



SALARY CONTINUANCE SERVICES

Salary Continuance Services is a powerful, cost-effective way to manage employee absences and reduce absence duration and incidence during the salary continuance period.

The best way to help individuals back to work quickly begins with an understanding of all the factors at play. Our intake process categorizes absences for priority handling and targeted approach. We match each absence to Abilities Case Managers with required skill sets, so we can provide the right intervention at the right time.

There are five services to choose from, depending on the type of absence:

SERVICE	ADVANTAGES	BENEFITS
<p>1. Case Management</p> <p>Our holistic case management addresses psychosocial and workplace factors that may – in addition to medical issues - have a bearing on return to work.</p> <p>Our non-adversarial approach builds trust and respect.</p>	<p>We identify all issues at play, and are therefore better able to reach a quick resolution.</p> <p>We have the lowest average duration of short-term disability claims* in the industry.</p>	<p>Plan members enjoy the benefits of reintegration into the workplace sooner, feeling supported and confident about the resolution of their issues.</p>
<p>2. Return-to-Work Advisory Services</p> <p>Expert assessment of absence duration, with recommendations on best approach for returning the employee to work in a timely manner. It's available for those who handle their own case management.</p> <p>We can also help implement recommendations, on request.</p>	<p>More than simply providing advice to pay or not to pay, this service provides detailed action steps you can follow if doing your own case management. You can choose how much implementation support you need.</p>	<p>Confidence that expert assistance is available for more complex absences, and that you will be well supported when you need outside help.</p>

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<p>3. Service Provider Network</p> <p>National network of health professionals, chosen for their skills and experience, extends our reach to meet virtually any need.</p> <p>Available as needed if you choose to handle your own absence management.</p>	<p>Provides ready access to a wide range of specialized health management providers, including:</p> <ul style="list-style-type: none"> • Physical/mental health/functional assessment and treatment • Vocational services • Return-to-Work Coordination • Employee Assistance Programs (EAP) • Mediation services 	<p>Confidence that expert assistance is available, and that you will be well supported when you need outside help.</p> <p>Saves time and effort – we do the due diligence so you can have confidence that providers are of high quality.</p>
<p>4. Chronic Casual Absence Services</p> <p>Optional service to resolve chronic or cyclical absenteeism - where members have not met the STD waiting period, and where there is not solely a performance issue. The Abilities Case Manager identifies reasons for the absence and provides recommended action steps.</p>	<p>Enables you to deal with an issue before it becomes a full-blown absence.</p> <p>Reduces lost time due to casual absences.</p>	<p>Confidence that expert assistance is available, and that you will be well supported when you need outside help.</p> <p>Where an absence is resolved in a satisfactory manner, this yields productivity gains.</p>
<p>5. Absence Analytics and Support</p> <p>Three distinct services delivered by our national network of experienced, in-house Organizational Health Consultants (OHCs).</p> <ul style="list-style-type: none"> i) Lost-time Analysis ii) Program Development iii) Manager Training 	<p>Bringing together various data streams will give you the big picture.</p> <p>Clearly established standards setting out equitable treatment of all employees.</p> <p>Managers will have greater competence in promoting attendance and handling absences, ensuring early and safe returns to work.</p> <p>Employees will be better supported both when absent from work and when returning to work.</p>	<p>You will have information and insights needed to better track and reduce absenteeism, make more strategic investments in workplace health promotion, and promote employee engagement and productivity.</p> <p>Having employees properly report absences helps ensure that ill or injured employees receive the right care at the right time, and avoid lengthy disability absences.</p> <p>Your organization will benefit from reduced casual absences and reduced costs.</p>

WHY SUN LIFE?

Reduced absence duration and incidence through:

- More proactive and holistic approach to return to work
- Market-leading, innovative tools
- Robust focus on prevention and disease management to reduce onset of illness

For more information, please speak to your Group Benefits representative.

*2007 Watson Wyatt study

Life's brighter under the sun

Group Benefits are offered by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

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