

DISABILITY MANAGEMENT SERVICES

We focus on healthy outcomes—so our customers can stay focused on their business

In the world of small business, the consequences are real and immediate when just one person can't work. With our full range of services, we can help employees return to work in good time—and safely. Our team is passionate and committed to ensuring that employees receive the support they need, when and where they need it. Quality matters so we follow industry best practices. Where we stand out is in the personal attention we give each individual. We offer big company services with a small company feel.

Features	Advantages	Benefits – Owners	Benefits – Employees
<p>We follow disability management best practices including early intervention, compliance with legislation and regulations, effective coordination of all resources and stakeholders, providing meaningful and goal-oriented modified work, respect and dignity for the worker, adherence to ethical practice, a focus on wellness and prevention, effective communication systems, ongoing evaluation and revision as necessary</p>	<p>Employees return to work as quickly as it's safe to do so</p> <p>All stakeholders get the best experience possible at each step</p>	<p>Employee satisfaction</p> <p>Value for premium</p>	<p>Peace of mind knowing they're well supported through their recovery</p>
<p>One team model</p> <p>Every day the whole team reviews progress together: claim managers, return to work facilitators, medical consultants and claim practice leaders</p>	<p>People with different skills and perspectives review claims and determine the right path based on individuals' unique needs</p>	<p>Confidence employees will receive the best</p> <p>Optimal return to work and productivity outcomes</p>	<p>Peace of mind knowing our whole team has 'got their back'</p>
<p>Personal service</p> <p>We have big company strengths and a small company feel</p>	<p>We take time with employees to understand their needs, and we treat them with dignity and respect</p>	<p>Employee satisfaction</p> <p>Optimal return to work</p>	<p>Peace of mind knowing they're well supported through their recovery</p>
<p>Work is healthy philosophy</p>	<p>Our team is passionate about helping people regain their health and return to work, because we know work gives people a sense of purpose, identity, self-worth, and achievement</p>	<p>Confidence that they can focus on their business, knowing our team is doing their best to help their employee return to work</p>	<p>Positive support in a time when they need it most</p>
<p>National network of accredited service providers</p> <p>We have carefully selected providers in every province and we oversee their work from start to finish</p>	<p>We can deliver the right type of care or assessment to employees across Canada. Services include:</p> <ul style="list-style-type: none"> • Cognitive behavioural therapy • Functional abilities evaluations • Mediation • Physiotherapy • Vocational rehabilitation • Work hardening 	<p>Confidence that they can focus on their business, knowing our team is doing their best to help their employee return to work</p>	<p>Positive support in a time when they need it most</p>

Key Messages

- We offer a full range of disability management services based on industry best practices
- We believe work is healthy and we look at the whole picture when working with people: medical, personal, workplace
- Where we stand out is in our personal service
- Our strength comes from our people working together in a multidisciplinary 'one team' model to deliver quality care to employees off work
- We have excellent case management tools to support effective and consistent treatment of each individual who is absent due to disability

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