

Communication and Supporting Employees on Leave

PSEA

April 16, 2024





Communication - Employee is actively engaged in recovery - Facilitation of access to treatment

What does an employee with a mental health condition need to recover and RTW?

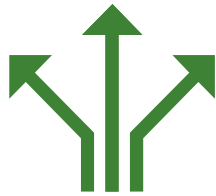
- The right diagnosis
- The right treatment
 - What to look for in a treatment provider
 - Is psychiatric consult always necessary to ensure recovery?
 - The role of virtual care
- Guidance about the leave and available resources
- Clear information about roles and responsibilities
- Clarifying and addressing non-medical barriers early
- Maintaining contact and the role of communication with the employee

Why is contact so important?

- Maintaining connection to workplace
- Demonstrate concern for employee well-being
- Positive contribution to an eventual return to work (reducing stigma)
- Employees that feel valued and supported return to work!



What does contact with the employee look like during an absence and during the return to work process?



There is no one way of doing it



Sensitivity is required



Increase frequency through stages; increase contact during return to work phase

Understanding function

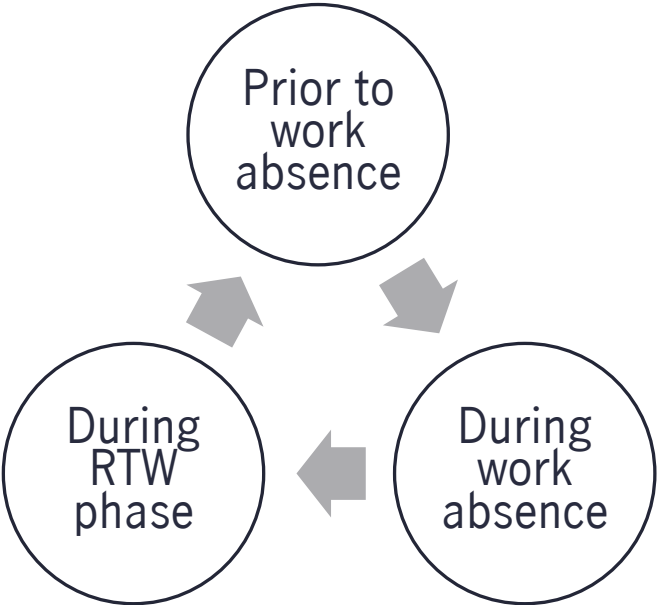
Social interaction

Ability to make decisions / multitask

Memory / concentration

Energy / persistence

Functional change



Is communication different for mental health vs. physical health absences?



No difference



Reality; stigma is present



Challenge your own approach (telephone versus email)

Stigma

“Negative, unfavourable attitudes, and the behaviour they produce. A form of prejudice that spreads fear and misinformation, labels individuals and perpetuates stereotypes.”



Return to work and accommodations



Examples of accommodations

- Reduce distractions
- Moderate intensity of social interactions
- Frequent breaks
- Adjust workload to employee capacity
- Use of memory assistance
- Pace duration of tasks
- Time to go to appointments



Workplace Accommodation for Sustained RTW Success



**Recognize potential
barriers to successful
RTW**



**Communicate and analyze
what is working & what is
not**



**Reach out for help! (Best
Care series)**

If an employee has already tried to return to work and we are trying again, is there a way to ensure success?



Was anything missed the first time, or employee simply anxious to try?



Communicate and analyze what did not work (rehabilitation support)



Reach out for help!

When there is a workers compensation application – what happens?



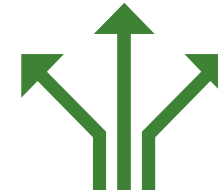
Review of claim forms:

- fall at work?
- traumatic incident in the workplace?



Further investigation may be required:

- additional medical?
- discussion with Plan Member or Plan Sponsor



If a WSBC claim is indicated or in progress:

- monitor status of application
- request a reimbursement agreement
- once approved, recalculation of benefit will occur



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