

YOUR **NEEDS**.  
OUR **FOCUS**.

---



# ORGANIZATIONAL HEALTH CONSULTING

Committed to optimum health, absence and disability management

# What are absenteeism and disability claims costing your organization?

Absenteeism and disability claim costs in Canada are getting higher every year. Canadian workers are taking an average of 9.3<sup>2</sup> sick days annually. This affects our economy to the tune of \$16.6<sup>3</sup> billion per year.

On top of this, many employers find it hard to track employee absence. In fact, only 46 per cent of Canadian employers have any kind of tracking in place<sup>4</sup>.

As an employer, are you aware of how the health of your organization impacts your employees' productivity and your bottom line?

Sun Life Group Benefits offers a strategic service to help you address absenteeism and disability claim challenges that can affect your organization's productivity and profitability – the **Organizational Health Consulting** service.

**We are committed to the goals of optimum health, absence and disability management.**

As your health management partner, our focus is working together with you to innovate, share best practices, and continuously improve in this important area.

Canada's average absenteeism rates of **9.3** sick days annually, are higher than in the US and UK, where the average number of days lost is **6.8** per employee<sup>1</sup>



<sup>1</sup> Stewart, Nicole. *Missing in Action: Absenteeism Trends in Canadian Organizations*. Ottawa: The Conference Board of Canada, 2013.)

<sup>2</sup> Ibid

<sup>3</sup> Ibid

<sup>4</sup> Ibid

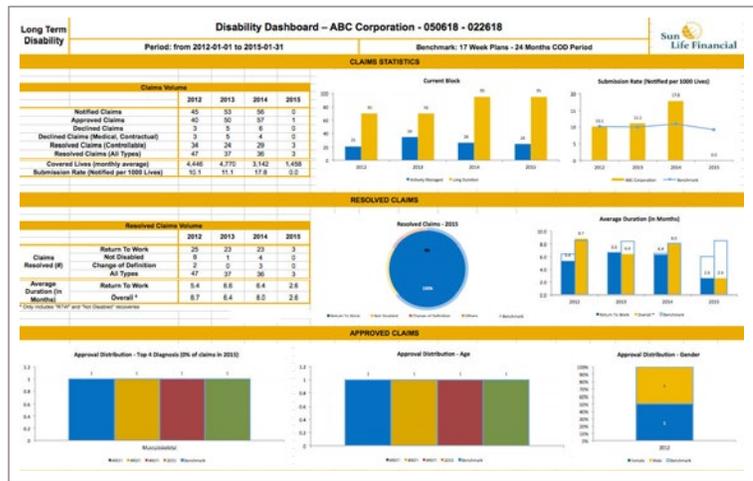
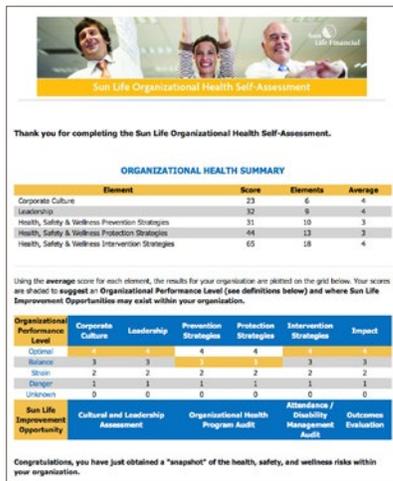
# A LEADING BUSINESS MODEL FOCUSED ON YOUR NEEDS

The Organizational Health Consulting service at Sun Life was designed with the help of our plan sponsors to ensure that we provide the offerings that are most valuable to you. We aim to maximize your return on investment.

## Results-focused program

Organizational Health Consultants (OHCs) employ a three-step process to examine various aspects of your organization's current health status, including corporate culture, leadership, health and safety, and absence/disability management. Your OHC will:

1. Identify organizational health risks with Sun Life Financial's **proprietary Organizational Health Self-Assessment (OHSA) tool** and the **NIDMAR administered Disability Management Self-Assessment (DMSA) tool**. The OHSA tool gives you a streamlined, formalized view of the health, safety, and absence and disability risks in your workplace.



2. Analyse critical disability and absence management data to help identify trends, potential areas of concern and opportunities via the Plan Sponsor Disability Dashboard. The dashboard provides a policy level snapshot of the information collected, through graphs and tables, for an easy-to-read, annualized overview. Where size or volumes allow, statistics include demographical and diagnostic data related to the claim population, resolved claims, average duration of claims, approved claims and claim volumes.
3. Provide in-depth evaluation through a customized, comprehensive organizational health report to identify any opportunities for improvement.

## Meaningful recommendations

OHCs review results derived from this three-step process to give you recommendations that align with your organizational needs. These could include:

- creating or enhancing your casual absence and disability management policies;
- introducing more effective salary continuance arrangements;
- delivering manager training or employee education on critical health, absence and disability management topics; and
- introducing health and wellness, and early intervention initiatives that work to decrease the incidence of absence and disability

## Collaborative partnership

Your consultant can also help implement and oversee any recommendations that you want to put into place. The OHC connects you with the programs and resources that work best for your team. For example:

- health and wellness resources;
- mental health resources; and
- providers of accommodation measures, e.g. ergonomic equipment, Employee Assistance Programs

## A DEDICATED, RESPONSIVE TEAM

---

Our OHCs have been carefully selected for their thought leadership, depth of experience and exemplary qualifications, along with their passion for working with you to support your organizational health goals.

As a specialized, dedicated role, our OHCs' sole focus is on providing consulting services and strategies to help you build a culture that delivers policies, practices and programs which align to a best practice productivity and absence management model.

### Local reach, national scale

OHCs are located in key regions across the country, to give you a personalized service. With local support, our team is positioned well to provide frequent and personal communication, as well as being able to fully understand the regional nuances that may be impacting the health of your organization.

### Depth of experience

All Sun Life Financial OHCs have extensive experience in health, wellness, mental health, absence and disability management functions. They have worked with both large and small organizations in a range of industries. This expertise allows them to give you effective, meaningful recommendations, regardless of industry.



## Excellence Canada

Founded in 1992 by Industry Canada (formerly the National Quality Institute or NQI), Excellence Canada is an independent, not-for-profit, organization that advances excellence across Canada. Its mission is to help improve performance and to recognize Canadian excellence. As Canada's national authority on Quality and Healthy Workplace® practices, Excellence Canada provides measurable standards for Canadian organizations.

## Exemplary qualifications

Our OHCs are certified through the National Institute of Disability Management and Research (NIDMAR) and Excellence Canada (formerly National Quality Institute). This qualifies them to deliver deep insight on the current state of your organization and propose innovative solutions to mitigate any issues.

## Valuable relationship with NIDMAR

We are the first group benefits provider in Canada to have entered into a license agreement with NIDMAR and to offer extensive NIDMAR disability assessments/audits. NIDMAR is internationally recognized for its commitment to reducing the human, social and economic costs of disability through:

- education/training programs to integrate workers with disabilities into the workplace;
- develop and implement disability management programs;
- consensus Based Disability Management Audit™ to measure performance in disability management using a set of validated benchmarks;
- policy development research to enhance educational programs and services; and
- REHADAT Canada, a comprehensive electronic information resource, provides a wide range of information and research.

**Through our association with NIDMAR, Sun Life provides plan sponsors with the assurance of having a best-in-class Organizational Health Consulting service.**

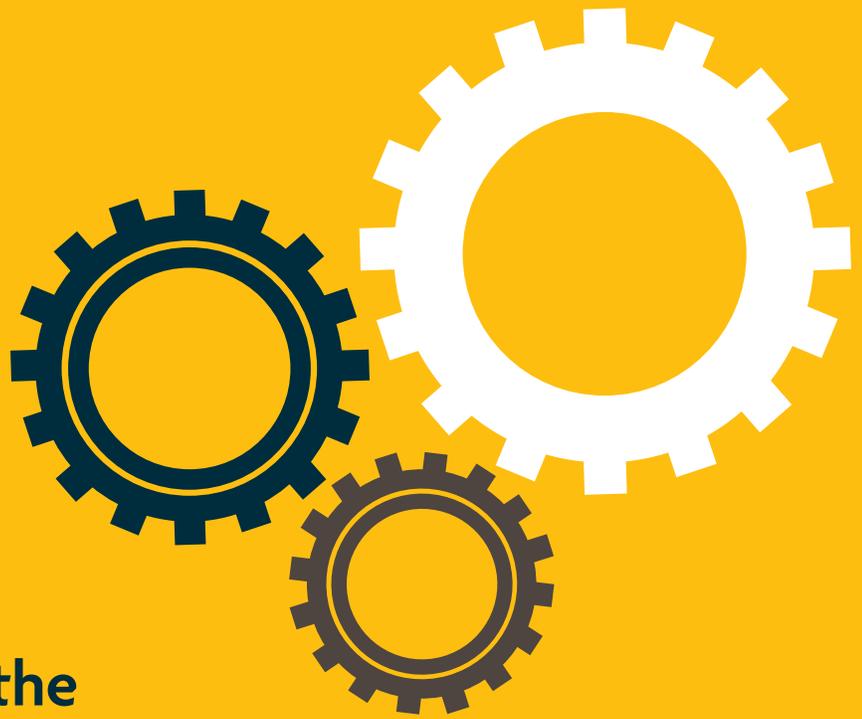
## Act now!

As an existing group benefits client, Organizational Health Consulting is a forward-thinking service designed with your needs in mind, to help you understand and address the drivers behind absence and disability in your organization.

Contact your Sun Life Financial Group Benefits representative today to start identifying factors that influence absenteeism and disability claims in your organization. Knowing the challenges and understanding the causes puts you in a position to make positive changes. A healthy, positive work environment ensures that your employees are happy and productive, which creates a healthy, profitable organization.

Research suggests that the more positive the work environment and employee-employer relationship, the less likely employees are to miss work<sup>5</sup>.

<sup>5</sup> Stewart, Nicole. Missing in Action: *Absenteeism Trends in Canadian Organizations*. Ottawa: The Conference Board of Canada, 2013.)



## Helping you across the broader health continuum

Sun Life Financial believes in the rewards of employee health. So, we make it easy for you to invest in Organizational Health Consulting services at your workplace.

We provide health benefits coverage to more than three million Canadian employees and their families – that's 1 in 6 Canadians.

In addition to offering a diverse range of products, we strive to provide industry-leading service innovations that heighten employees' engagement with their plans, and enhance their benefits experience. Explore our products and services and contact us to find out how we can partner to help you invest in the health of your employees.

Sun Life services across the health continuum:

- Absence and disability management
- Organizational Health Consulting
- Mental health
- Health and wellness
- Employee Assistance Program (EAP)

For more information on Sun Life's Group Benefits Services, visit [sunlife.ca/groupbenefits](https://www.sunlife.ca/groupbenefits)



## 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.  
PDF6630-E 08-15 vb-ny

