or experience at a rate of pay defined by the Employee’s LTD plan (see Collective Agreements: Long Term Disability Insurance Plans in *Relevant Documents/Links*)
- **Intake Assessment** – Includes an evaluation of medical information, an Employee interview, a discussion with the employer to identify current or potential barriers to Employability and, if barriers exist, an evaluation of the possibility of these barriers being addressed by Rehabilitation
- **Rehabilitation**
 1. **Medical Rehabilitation** – Treatment designed to facilitate recovery from injury, illness, or disease and to restore sufficient physical, sensory, and mental functions to enable Gainful Employment. Treatment also includes assisting the Employee to compensate for deficits that cannot be reversed medically.
 2. **Vocational Rehabilitation** – Services offered to enable Employees with mental or physical disabilities to attain skills, resources, attitudes, and expectations needed to achieve Gainful Employment. Services offered may include skills enhancement or retraining.
- **Rehabilitation Case Management** – A collaborative process involving all Stakeholders that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an Employee’s Rehabilitation needs within the limits of privacy (Policy B-3.1 Privacy)
- **Rehabilitation Plan** – Documentation of Medical and Vocational Rehabilitation required to resolve barriers to Gainful Employment including outcome measures and a timeline
- **Stakeholders** – Includes anyone who has an interest in managing LTD including the Employee, employer, GWL, HBT and Union

Relevant Documents / Links

- A: Collective Agreements: Long Term Disability Insurance Plans
<http://www.heabc.bc.ca/Page20.aspx>
http://www.cssea.bc.ca/public_documents.php