

Employee Support and Recovery Assistance (ESRA) SELF-REFERRAL Process

This is the process by which an employee may directly contact The Effective Case Management (ECM) Group to participate in the ESRA Program when they are/will be on general illness leave, for a minimum of ten (10) consecutive workdays.

The following includes the roles and responsibilities of key stakeholders (i.e. employees, supervisors/managers, The ECM Group, RGE and PAO) in this process.

Use of this referral process will be triggered by an employee who has been, or will be, absent from work for ten (10) consecutive workdays, or more, due to illness or injury.

Note: this on-line Self-Referral form is to be completed by **the employee**.

RESPONSIBILITY

Employee

As soon as a requirement for general illness leave is known, advises Supervisor/Manager of general illness leave, and expected date of return to work, if known.

- Contacts ECM directly using on-line form (i.e. [ESRA Program Self-Referral form](#)), or by telephone. The ECM Group phone number is: 1-800-472-4904.

ECM Nurse Consultant

- From information received from Employee, contacts and advises Employee of the ESRA program and benefits, and extends offer to participate in program.
- If YES (the Employee is accepted as a case by ECM), sends email to RGE ESRA Administrator at the following email address:

esra.referral@gov.ab.ca

- If NO (the Employee declines to participate or is not accepted as a case by ECM), closes file.

RGE ESRA Administrator

- For YES (Employee has been accepted as a case by ECM), merges pertinent information from IMAGIS and returns to ECM Nurse Consultant through ESRA mailbox.

Maintains data and runs reports on program as requested by Ministries and PAO.

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ECM Nurse Consultant

- Works with the Employee and Employee's Health Care Practitioner(s), Supervisor/Manager, ESRA/LTDI Consultant during the Employee's recovery period to ensure a timely and smooth return to work, or if applicable, transition to LTDI.
- Consults with ESRA/LTDI Consultant and Ministry Human Resource Consultant where problems are encountered with return to work or transition to LTDI.
- Notifies Ministry Supervisor/Manager and ESRA Consultant of return to work.
- Invoices Ministry for participating Employee.
- Keeps statistical information on program participation and other related program information.

ASCS/Ministry ESRA/LTDI Consultant

- Works with ECM and Ministries to return Employee to work.
- Normally no later than the 20-day absence point of general illness, forwards LTDI Employee and Employer forms for completion to ensure that if LTDI is required the Employee's pay will not be interrupted.
- Notifies RGE Payroll Officer of return to work.
- Consults with Ministries on questions relating to ESRA and LTDI programs.

PAO Workplace Health

- Coordinates administration and delivery of ESRA program cross-government.
- Works with ministries to ensure eligible Employees are contacted about the program.
- Reviews program statistical data obtained from participants to ensure the program is working effectively.
- Makes recommended program changes.
- Works with RGE to provide statistical information to Ministries.
- Provides communication sessions to Executive Committees, Human Resource professionals and others.
- Manages the service provider contract with The ECM Group.

Ministry (Supervisor/Manager and Human Resource Office)

- Works with ECM and ESRA/LTDI Consultant to reach an agreement on a return to work, or transition to LTDI.
- Implements established return to work agreements and assesses Employee's ability to return to work.
- Ensures eligible Employees are contacted about ESRA.
- Receives ECM invoice, and submits for payment.
- Human Resource Office provides statistical data to Ministry Executive relating to Ministry participation.

NOTE:

- Supervisors should send an email to their RGE Payroll Officer, advising them of the employee's leave of absence, on the tenth (10th) day of absence.

13/01/2005

