

ELCIC Group Benefits Plan Short-term Disability-Employer Guide

Congregation's/Employer's role

ELCIC values the contribution of all employees and it is our philosophy to support their continued health and financial security. This is why we offer a Short Term Disability (STD) program which provides coverage that allows ill or injured employees to focus on their recovery. We also have retained the services of an independent disability management firm, Windley Ely, to manage STD claims.

The program aims to create an environment of wellness and engagement through awareness and acceptance of any health challenges. The program also aims to support health and wellness promotion and to have excellent attendance and engagement.

As the Council Chair, you or your designate have a responsibility to help manage employee absence due to illness. It is therefore important that you know how to provide support through these difficult periods. We count on your active participation so that they can return to work in a safe and timely manner.

This document provides you with everything you need to know to support the recovery of your employees. Please make sure you thoroughly understand the STD Policy and let us know if you have any questions.

Who does what?

Disability management is a shared responsibility between the employer and the employee.

Who Is Involved	Role
Employer	<ul style="list-style-type: none"> • maintain regular contact with your employee • collaborate with Windley Ely, as required • stay in touch with GSI • connect with Treasurer and continue paying employee's salary (at STD rate) and provide GSI with the required documents for cost recovery • help facilitate return-to-work opportunities
Your Employee	<ul style="list-style-type: none"> • promptly advise the Council Chair (or designate) and GSI of the absence and probable duration • provide documented support for his/her absence, as required • make all necessary efforts to recover health and return to work
Windley Ely	<ul style="list-style-type: none"> • assess and manage STD claims • follow up with the employee • review medical information • provide advice to GSI and you • keep all parties informed of the situation • manage return-to-work plans with you • assure the confidentiality of the medical information



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Contacting Your Employee

Keeping in touch in a positive and empathic manner with an employee on disability leave can contribute to his/her recovery. As the Council Chair (or designate) it is appropriate for you to maintain contact with an employee while on disability leave.

You can and should determine with Windley Ely the frequency of contact with an employee, based on each individual situation. They can help advise you and support communications in complex situations.

Initial Contact

When an employee advises that they are absent due to illness, inquire and try to estimate the duration of his/her absence and inform anyone who needs to know.

If you estimate that the disability leave will last more than 14 calendar days (the waiting period before receiving STD benefits), advise GSI immediately and advise your employee that Windley Ely will be calling them to support the STD process and answer their questions.

Windley Ely will contact you to confirm the employee is absent and help answer employee questions, if necessary.

Follow-up Contact

Maintain contact with the employee on a regular basis during the entire duration of the STD period.

You should not discuss issues such as health, diagnosis and treatments. However, you may ask how he/she is recovering and gather feedback on support received by Windley Ely. You may also provide general information on the workplace and team members.

Ask if the employee has any questions or concerns to discuss.

Specify the frequency of contact as established with Windley Ely, and that you can be reached whenever necessary.

Please document all contacts with the employee. Use the 'Follow-up Work Sheet' (Page 3) to summarize each contact. Make additional copies of this form if necessary – it will be useful for summarizing the employee's situation and issues, particularly in complex and sensitive situations.

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Follow-up Work Sheet

Employee Name	First Day of Absence	Reason for Absence
Estimated Duration of Absence	Possible STD <input type="checkbox"/> Yes <input type="checkbox"/> No	Beginning of STD Period

Contact Follow-up

Date	Time	Initiator of the Call <input type="checkbox"/> Employee <input type="checkbox"/> Council Chair (or designate)
Summary of Discussion		

Date	Time	Initiator of the Call <input type="checkbox"/> Employee <input type="checkbox"/> Council Chair (or designate)
Summary of Discussion		

Date	Time	Initiator of the Call <input type="checkbox"/> Employee <input type="checkbox"/> Council Chair (or designate)
Summary of Discussion		

This information is confidential and must be secured – please use as a tool for your own files.

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STD Checklist - Congregations/Employers, Council Chair or Designate

Plan Member Responsibilities	Notes	Date Completed
Receive and document employee absence report (emails, phone calls, meetings etc)		
Continue to pay employee under sick day policy (up to 14 days)		
Advise employee of STD process and to expect call from STD case manager if absence expected to exceed 14 work days		
Advise GSI (plan sponsors) as soon as absence is expected to exceed 14 days. GSI will start the claims process and contact Windley Ely who will contact the employee directly		
Connect with Treasurer and continue to pay salary of employee (at STD rate) and provide GSI with required documents for reimbursement when absence greater than 14 days		
Provide Windley Ely with work information, accommodation options, and support (only as requested)		
Maintain contact as appropriate with employee to support engagement and optimize return to work (RTW); Windley Ely will provide guidance. You may also use the 'Follow-up Work Sheet' on page 3 as a guide.		
Actively participate in seeking rehabilitation supports and accommodation opportunities to help the return-to-work process		
Follow the return-to-work plan as advised by Windley Ely and provide feedback to ensure success		
Contact GSI of any issues, barriers, or assistance required		