

# EMPLOYEE RELATIONS PROCEDURE - FACULTY

Distribution: Administration, Regular Faculty, DCFA

Produced by Employee Relations  
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## PROCEDURE FOR ACCESSING COLLEGE SICK LEAVE, SHORT TERM DISABILITY AND LONG TERM DISABILITY BENEFITS FOR DOUGLAS COLLEGE FACULTY (Articles 15.6, 15.7 and Common Agreement Article 9.3)

### **Purpose:**

This document has been compiled by the Employee Relations Department in collaboration with Manulife Financial and the Douglas College Faculty Association. The purpose of this document is to provide clear and concise information about the procedure for faculty requiring access to Douglas College sick leave, short term disability and long term disability benefits and, in so doing, ensure faculty can access these benefits in a manner which is effective and timely.

### **Manulife Financial's Disability Case Management**

The foundation of disability case management is the effective working partnership between the employer, benefits provider and medical management team aimed at the best interest of the disabled employee. Manulife Financial's role is to provide leadership in handling each case, working in concert with these interested parties towards the most effective case outcome.

Effective disability management includes:

**Focus on Prevention** – Manulife Financial can provide sponsors with information and ideas designed to decrease potential disability claims before they happen.

**Early Involvement** - the best chance of successfully managing potential disability claims is to get involved early. Manulife Financial provides that assistance and consultation early in the claim process.

**Return-to-Work Strategies** - returning the employee to the workplace is a top priority for both Manulife Financial and Douglas College. From comprehensive medical assessments to custom-designed rehabilitation programs, to consultation with employers/sponsors, Manulife Financial delivers the expertise to guide employees successfully back to work. Douglas College works with Manulife Financial, the employee and our unions to facilitate effective return-to-work plans.

**Timeliness** - this includes everything from the appropriate timing of interventions (independent medical evaluations, rehabilitation services) to prompt and fair payment of claims. Manulife Financial delivers the services when they are most appropriate and ensure timely and accurate payment of benefits due, once on claim.

Manulife Financial's disability claims professionals deliver these services to you as part of their commitment to outstanding customer satisfaction.

**Procedures to be followed in the event of a short term illness:**

**Sick Leave for Thirty Days at 100%**

On your first day of illness/injury, please contact your Dean/Director and advise him/her when you expect to be back at work.

If you expect to be away for a period of longer than one week, please contact the Manager, Pension and Benefits at local 5342 or a Client Service Assistant at local 5390 or 5440 in the Employee Relations Department. Employee Relations should also be advised when you have returned to work. Keeping Employee Relations informed of your absence and return to work plans is essential to ensuring uninterrupted benefit coverage.

During your first week of sick leave, the College Sick Leave Form and an application for short term disability will be mailed to your home address.

**Partial Sick Leave**

It may be appropriate, due to the nature of a disability, to provide for the application of the thirty calendar-day sick leave programme on a part-time basis in order to facilitate an effective return-to-work plan.

In these cases, contact your Dean/Director to advise them of your intentions and immediately contact the Manager, Pension and Benefits, at local 5342 in order to have the sick leave form completed by your attending physician and the partial sick leave approved ahead of the actual time off, wherever possible.

The amount of workload will be determined and the thirty calendar days of College sick leave will be applied on a part-time, pro-rata basis.

Examples of partial use of sick leave:

Situation: faculty member is medically only able to work 50% with effect from the 1<sup>st</sup> January with the remaining 50% being covered by the thirty consecutive calendar days of sick leave.

For the period 1<sup>st</sup> January - 1<sup>st</sup> March inclusive, the faculty member will work 50% and draw 50% of their paid sick leave for this whole period. Therefore, using the thirty calendar days

of sick leave.

Situation: faculty member is medically only able to work 75% with effect from the 1<sup>st</sup> January with remaining 25% being covered by the thirty consecutive calendar days of paid sick leave.

For the period 1<sup>st</sup> January - 30<sup>th</sup> April the faculty member will work 75% and draw 25% of their sick leave for this whole period. Therefore, using the thirty calendar days of sick leave.

Should it be necessary to have in excess of thirty days of sick leave, a short term disability application must be submitted to Manulife Financial for adjudication together with objective medical findings supplied by the physician/specialist.

**Manulife Financial adjudicates College paid partial sick leave, which is completely independent from and, has no bearing on, the approval by the carrier of the short term disability benefit.**

**Documentation:**

- College Sick Leave Form
  - Member Statement for Short Term Disability Claim
  - Attending Physician's Statement
  - Direct Deposit Form
1. Please have your attending physician complete the College Sick Leave Form and return in the envelope provided to the Manager, Pension and Benefits at Douglas College.
  2. The employer's portion of the Short Term Disability application form will be completed by the Employee Relations Department.
  3. You will complete the Member Statement of the Short Term Disability Statement and the direct deposit form.
  4. The Attending Physician's Statement should be completed by your doctor and mailed directly to Manulife Financial in the envelope provided.

Manulife Financial may need additional information to approve a claim. In most situations, the request for additional information is sent directly to you, the claimant.

## **Enquiries:**

The address for Manulife Financial's Disability Claims Office is:

Manulife Financial, Disability Claims  
Manulife Place  
1095 West Pender Street, 6<sup>th</sup> Floor  
PO Box 48198  
Vancouver BC V7X 1N8

The Disability Case Manager is Rolando, telephone number 604-678-1577 and the confidential fax is (604) 608-0675. Please feel free to call if you are experiencing any problems or have questions regarding your claim.

You are also encouraged to contact the Employee Relations Department at any time if you require further information. Please contact the Manager, Pension and Benefits at 604 527-5342 or a Client Service Assistant at local 5390 or 5440.

## **Payments:**

Short Term Disability (STD) payments are calculated on the basis of 70% of pre-disability salary. The first STD benefit cheque will be mailed from Manulife Financial offices in approximately five days after they receive and approve your claim. Manulife Financial will continue to forward STD benefit cheques on a weekly basis, as long as you are eligible for benefits. Arrangements may be made for your benefit to be deposited directly into your bank account.

Short Term Disability benefit payments will continue as long as the medical information supports the disability claim and the maximum benefit period has not been reached (twenty-one weeks). When the length of the short term disability claim has reached seventeen (17) weeks, contact the Manager, Pension and Benefits, at local 5342 or a Client Service Assistant, at local 5390 or 5440 in the Employee Relations Department to request the Long Term Disability application forms.

**Benefits received from Manulife Financial are taxable and income tax will be deducted at source at the rate of 20%.**

## **Subsequent Reports:**

When another report from the attending physician is required, Manulife Financial will contact you directly.

**Manulife Financial reserves the right to require an examination by an independent medical doctor in order to obtain a second opinion. If this is requested of you, please be assured that this is just part of the adjudication process.**

### **Return to Work:**

It may be necessary, dependant upon the nature of illness/injury, to have a graduated return-to-work plan. The graduated return-to-work plan may be initiated by the claimant following consultation with their medical adviser and Manulife Financial. If this is the case, Manulife Financial will contact the Manager, Pension and Benefits and the claimant in order to put together a return-to-work schedule. A meeting is scheduled between the Dean/Director, Manulife Financial, the claimant, a member of the DCFA and the Manager, Pension and Benefits to plan the return-to-work schedule.

In order to ensure that you are well enough to return to work, Employee Relations will require written verification from your physician.

If the claim has been over a period when normal vacation would have been used and there is outstanding vacation to be used, arrangements must be made with the Dean/Director as to when the vacation will be taken. For example, if a person has recovered in October (mid-semester) it may be to the advantage of all parties, to use the outstanding vacation and return at the beginning of the semester, in January.

### **Confidentiality**

**Manulife Financial is required to adhere to the rules of confidentiality. Details of your claim are held in the highest degree of confidence.**

**ACCESSING SICK LEAVE, SHORT TERM DISABILITY  
AND LONG TERM DISABILITY BENEFITS**

**CHECK LIST**

<b>TIME LINE</b>	<b>ACTION</b>
First day of illness/injury	<p>Advise your Dean/Director of your absence and your anticipated return-to-work date</p> <p>If you expect to be absent for longer than one week, advise the Manager, Pension and Benefits at local 5342 or a Client Service Assistant at local 5390 or 5440 in the Employee Relations Department. This will assist in ensuring the paperwork is submitted and adjudicated in a timely manner</p>
Week 2/3	<p>Once you have received your College Sick Leave and Short Term Disability applications, complete the employee's section on both forms and have your physician complete the sick leave form and the Attending Physician's Statement. Submit the completed Manulife Financial Short Term Disability form in the envelope provided to Manulife Financial, and the Douglas College Sick Leave form should be returned under confidential cover to the Manager, Pensions &amp; Benefits, at Douglas College</p> <p><b>N.B. THE BENEFIT IS TAXABLE AND TAX WILL BE DEDUCTED AT SOURCE</b></p>
Week 17	<p>If your disability is expected to continue past the 21-week maximum for Short Term Disability, contact the Manager, Pension and Benefits, at local 5342 or a Client Service Assistant, at local 5390 or 5440 in the Employee Relations Department to request the Long Term Disability application forms</p>
Week 22	<p>Short term disability ends; long term disability, if eligible, begins</p>
General	<p>If, at any time, it becomes apparent that you will be able to return to work and, your physician is supportive of a return to work, it is essential that you contact the Manager, Pensions &amp; Benefits, Local 5342 immediately</p>