

Health-related Absences at CSC

Reference Guide for Employees



Workplace Wellness
and Employee Well-Being

Mieux-être en milieu de travail
et bien-être des employés

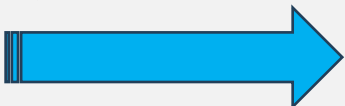
**Please use the navigation
buttons to move through the
guide**

Health and wellness support for your personal well-being and in the workplace (1 of 2)

DO YOU NEED HELP IMMEDIATELY?

If you are in an emergency situation, dial 9-1-1 or go to your local facility. If you are in distress, please contact your nearest [distress centre](#).

GET HELP THROUGH THE EMPLOYEE ASSISTANCE PROGRAM / TELUS HEALTH RIGHT NOW (24 hours a day, 365 days a year, from anywhere in Canada!)



Employee Assistance Program (EAP)

[Link to Regional Referral Agents](#)



1-855-709-2477 / TTY: 1-877-338-0275

[Login to TELUS Health](#): username is CSC-SCC, password is Canada



[PSPNET](#) supports the mental health and wellbeing of first responders or other public safety personnel (PSP)



Centre for Addiction and Mental Health ([CAMH](#)) The service offers trauma-informed and culturally affirming support to anyone who is thinking suicide, or who is worried about someone they know throughout Canada.

Health and wellness support for your personal well-being and in the workplace (2 of 2)

This guide serves to assist employees to effectively manage their health-related absences by providing an easy-to-follow step-by-step process managing their leave due to illness or injury.

Work-related illness or injury is dealt with under the Government Employee Compensation Act (GECA), which uses the provincial or territorial Worker's Compensation system to adjudicate claims and provide rehabilitation and other services as well as wage-loss arrangements.

Non-work-related cases (i.e. illness, injury or medical conditions, both physical and psychological, not related to work) are dealt with pursuant to legislation, employer policies, Collective Agreements and arrangements established with the administrators of disability insurance plans.

Work-related case

You require medical attention, other than first aid, and/or you lose time from work due to a work-related injury or illness

Non work-related case

You are unable to fully perform your regular duties (hours and/or tasks) due to a non-work-related injury, illness or medical condition

Work-related case

If a work-related accident occurs...WHAT TO DO:

- Seek first aid;
- Inform your supervisor immediately;
- Consult a medical practitioner, as appropriate;
- Provide all information about the accident;
- Complete and submit WCB forms, reports and necessary documents (see: Workers' Compensation) .

If you must take time off from work because of a work-related accident, you take sick leave: use your paid sick leave credits and inform your supervisor of the expected return to work date, which must be supported by a medical note from your treating physician. If or when the claim is approved, the sick leave used will be reimbursed and adjusted to paid injury-on-duty leave.

Together with your supervisor, review whether you have accumulated enough sick leave to allow the Workers' Compensation Board (WCB) time to adjudicate the claim. If not, you may be granted advanced sick leave (in accordance with the terms and conditions of your collective agreement) or go on sick leave without pay.

If you have accumulated less than 13 weeks of sick leave credits, it would be wise to apply immediately for Employment Insurance (EI) sickness benefits, as well as benefits under the Disability Insurance Plan (DI) or the Public Service Management Insurance Plan (PSMIP-LTD), while awaiting the decision of the Workers' Compensation Board (WCB), in order to reduce the risk of an interruption of income.



Workers'
Compensation

Employment Insurance
(EI) sickness benefits

Insurance
benefits



Workers' Compensation Benefits

Submitting a Workers' Compensation claim

HERE'S WHAT YOU NEED TO DO:

- Complete your Provincial [Worker's Report of Injury](#);
- Request your Healthcare provider to complete the Physician's Report;
- Submit the [Worker's Report of Injury](#) and the Physician's Report to the [provincial workers' compensation board](#) (Québec Region - you must provide a copy of your claim to your supervisor); and
- Keep copies of the reports for your records.

For more information:

[Compensation for federal workers](#)

- For Yukon, Northwest Territories or Nunavut please select Alberta

Province*	Worker's Report
Newfoundland and Labrador	<u>Injury Report – Workers (Form 6)</u>
Prince Edward Island	<u>Worker's Report (Form 6)</u>
Nova Scotia	<u>WCB Injury Report</u>
New Brunswick	<u>Workers' compensation benefits - Application</u>
Québec**	<u>Worker's Claim (1939A)</u>
Ontario	<u>Worker's Report of Injury/Disease</u>
Manitoba	<u>WCB Worker Incident Report</u>
Saskatchewan	<u>Worker's Initial Report of Injury</u>
Alberta	<u>Worker report of injury or occupational disease form</u>
British Columbia	<u>Application for Compensation and Report of Injury or Occupational Disease</u>

Employment Insurance (EI) sickness benefits

Employment Insurance (EI) sickness benefits can provide you with financial assistance for up to a maximum of 26 weeks.

Keep in mind that there is one week for which you will not be paid (EI waiting period). This waiting period can be waived if your last paid day is paid sick leave.

HOW TO APPLY

Submit your application as soon as possible after you stop working on the [El sickness benefits: Apply](#) webpage. If you wait more than 4 weeks after your last day of work to apply, you may lose benefits.

Note that the Record of Employment (ROE) is required for the EI application to be finalized. The ROE is issued by the Pay Centre and sent electronically to Service Canada once the leave without pay has been processed. If you are experiencing delays obtaining your ROE, your last pay stub can be used in lieu of the ROE until it's issued.

Complete information

For more information on Employment Insurance sickness benefits, see

- [El sickness benefits: What these benefits offer](#)

Non work-related case

If you are unable to work for medical reasons due to an accident, an illness or any medical condition that is not work-related, you take sick leave: you use your paid sick leave credits and inform your supervisor of the expected return to work date, which must be supported by a medical note from your treating physician.

Together with your supervisor, review whether you have accumulated enough sick leave to cover the time you will be on leave. If not, you may be granted advanced sick leave (in accordance with the terms and conditions of your collective agreement) or go on sick leave without pay. In the latter case, you may apply for Employment Insurance (EI) sickness benefits to bridge the gap between sick leave and disability insurance.

Helpful Hint

Don't wait until you've exhausted your sick leave to apply* for the [Disability Insurance Plan \(DI\)](#) or the [Public Service Management Insurance Plan - Long-Term Disability \(PSMIP-LTD\)](#) if you're likely to be away from work for more than 13 weeks (this is the minimum waiting period before you start receiving insurance benefits).

*The completed claim forms and supporting documentation must be received by the insurer at least **2 months prior** to the end of the 13-week elimination period and no later than 90 days after the end of the elimination period to avoid any delay in the payment of benefits to which you may be entitled.



[Employment Insurance
\(EI\) Sickness Benefits](#)



[Insurance Benefits](#)



Insurance Benefits (1 of 2)

Disability Insurance Plan for the public service

Long-term disability insurance benefits under the Disability Insurance (DI) Plan are provided to eligible employees of the public service, including eligible members of certain designated groups, who become totally disabled and are unable to work.

Learn about your Disability Insurance (DI) Plan, visit:

[Disability Insurance Plan for the public service - Canada.ca](#)

HOW TO MAKE A CLAIM for benefits under the Disability Insurance (DI) Plan?

[Sun Life](#) is the insurer for the Disability Insurance (DI) Plan.

If you think your total disability will exceed 13 continuous weeks, notify your immediate supervisor or manager who will take care of the next steps with the Public Service Pay Centre or departmental compensation services. The forms that you, your employer and your medical practitioner must complete and the Employee DI claim guide can be found at:

- [FDI | Sun Life](#)



[Back to Non
work-related
case](#)



Insurance Benefits (2 of 2)

Public Service Management Insurance Plan

Long-term disability insurance benefits under the Public Service Management Insurance Plan Long-Term Disability (PSMIP-LTD) are provided to eligible employees of the public service, including eligible members of certain designated groups, who become totally disabled and are unable to work. The **PSMIP-LTD** covers employees excluded from collective bargaining, certain designated groups and associate members and executives of the public service.

Learn about your Public Service Management Insurance Plan Long-Term Disability (PSMIP-LTD), visit:

[Public Service Management Insurance Plan - Canada.ca](#)

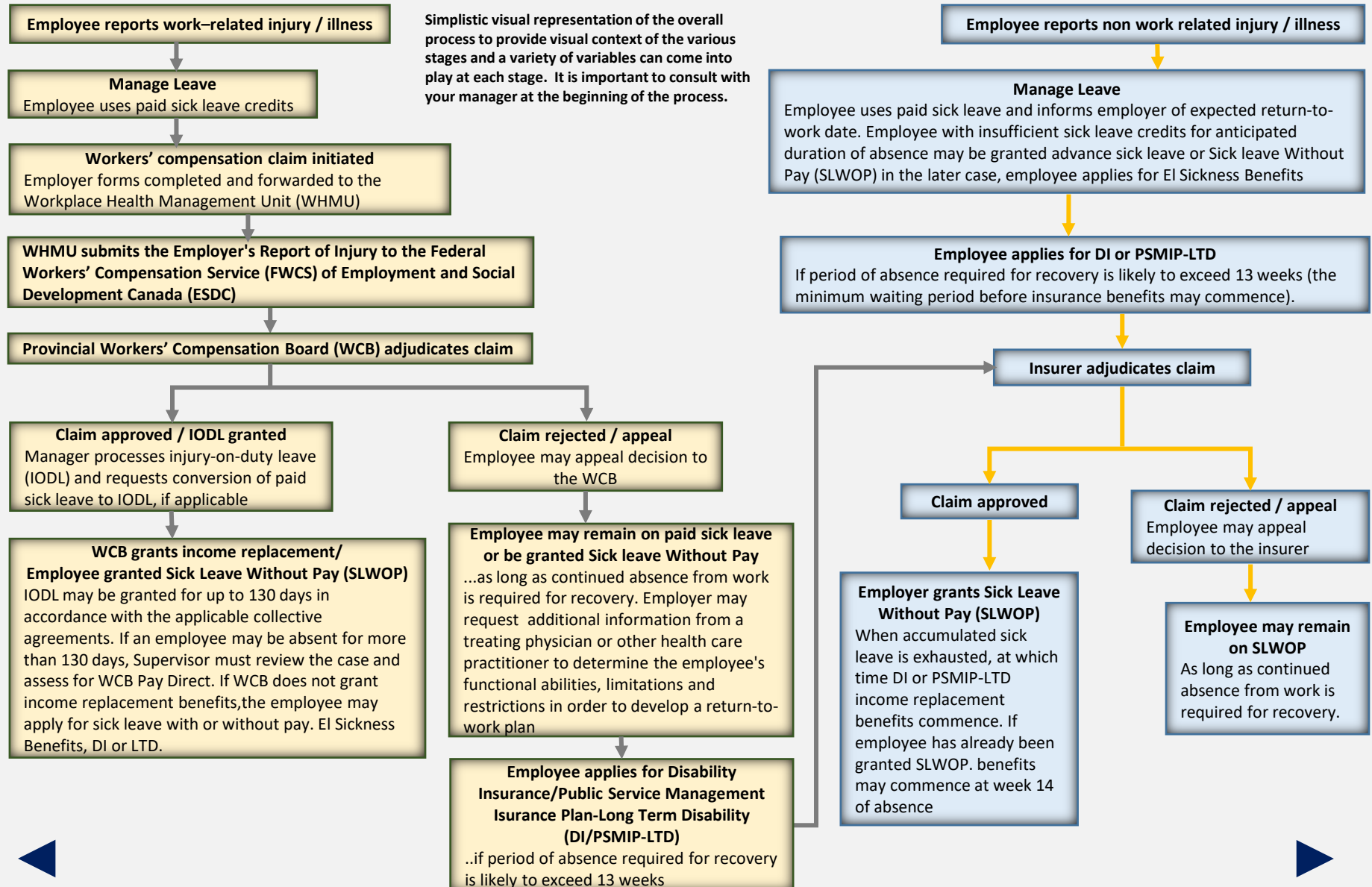
HOW TO MAKE A CLAIM for benefits under the Public Service Management Insurance Plan Long-Term Disability (PSMIP-LTD)?

Industrial Alliance is the insurer for the Public Service Management Insurance Plan Long-Term Disability (PSMIP-LTD).

If you think your total disability will exceed 13 continuous weeks, notify your direct supervisor or manager who will take care of the next steps with the Public Service Pay Centre or departmental compensation services. The forms that you, your employer and your medical practitioner must complete can be found at:

[Long-Term Disability Insurance Plan | iA Financial Group](#)

Claim Process



Compensation and Benefits

Leave Without Pay (1 of 4)

If you must proceed on Leave Without Pay due to illness or injury, the Public Service Pay Centre is responsible to send you a Compensation and Benefits letter providing you details on your pay and benefits during your period of leave.

Below is a brief overview of what you should expect:

Public Service Health Care Plan (PSHCP) – Canada Life

If you go on authorized leave without pay for illness, you will retain your employer-paid coverage during your absence. For employees with Level II or III Hospital coverage, you will only be required to pay your own contributions.

[Public Service Health Care Plan | LWOP \(pshcp.ca\)](#)

Dental Care Plan (DCP) – Canada Life

If you go on authorized leave without pay for illness, you will retain your employer-paid coverage during your absence.

[Public Service Dental Care Plan member booklet - Canada.ca](#)

Compensation and Benefits

Leave Without Pay (2 of 4)

Public Service Pension Plan

“Generally, you are not required to pay your LWOP pension contributions and SDB contributions prior to, or during your period of leave. However, payments will be required upon your return to work. At that time, you will receive a letter from the Government of Canada Pension Centre outlining the amount owing and the deadline by which contributions have to be paid. The following payment options are available to you:

- Lump sum payment (within 30 days of return to work);
- Salary or pension deductions”

[Leave without pay information package - Pension Services - Pay and Pension Services for Government Employees - PSPC \(tpsgc-pwgsc.gc.ca\)](#)

Supplementary Death Benefit (SDB)

“You continue to remain covered under the [Supplementary Death Benefit](#) (SDB) for the entire period of leave without pay and you will be required to pay SDB contributions to cover the entire period of leave without pay. Further information can be found in the [Leave Without Pay Information Package](#).”

[Disability - Pension - Canada.ca](#)

Compensation and Benefits

Leave Without Pay (3 of 4)

Disability Insurance Plan – SunLife / Long-Term Disability – Industrial Alliance

“Your coverage will continue without interruption during any period in which you are on an authorized leave of absence.

If you are on a leave of absence without pay, the required contributions are payable by deduction from your salary when you return to active duty following cessation of the leave. If your employment terminates following the leave, you will be required to pay the outstanding contributions in a lump sum.

Deductions will be made over a period equal to the period during which you were on leave. The amount payable on return to active duty may include both employer and employee contributions for the period of absence. You will not be required to pay the employer’s share of the premium for the first three months of any period of leave without pay or if your department or agency certifies that the reason for your leave was illness.”

[Disability Insurance Plan – member booklet - Canada.ca](#)

[Long-Term Disability - Main plan booklet - Canada.ca](#)

Union Dues

“Union dues will not be deducted when a person is on the leave without pay portion of the working arrangement for an entire calendar month.”

[Directive on Leave and Special Working Arrangements- Canada.ca](#)

Compensation and Benefits

Leave Without Pay (4 of 4)

Public Service Management Insurance Plan (PSMIP) – Industrial Alliance

“A member who becomes totally disabled may be entitled to the continuation of his or her insurance under the PSMIP without further premium payments providing he or she is, or becomes, eligible for **LTD** benefits, or would, in the opinion of the insurer, be so eligible if he or she belonged to the LTD portion of the plan. The waiver will continue throughout periods of rehabilitative employment in the Public Service or undertaken in the course of a rehabilitation program approved by the Insurer.”

[Public Service Management Insurance Plan document - Canada.ca](#)

Accumulation of vacation or sick credits

While you are on leave without pay, you do not accumulate credits for any month in which you are not paid for at least 75 hours (or 80 hours for those with a 40-hour workweek).

Consult your Collective Agreement for further details:

[Collective agreements for the public service- Canada.ca](#)

Access to Pay/Tax Documents during a Leave Without Pay

Employees who proceed on LWOP or retirement will have the ability to access pay stubs and/or T4 slips issued by the Public Service Pay Centre (PSPC). PSPC is encouraging employees to register now on the My GCPay External application to access their pay stubs and tax slips digitally : **MyGCPay External**



Questions or Concerns

IMPORTANT: Remember to stay in contact with your immediate Supervisor for any questions or concerns that you may have during your period of work-related or non work-related absence due to illness or injury.

Supervisors have responsibilities related to approving leave, communicating with the Pay Centre, and completing employer documents related to WCB and/or Disability/Long Term Disability benefits. Any delay could cause a disruption in your pay and/or benefit payments.

