

Dear Employee:

From time to time we all may experience some form of illness or injury, or are required to undergo surgery for medical reasons. Occasionally, an illness, injury, or surgery is severe enough to interfere with what we can do for several days or even weeks. Your employer, The Staff of the Non-Public Funds, Canadian Forces (NPF) recognizes that both employees and managers/supervisors need support and assistance during such times. That is why your employer has a Return to Work Support Program (RTWSP) for medically supported absence from work, which involves providing appropriate financial support (paid sick leave) and professional assistance to eligible employees in the recovery process.

In order to determine eligibility for sick leave benefits under this program, your employer requires substantiation of an employee's medical need to be away from work, or when medical restrictions need to be accommodated. Canada Life/Morneau Shepell have been retained to manage the confidential medical information necessary to substantiate this need and to guide the development of an appropriate return to work plan.

The Return to Work Support Program provides employees with:

- An objective, consistent and completely confidential approach to sick leave management
- Support for recovery and return to work, including seeking opportunities for the employee to meaningfully contribute through modified work arrangements whenever possible
- Access to experienced Case Managers who provide information and professional support that is appropriate for their health condition
- Problem solving and services to address issues that may interfere with a successful return to work

Since your absence has now met or will meet the program threshold, your case will be referred to Canada Life/Morneau Shepell for a medical substantiation assessment and appropriate support for your recovery.

Accompanying documentation includes:

1. Instructions on what to expect in the next steps of this program
2. A reference guide that explains the Return to Work Support Program provided by Canada Life/Morneau Shepell.
3. An Employee Statement to be completed by you
4. A letter to your physician, as well as an Attending Physician's Statement that must be completed by your physician in order for Canada Life/Morneau Shepell to review your case.

We wish you a safe recovery and sincerely hope that you will be able to return to work soon. Once your RTWSP case referral is completed, you will be provided with the name and contact information of your RTWSP Case Manager. In the meantime, if you require assistance or if you have any questions, please do not hesitate to contact your local Human Resources Office.

Sincerely,  
Canada Life/Morneau Shepell  
Disability Management  
Suite 316-50 Burnhamthorpe Road W  
Mississauga ON L5B 3C2  
Fax: 1.877.562.9126

## What to do next ...

### 1. Read through the “Practical Guide” to the Return to Work Support Program

### 2. Fill out and return your Employee Statement

- Complete the enclosed Employee Statement and send it directly to your Case Manager as soon as possible but no later than the 10th consecutive working day of absence. The form can be faxed to **1.877.562.9126** or emailed to **[dmdailyfaxes@morneaushepell.com](mailto:dmdailyfaxes@morneaushepell.com)**. Please note this email is for incoming mail only. It may take up to 24 hours for the information to be added to your claim.

#### Email Communication – Important note:

An email is not a secure medium, any person with concerns about their communication being intercepted by an unauthorized party is encouraged to contact us by other means.

- The Employee Statement will allow release of medical information from your attending physician to Canada Life/Morneau Shepell.

Please be assured that all medical information provided by your attending physician and health care practitioners to Canada Life/Morneau Shepell is kept **strictly confidential** and will not be shared with your employer. The only information that is shared with your employer will be information relevant to your capacity to perform specific job duties to facilitate the return to work plan.

### 3. Ask your Physician to fill out the medical forms

- Experience has shown that, in order to allow enough time for completion and submission of the Attending Physician Statement, it is necessary for you to see a physician as soon as possible but no later than the 6<sup>th</sup> consecutive working day of absence. If you see a physician on a later date, you take the risk that the Attending Physician Statement may not confirm that you were medically unable to work and under treatment by a physician prior to the appointment date.
- Take the Attending Physician’s Statements (APS) and the Physician Letter to your physician. Have your physician select and complete the appropriate APS. Submit the completed APS to your Case Manager as soon as possible but no later than the 10th consecutive working day of absence, or your physician can fax the forms directly to Morneau Shepell’s fax number at **1.877.562.9126** or by email to **[dmdailyfaxes@morneaushepell.com](mailto:dmdailyfaxes@morneaushepell.com)**. Please note this email is for incoming mail only. It may take up to 24 hours for the information to be added to your claim.

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- The costs of completing medical documentation required by the Return to Work Support Program are the Employee’s responsibility.

Ensure the Employee Statement and Attending Physician Statement are submitted to your Case Manager as soon as possible but no later than the 10th consecutive working day of absence. Failure to return the completed forms to your Case Manager in a timely manner may impact potential payment of sick leave.

### 4. Take care and focus on your recovery

Along with seeking appropriate treatment for your condition and participating in the return to work program offered by your employer, our goal is to support your path to recovery. In doing so, you are advised to follow the recommended treatment outlined by your attending physician and also consider:

- Calling your Employee Assistance Program (**1.800.387.4765**)
- Reaching out to family and friends for support