

Early intervention explained

A quick guide for employees

If you're absent from work due to illness or injury, your employer may refer you to our early intervention service.

This service is designed to help you return to work by providing expert rehabilitation support in the early stages of absence. This includes access to a dedicated team of rehabilitation consultants and registered nurses who are there to support you and help you return to work. No information is shared with your employer without your consent.



What happens if I'm referred to the early intervention service?

A registered nurse or vocational rehabilitation consultant will contact you to arrange a telephone assessment at a time that works for you. In the assessment, the team will ask you about:

1



Your medical condition

It's helpful for us to understand your medical condition, but you're not required to discuss this if you're not comfortable

2



Any symptoms and treatment

3



Your job role and how your medical condition may affect you at work



Based on the assessment, the team will produce a report which will include recommendations or a plan to support your return to work. We'll send this report to you to gain your consent before sharing with your employer.

This service is voluntary and completely confidential

Your telephone assessment is completely confidential. No information is shared with your employer without your consent. Following your telephone assessment, we'll produce a report detailing the outcome of the assessment and this report will be shared with you first. We'll only share the report with your employer if you're happy for us to do so – we'll never share the report without your consent.



Although the service is voluntary, we strongly recommend taking advantage of the rehabilitation support.

Early intervention is proven to help people return to work and you'll have access to support and guidance from our qualified rehabilitation team.

Any questions

Can I refer myself for early intervention?

No, all early intervention referrals must be made by your employer.

Who provides this service?

This service is provided by Canada Life, the UK's largest provider of workplace protection. The early intervention service is included as part of your employer's insurance policy with us. Our rehabilitation team is completely in-house and is staffed by our expert team of registered nurses and vocational rehabilitation consultants.



Where can I find out more?

If you have any questions, please contact our early intervention team:

0117 916 4057

or email
eis@canadalife.co.uk

More information is available on our website: www.canadalife.co.uk/group

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