

## IMPLEMENTATION & FOLLOW UP

The MCM will monitor your individual plan to ensure a safe and timely return to work.

## WHAT AM I REQUIRED TO DO?

This program is included in your collective agreement. You are strongly encouraged to work with the CSSEIP team, including the EIC and MCM, your employer, your union, and your health care provider to facilitate your return to work.

## HOW DOES MY UNION ASSIST ME?

Your Union Bargaining Association (UBA) representative on the CSSEIP team advocates on your behalf as part of the CSSEIP Working Group.

Your UBA representative reviews progress reports on your early intervention plan and maintains a dialogue with other team members throughout the process.

## WHAT ABOUT THE PRIVACY OF MY INFORMATION?

HBT is an independent service provider that is bound by the BC Personal Information Protection Act (PIPA) and all relevant privacy legislation including the Canadian Nurses Association Code of Ethics. As such, all information provided to HBT is considered **strictly confidential**.

In addition, under the PIPA, your employer is required to advise you that your basic personal information (home telephone number, home address, etc.) may be shared with HBT for the purposes of implementing CSSEIP.

## For Further Information

### PLEASE CONTACT YOUR:

- Union representative
- Employer, or the
- CSSEIP team at:  
604-630-1456 ext. 1458  
1-888-630-1456 ext. 1458



COMMUNITY  
SOCIAL SERVICES

**CSSEIP**

EARLY INTERVENTION PROGRAM

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*Helping Employees  
Return to Work*



*This brochure summarizes how CSSEIP facilitates the successful return to work of employees with an illness or injury.*

## What is CSSEIP?

CSSEIP, the Community Social Services Early Intervention Program, is a collaborative program that assists workers who are ill or injured return to work.

### THE CSSEIP TEAM:

- You
- Your employer
- Your union
- Your physician and other health care providers
- The CSSEIP Early Intervention Team at Healthcare Benefit Trust (HBT)

The CSSEIP team works together to design a customized return-to-work plan for you based on your medical condition, your requirements for returning to work, your skills and your employer's ability to accommodate your requirements.

## Who is the EIC?

The EIC (Early Intervention Coordinator) is part of a team of disability management professionals at HBT.

The EIC is responsible for coordinating your return-to-work plan by:

- Contacting you, explaining the program, and assessing your need for CSSEIP
- Working with your employer to accommodate your return to work
- Following up with you to ensure your return to work is successful

## Who is the MCM?

The Medical Case Manager (MCM) is an Occupational Health Nurse/RN. As a member of the CSSEIP team, the MCM provides a planned approach to managing cases by:

- Coordinating and reviewing the medical care plan and the response to treatment
- Referring you to appropriate medical providers and/or rehabilitation service providers for treatment as required
- Developing a customized plan that will accommodate your limitations and capabilities

## How does the program work?

### GETTING STARTED

If you are a regular full-time employee and have been ill or injured for 5 consecutive scheduled working days, or a regular part-time employee and have been ill or injured for 14 calendar days, your employer will refer your name to the EIC.

The EIC will contact you to discuss the CSSEIP process.

### DATA COLLECTION

Once you are in the program, you and your doctor will be required to complete a confidential Occupational Fitness Assessment (OFA) form that provides information relating to your illness or injury and an assessment of your anticipated return to work.

### PLAN DEVELOPMENT

The MCM, in consultation with you and other representatives from your CSSEIP team, will assess your situation and recommend a plan tailored to your individual circumstances.

The MCM will advocate for and provide coordination of your health care.

Your individual plan may include ensuring that you receive prompt medical care, such as referrals to medical specialists when appropriate.

When your medical provider approves your return to work, the MCM will work with your union and employer representative to develop an appropriate return to work plan based on your medical recommendations.

Your plan may include integrating you back into your workplace with graduated or modified duties in accordance with the collective agreement.

Your plan may include the provision of job accommodation at your workplace.

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