



**Early
Intervention
Service**

Starter Pack

What is the Early Intervention Service?



**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.

Our Early Intervention Service is staffed with our in-house registered nurses and vocational rehabilitation consultants. If we believe early intervention could help, we'll offer our support and guidance.

Who can use the 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.

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 Service 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 – all it takes is a quick phone call to our early intervention team. There are no forms to complete and support is available from day one of an employee's absence.

1

Step One



Call our Early Intervention team on

0117 916 4057

2

Step Two



We'll ask some questions about the employee's absence

3

Step Three



We'll offer our advice, which could include:

- General guidance and recommendations to help the employee return to work
- Recommending services already available to your organisation, such as occupational health
- Identifying possible solutions to work-related absences
- Calling the absent employee at an appropriate time to better understand the absence
- Providing recommendations for a return-to-work

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. Speak to the Early Intervention team for more details.

Any questions?

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

0117 916 4057



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
- Parkinson's Disease
- Dementia



Stroke



Serious
Accidents



Parkinson's
Disease



Dementia

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.

If you're not sure about whether to refer an absence, we would always recommend calling the early intervention helpline on **0117 916 4057** for advice.



Contact Us

You can contact our claims management team on

0117 916 4470



ipclaims@canadalife.co.uk



Further information

We're always here to help. If you have any questions or want to learn more about early intervention, please get in touch with your account manager or contact us using the details below.

Early Intervention Team

For all early intervention referrals and queries, please contact the Early Intervention team

0117 916 4057



eis@canadalife.co.uk



Customer Services Team

For any other queries, call our customer services team on

0345 223 8000



Further information can be found on our website at www.canadalife.co.uk/group

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