



# PRO Care

EMPLOYEE & FAMILY ASSISTANCE PLAN

## Quick Guide for Unions/Employers



# What You Need to Know When A Worker Has Failed an A&D Test and How They Return to Work

**Family Services Employee Assistance Programs (FSEAP)** is the service provider of Professional Services for the CODC PRO Care Employee and Family Assistance Plan.

- When a worker violates the CODC's Alcohol and Drug Policy (ie. fails a test), the worker is given an "inactive" status under the Policy. The worker must have a professional assessment by a Substance Abuse Professional (SAP) through FSEAP to start them on the path of returning to work. The worker may decline to have an assessment but they will remain on the "inactive" status until they have completed an assessment and all of the pre Return to Work SAP recommendations. To remain on the job and on the "active" status the worker must continue to complete all of the SAP recommendations.

## **INACTIVE STATUS MEANS THAT THE WORKER IS INELIGIBLE FOR DISPATCH TO WORK IN SASKATCHEWAN**

### **FSEAP PROTOCOL:**

1. The worker is to phone FSEAP at **1-866-757-6620** to reach the FSEAP intake team to arrange an appointment for a substance abuse assessment.
2. They will be required to give the following information:
  - they have failed an alcohol & drug test in Saskatchewan
  - their name
  - the **Saskatchewan** local union name and local number
  - the name of the employer the worker was to be dispatched to in the case of a pre-access failure OR the name of the employer the worker was actively working for for all other failures (reasonable grounds, post incident, annual, unannounced)
  - any details relevant to the reason for the failure (ie. substance used)
  - a copy of the worker's dispatch slip will be required to be faxed in for pre-access failures to: (306) 757-0133 Attn: Intake
3. FSEAP will:
  - confirm the information they have provided with CODC as required.
  - make an appointment for the worker to attend at the office of a Substance Abuse Professional ("SAP"), generally within 3 business days of the call. Depending on the location, the worker may be required to travel up to 150 km for the appointment.
4. SAP Assessment
  - the Substance Abuse Assessment is comprised of a structured clinical interview and written tests
  - the Assessment will take approximately 1.5 to 2.0 hours
  - the worker will need to fill out a Release of Information for the release of the SAP report to the required parties (ie union local and PRO Care Case Manager (see page 3))
5. Initial SAP Pre-Return to Work Recommendations Report
  - During or shortly after the assessment (within 3 business days), the SAP assessor will contact the worker to outline their pre-return to work recommendations before the report is released to the local union and SAP Co-ordinator (Case Manager)
  - The SAP assessor will assist the worker in co-ordinating these recommendations (counselling, etc.) for completion in a timely manner (see Eligibility Process and Timelines on page 4)
  - Within 5 business days of the assessment, the report will be released to the local union and SAP Co-ordinator

6. Upon completion of the pre-return to work recommendations, the worker must contact the substance abuse professional again to schedule a Follow-up assessment.
7. Follow-up SAP Assessment  
At the follow-up SAP Assessment, the counselor will:
  - ensure the successful compliance/completion of the recommended treatment course
    - the worker will be required to provide any completion documentation they have received (letter of completion, discharge summary, etc.)
  - advise them of any follow-up testing and further treatment recommendations
  - forward the final SAP report to the SAP Co-ordinator (case manager)
    - generally within 5 business days of the 2<sup>nd</sup> SAP assessment meeting

The worker **MUST** complete all of the pre return to work recommendations from the SAP report to achieve an “active” status and be eligible to return to work (this includes a negative test result on a return to work drug and alcohol test).

The worker may decline to continue with the recommendations **but they will remain on the “inactive” status until they have completed the recommendations.**

Case Management is provided by FSEAP under the CODC PRO Care Employee and Family Assistance Plan.

The purpose of case management is to support the worker's actions to successfully complete all of the SAP recommendations for their earliest return to work and "active" status.

#### **FSEAP CASE MANAGEMENT PROTOCOL:**

1. An SAP Co-ordinator will contact the worker by phone within 5 business days of receiving the report to:
  - introduce themselves
  - review the SAP recommendations
  - set up a return to work alcohol & drug test with the testing facility as required by the SAP recommendations (**please note that the worker is responsible for the cost of the return to work test and all unannounced testing**)
    - FSEAP will explain the payment process for the return to work and unannounced testing and collect payment from the worker
      - ◆ they will initially collect the cost of **both** the return to work test and the final unannounced test **prior** to booking the return to work test
      - ◆ all test results are sent to the SAP Co-ordinator and the designated Union representative
    - if test results are negative:
      - the SAP Co-ordinator will forward the final SAP report to the local union and advise them of the worker's change in status from "inactive" to "active" and their ability to return to work
        - ◆ all pre-return to work recommendations must be complete
    - if the test results are positive:
      - ◆ the SAP process begins again and the worker will need to contact FSEAP to arrange for another SAP
        - CODC PRO Care will only cover the cost of 2 SAP assessments in a 12 month period
2. In reviewing the treatment recommendations with the worker, the SAP Co-ordinator will:
  - Monitor their progress and compliance with completing all treatment recommendations in a timely manner (see Eligibility Process and Timelines on page 4)
  - assist in the coordination of treatment recommendations, if required (ie counseling, etc)
  - set up unannounced alcohol & drug tests with the testing facility as required by the SAP recommendations (**please note that the worker is responsible for the cost of all unannounced tests**)
  - maintain regular, ongoing contact with them throughout the process
  - report any non-compliance to the Union Hall (ie, lack of communication/inability to contact, failure of alcohol/drug test, failure to attend counseling appointments, etc)

**The worker may decline to continue with the process, but they will remain on the "inactive" status until they have completed the recommendations and their file will be closed.**

**It is the worker's responsibility to keep the SAP Co-ordinator up-to-date with their contact information; including, telephone numbers where they can be reached. The inability of the SAP Co-ordinator to contact the worker (they will make 3 attempts) will result in them advising the Union Hall that the worker's status will remain/needs to be changed to 'inactive', and their file will be closed within 5 days.**

**Also, 24 hours notice is required to cancel any appointments. If there are two no-show appointments, the worker will be considered non-compliant with the process and the local union will be notified to change their status to "inactive". The worker will also no longer be eligible for funding through PRO Care. They are still be required to complete the process, but will now be required to find alternate funding.**

## IMPORTANT TIMELINES and THE ELIGIBILITY PROCESS

<i>Type of failed A&amp;D test</i>	<i>SAE and Case Management</i>	<i>Follow-up recommendations from SAE (counseling, etc)</i>
Pre-access	Individual must call in within 120 days	Individual must be on eligibility list Individual must call in within 5 months
Post incident, reasonable grounds, annual, unannounced	Individual must be on eligibility list Individual must call in within 5 months	Individual must be on eligibility list Individual must call in within 5 months

### **PRE-ACCESS FAILURE**

- The worker must call in to FSEAP **within 120 days from the date of the failed A&D test** to be eligible for an SAP and Case Management through CODC PRO Care.
- Eligibility for **follow-up recommendations** from the SAP (counseling, etc)
  - They must be on the master PRO Care eligibility list
  - How does their name get on the eligibility list?
    - ◆ they must have worked for an eligible employer in Saskatchewan (at least one hour of paid employment)
    - ◆ the employer must be providing CODC with a monthly list of employees who are actively working
  - How long does the worker remain on the eligibility list?
    - ◆ they remain on the list for 5 months from the last month that they worked (ie. if their last day of employment was Feb 8, they would remain on the eligibility list until the end of July).
  - What happens if they do not call in within the 5 month timeline?
    - ◆ they will **NOT** be eligible for coverage of follow-up recommendations through CODC PRO Care
    - ◆ **the worker is still required to go through the process and complete all recommendations, but they will have to find alternative funding**
  - What happens if they failed the pre-access test on the first job that they were being dispatched to and have not worked for an eligible employer in Saskatchewan?
    - ◆ the worker may be eligible for an SAP and Case Management through CODC PRO Care, but they will **NOT** be eligible for coverage of any follow-up recommendations through PRO Care.
    - ◆ **the worker is still required to go through the process and complete all recommendations, but they will have to find alternative funding**

### **REASONABLE GROUNDS, POST INCIDENT, ANNUAL, UNANNOUNCED FAILURE**

- Eligibility for an SAP and Case Management and/or follow-up recommendations from SAP (counseling, etc)
  - The worker must be on the master PRO Care eligibility list
  - How does their name get on the eligibility list?
    - ◆ they must have worked for an eligible employer in Saskatchewan (at least one hour of paid employment)
    - ◆ the employer must be providing CODC with a monthly list of employees who are actively working

- How long does their name remain on the eligibility list?
  - ♦ they remain on the list for 5 months from the last month that they worked (ie. if their last day of employment was Feb 8, they would remain on the eligibility list until the end of July)
- What happens if the worker does not call in within the 5 month timeline?
  - ♦ they will **NOT** be eligible for coverage of an SAP and Case Management or any follow-up recommendations through CODC PRO Care
  - ♦ **the worker is still required to go through the process and complete all recommendations, but they will have to find alternative funding**

**\*\*NOTE: They must call in to book/have their SAP AND call in again to initiate any follow-up recommendations from the SAP assessment within the 5 month eligibility timeline.**

## **EXAMPLES:**

### **Scenario #1:**

*Sarah failed a pre-access A&D test on July 15, 2018.*

*Assumptions – She was being dispatched to an eligible employer at an Owner required pre-access testing site in Saskatchewan. She has worked for an eligible employer in Saskatchewan in the last 5 months and the employer is sending in their monthly employee information. (Sarah is on the master eligibility list). The last month she worked for an eligible employer was June, 2018.*

Sarah needs to call in and book her SAP within 120 days of the date of the failed test AND call in to initiate any follow-up recommendations before the end of November, 2018.

1. She calls in within 120 days to book/have her SAP – she will be covered through CODC PRO Care for the SAP and Case Management. She then calls in to initiate the follow-up recommendations in August, 2018 (September, October or November, 2018); Sarah will be eligible for coverage of any follow-up services through CODC PRO Care.
2. She calls in within 120 days to book/have her SAP – she will be covered through CODC PRO Care for the SAP and Case Management. She then does not call in to initiate the follow-up recommendations until December, 2018 or later; Sarah will no longer be on the eligibility list and she will NOT be eligible for coverage of these services through CODC PRO Care.
3. Sarah does not call in within 120 days to book/have her SAP – she will NOT be covered through CODC PRO Care for the SAP and Case Management.

### **Scenario #2:**

*Tom failed a pre-access A&D test on July 15, 2018.*

*Assumptions – Tom was being dispatched to an eligible employer at an Owner required pre-access testing site in Saskatchewan. Tom has not worked for an eligible employer in Saskatchewan in the last 5 months; (Tom is NOT on the master eligibility list).*

Tom needs to call in and book his SAP within 120 days of the date of the failed test.

1. Tom calls in within 120 days to book/have his SAP – he will be covered through CODC PRO Care for the SAP and Case Management.

2. Tom does not call in within 120 days – he will NOT be covered through CODC PRO Care for the SAP and Case Management.
3. Tom will NOT be eligible for coverage of any follow-up recommendations from the SAP through CODC PRO Care as he has not worked for an eligible employer in Saskatchewan in the last 5 months.

**Scenario #3:**

*Bill failed a post incident, reasonable grounds, annual or unannounced A&D test on May 25, 2018.*

*Assumptions – Bill has been working for an eligible employer and the employer has been sending in their monthly employee information; (Bill is on the Master Eligibility List).*

Bill needs to call in and book/have his SAP AND call in to initiate any follow-up recommendations before the end of October, 2018.

1. Bill calls in and books/has his SAP done in June, 2018 – he will be covered through CODC PRO Care for the SAP and Case Management. He then calls in to initiate follow-up recommendations in June, 2018 (July, August, September or October, 2018); Bill will be covered through CODC PRO Care for the follow-up services.
2. Bill called in and booked/had his SAP done in June, 2018 – he will be covered through CODC PRO Care for the SAP and Case Management. He then does not call in to initiate the follow-up recommendations from the SAP until November, 2018 or later. Bill will no longer be on the eligibility list and he will NOT be eligible for coverage of these services through CODC PRO Care.
3. Bill waits to call in for his SAP until the middle of October, 2018 - he will be covered through CODC PRO Care for the SAP and Case Management. He then does not call in to initiate any follow-up recommendations until November, 2018 or later – Bill will no longer be on the eligibility list and he will NOT be eligible for coverage of these services through CODC PRO Care.

*Please Note: Whether the worker is eligible for coverage of services through CODC PRO Care or not, they are still required to go through the process and complete all recommendations to be eligible to work in Saskatchewan.*