



## Acclaim Ability Management - Question and Answers

### 1. Who is Acclaim Ability Management?

They are a separate legal entity from St. Clair College and they serve other workplaces under their portfolio. They offer a wide range of services designed to assist individuals in their efforts to return to work and activities of daily living supporting employee absenteeism due to non-occupational illness and injury.

### 2. Why is the college implementing Acclaim for Sick Pay and Short Term Disability Pay?

We are committed to supporting our ill and injured employees returning to work as soon as it is safely possible. Prevailing research indicates that the sooner an employee returns to their work, the more likely and more rapidly they will recover. Acclaim is involved with non-occupational illness and injury. This is not for workplace Injuries.

### 3. How is a claim for Sick Pay (100%) or Short Term Disability (75%) started?

You will continue to notify your Manager of your sick absences as per your usual process. If you have (5) five consecutive days off, your Manager will notify Human Resources to complete an Employer Statement to send to Acclaim. Acclaim will contact you to coordinate appropriate medical which remains confidential with Acclaim.

### 4. How do I make a claim? Do I need to fill out any paperwork?

Yes, you will need to complete an Employee Statement along with coordinating your Physician's Statement. This form can be found on the St. Clair College website. We wanted to ensure it was easily accessible so in cases where a family member may need to support an employee's absence, it would be readily available.

### 5. Will I have income while I am off work?

Should you have available sick pay or short term disability pay that is supported with medical documentation substantiating you are totally disabled from work, it will continue until such the time the claim is approved and for the duration of the medically documented absence. There may be more complex medical conditions that will require additional medical information and/or other qualified medical practitioners, specialists, etc. of which Acclaim will coordinate with you. They will contribute to facilitating treatment and treatment measurement tools to ensure your well being in the process.

### 6. Who is responsible for the cost of the medical documentation?

As is the case now, each employee remains responsible for the cost of the medical documentation.

### 7. Would I need to see another health care practitioner besides my physician?

Although this does not occur in every case, your physician would continue to diagnose your medical condition and can identify some restrictions but at times cannot qualify those restrictions. However a practitioner such as a physiotherapist can determine exactly the nature of the restrictions, such as how much weight you can carry, how long you can stand, etc. Qualifying these restrictions support a safe return to work.



8. How do I get more information?

You can contact your Manager or Benefits Coordinator or Acclaim directly by calling them at 1.877.867.6064 on and after April 1, 2020. The Acclaim information line is reserved for those who were away from work due to illness and injury prior to this date and/or after this date therefore for general inquiries should be directed to your Manager or Benefits Coordinator.