

Employee Support and Recovery Assistance (ESRA) WORKSITE REFERRAL Process

Effective October 1, 2004, this is the process by which Ministry worksite managers/supervisors will provide information to refer eligible employees, who have been absent due to injury or illness for a minimum of ten (10) consecutive workdays, to the ESRA program.

Eligible employees are salaried employees who are full-time, part-time, permanent or temporary, or wage employees who have worked 2,850 hours.

RESPONSIBILITY

Ministry Supervisor/Manager

- On the tenth (10th) day of absence, sends an email to Restructuring & Government Efficiency (RGE) Payroll Officer indicating the following information:
 - Employee's Name
 - First Day of Absence
 - Employee's Home Phone Number
 - Supervisor's Name, Telephone and Fax numbers.

RGE Payroll Officer

- Reviews email from Ministry Supervisor/Manager and completes ESRA Notification email and clicks the Submit button.
- Knows that the referral has been successfully sent to the ESRA referral email address (esra.referral@gov.ab.ca) when a Success Page is displayed on their computer monitor after the submit button is clicked.

RGE ESRA Administrator

- Forwards all notification referrals received from Payroll to ECM email address.

ECM Nurse Consultant

- From information contained in the referral form (i.e. Notification email), contacts Employee to advise about ESRA program and offer participation in program.
- If the Employee agrees to participate in the program, and there is a role for ECM, replies to the Notification email indicating the Employee's acceptance into the program.
- If the Employee declines to participate in the program, ECM closes file and confirms that contact has been made.
- If unable to contact Employee, sends out an information letter along with an ESRA brochure, within one week.

RGE ESRA Administrator

- For an Employee who has been accepted into the ESRA program, merges pertinent information from IMAGIS, and returns to ECM.
- Maintains data and runs reports on program as requested by HR Directors and/or PAO.

ECM Nurse Consultant/Group

- Works with the Employee and Employee's Health Care Practitioner(s), Supervisor/Manager, ESRA/LTDI Consultant during 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 Resources 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.

RGE/Ministry ESRA/LTDI Consultant

- Works with ECM and Ministries to return employees 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.
- 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 return to work.
- Implements the established return to work agreements and assesses the Employee's return to work.
- Ensures eligible Employees are contacted about ESRA program.
- Receives ECM invoice, and submits for payment.
- Human Resource Office provides statistical data to Ministry Executive relating to program participation.

NOTE:

- Participation in the program is voluntary for employees.
- Employees may make direct contact with ECM (self-referral) to participate.

