



EARLY INTERVENTION SERVICE

All you need to know to start using early intervention



Canada Life

WHAT IS THE EARLY INTERVENTION SERVICE?

Our Early Intervention Service offers **day-one onward absence management** at no additional cost. If one of your employees is absent, your HR or line managers can call our dedicated helpline for immediate support and guidance.

The helpline is staffed with our in-house registered nurses and vocational rehabilitation consultants. If we believe early intervention could help, we will contact the absent employee to discuss the absence and offer our support.

Once the employee has been contacted, we'll compile a report offering practical help and guidance for you, as well as support for a return to work plan if appropriate.

Who can use the Early Intervention Service?

The Early Intervention Service is available to all Group Income Protection policyholders at no additional cost. You can start using the service at any time and there's no limit to the number of referrals you can make.

Read this guide to start using early intervention today.

Key contacts

Early Intervention Service

For all early intervention referrals and queries:



0117 916 4057



eis@canadalife.co.uk

Claims Management

For any Group Income Protection claim queries:



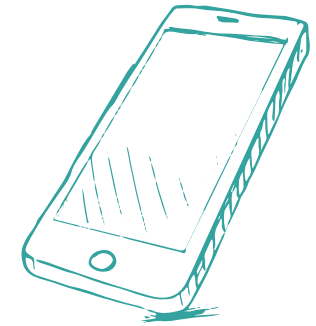
0117 916 4470



ipclaims@canadalife.co.uk



WHEN SHOULD I CALL THE HELPLINE?



You can call the early intervention helpline for advice on any absence. The helpline is open from Monday to Friday, between 9am and 5pm each day.

Use the questions below to decide whether an absence should be referred to the service. If you answer **'YES'** to any of the questions, please call the early intervention helpline.

Did any of these events take place before the absence?

- The employee had performance issues
- A difficult discussion or meeting took place
- The employee's workload changed
- The employee's working patterns changed

When the employee called in sick, did they mention any of the below conditions?

- Stress, anxiety or depression
- Work-related stress
- Heart disease or heart attack
- Back pain
- Knee, leg, shoulder or arm pain (but not a serious injury)
- Repetitive Strain Injury
- Chronic Fatigue Syndrome
- Fibromyalgia
- Unknown or undiagnosed
- Cancer

Did you notice any of the below changes before the absence?

- A change in the employee's behaviour
- A normally confident employee became introverted or quiet
- A normally happy employee became irritable or angry
- The employee appeared distressed or distracted

Call the early intervention helpline on



**0117
916 4057**

If you're in any doubt about whether to refer an absence, simply call the helpline for guidance.

HOW TO USE THE SERVICE

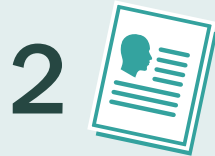
The service is incredibly easy to use - just follow the four simple steps below. It's a paperless process with no forms to complete, available from day one of an employee's absence.



If you believe an employee should be referred for early intervention call us on



**0117
916
4057**



We will ask you to confirm:

- The full name and date of birth of the employee
- Contact details for the employee
- The date of first absence
- The reasons for the absence
- Job title and details of the role
- Date the employee joined service



Our early intervention team will contact the employee to discuss the absence

The employee will also be asked whether they consent to their information being shared with their employer.

If we are unable to contact the employee, we will let you know straight away. We will be unable to offer support until we have successfully contacted the employee.



A member of our early intervention team will then contact you to discuss the outcome of the call and offer recommendations

The early intervention specialist will continue to provide support for you and your employee throughout any agreed course of action.

During the call, they will discuss the suitability of the case for early intervention and the support available, which could include:

- Advice on absence duration
- Support for a graded return to work
- Recommended workplace adaptations

HOW TO COMMUNICATE THE SERVICE TO THE EMPLOYEE

The following wording can be used to help you explain the Early Intervention Service to an absent employee, so that they understand, engage and have the best chance of making a successful return to work.



We have an insurance policy with Canada Life, and as part of that policy, they help us to manage absence in the workplace through their Early Intervention Service.

An early intervention specialist will contact you soon to discuss the nature of your absence.

The early intervention specialist will either be a qualified registered nurse or a vocational rehabilitation consultant. They will offer advice and information to help you return to work, and develop a 'Return to Work' plan where it's appropriate.



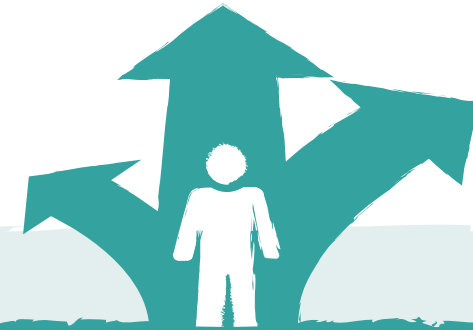
The early intervention specialist will help you make the most out of your medical appointments by helping you identify the right questions to ask your GP or specialist. They will also make you aware of any support services or resources that you may have missed.

In order to get the most out of this service, you will need to fully engage with the early intervention specialist, who will also be working closely with us. The aim is for all parties to work together to give you the best chance of making a successful return to work.

Canada Life employs qualified, early intervention specialists who use their experience professionally and confidentially at all times. Their reports will not be shared without your consent and you will have full access to any reports or recommendations they make, before it is shared with us. The reports will only be shared with named individuals in our company and you have a choice over who these individuals are.

EARLY INTERVENTION OR OCCUPATIONAL HEALTH?

Our Early Intervention Service complements any Occupational Health service you might have in place. Our early intervention team are happy to recommend that you use Occupational Health when they think this service would be more suitable. Some examples of when each service should be used are set out below.



1

Occupational Health

Occupational Health should be used when:

- You require an assessment of an employee's 'fitness to perform their role' or 'fitness to attend a meeting'
- Confirmation of a medical capability is required

2

Early Intervention Service

Early intervention should be used when:

- You would like to obtain a better understanding of the employee's medical situation and/or the background to their absence
- You would like to explore how to support your employee's return to work
- You need assistance with planning a return to work for an absent employee

Maximise other employee benefits

Our early intervention team can also direct your HR and line managers to other employee benefits your organisation might have.

For example, they can suggest that an absent employee use your Employee Assistance Programme, Second Medical Opinion service or Private Medical Insurance scheme. This can drive appropriate usage of your other employee benefits.

If you're ever uncertain about which service to use, just call our early intervention team on



0117 916 4057

and they'll be happy to advise.

Speak to the early intervention team for more details.



WHEN IS EARLY INTERVENTION NOT APPROPRIATE?

When it is clear that an employee will not be able to make a return to work within the deferred period of your Group Income Protection policy (typically 26 weeks), early intervention may not be suitable. This is because it's unlikely that we'll be able to support a return to work before the deferred period ends and a claim becomes payable.

This may be the case where the absence is due to:

- Stroke
- Serious road traffic accidents
- Dementia
- Parkinson's disease



In these cases, you should submit a claim form along with any available medical evidence to our claims management team eight weeks before the end of the deferred period.

You can contact our claims management team on:



0117 916 4470



ipclaims@canadalife.co.uk

Visit our website to find out how to make a group income protection claim.



If you're not sure about whether to refer an absence, we would always recommend calling the early intervention helpline for advice.

FURTHER INFORMATION



For more information on our Early Intervention Service, please contact your account manager or call our customer services team on:



0345 223 8000



0117 916 4057



eis@canadalife.co.uk

You can also visit our website at:



www.canadalife.co.uk/group

Our forms are available to download from our website: www.canadalife.co.uk/group
Canada Life Limited, 3 Rivergate, Temple Quay, Bristol BS1 6ER. Telephone 0345 223 8000

Canada Life Limited, registered in England no. 973271. Registered Office: Canada Life Place, Potters Bar, Hertfordshire EN6 5BA. CLFIS (UK) Limited, registered in England no. 04356028 is an associate company of Canada Life Limited. Registered Office: Canada Life Place, Potters Bar, Hertfordshire EN6 5BA. Canada Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

GRP1257 – 1218R



Canada Life