

Assigning a Case as Straight forward or Complex

Once an Employee has been enrolled in EDMP they require active case management, you will need to determine if the case management plan (CMP) to be developed should be straight forward or complex. Below is the criteria outlining how to make this determination.

Box 5.1a: Case Management Plan - Straight Forward

A Straight Forward CMP is one that:

- Anticipates a return to work to previously held position that may or may not include a GRTW.
- Has a GRTW duration of less than 6 weeks.
- Has clearance from the appropriate medical professional.
- Has no change in the employee's FTE.
- Has not identified any workplace or HR/LR issues that would impede a return to work.
- Has not had concerns raised by the employee requiring intervention by a union representative when the GRTW is determined, and
- Has been signed-off by the employee.

At any point during the employee's recovery the plan can change from straight forward to complex. Some reasons that this plan may need to switch from straight forward to complex are as follows:

- Workplace issues have been identified
- Employee has concerns and has requested additional union involvement (ie break in collective agreement)
- Employee is unable to return to their previously held position upon completion of the GRTW

Box 5.1b: Case Management Plan – Complex

A Complex Case Management Plan is one that does not meet the straight forward definition and may include one or more of the following elements:

- Has a GRTW duration of more than 6 weeks.
- Requires a temporary accommodation/transitional work for an illness/injury with a lengthy recovery time.
- Has identified a need for vocational training.
- Has a component of workplace and/or HR/LR issues.
- Has issues related to a claim for LTD, ICBC or Workers Compensation Board (WCB) benefits.
- Involves a report to a professional association.
- Requires a permanent accommodation.