



# OLG's Disability Management Program

OLG is committed to providing a Disability Management Program that reflects our Corporate Values – Integrity, Respect, Stewardship and Excellence.

OLG has partnered with Organizational Solutions Inc. (OSI) to deliver OLG's Disability Management Program. OSI will coordinate and assess all referrals for absence management, accommodation requests and attendance management. Each employee will be contacted by a Recovery Facilitator from OSI during this process.

## What is the role of OSI Recovery Facilitator?

The OSI Recovery Facilitator's role is to review employee medical information in order to validate the requirement for STSP (Short-Term Sickness Plan) benefits, absences from work, accommodation requests and attendance management absences. They also partner with OLG by providing any restrictions, limitations or recommendations that will assist you in a successful return to work at full duties.

## Confidentiality

All medical information obtained by OSI in the management of your claim is strictly confidential. Medical information is never shared with OLG. Only limitations, functional abilities and restrictions related to your return to work, as well as your return to work date, will be shared with OLG so that any necessary changes to your work tasks or environment, that will assist you in returning to work can be considered and/or implemented.

## What is your role in OLG's Disability Management Program?

Your role in the process is to fully participate in the Disability Management Program. This includes:

- Informing your manager/supervisor if you expect your absence to exceed five (5) consecutive shifts.
- Submitting medical documentation to OSI when requested within specified deadline periods.
- Following up with your doctor or treating healthcare provider to ensure that documentation is completed as required.
- Maintaining regular communication with OSI and your treating healthcare provider.
- Attending medical appointments and participating in any recommended treatment as prescribed by your treating healthcare provider.
- Participating in gradual return to work programs as outlined by OSI and OLG.
- Keeping OLG and OSI informed if you experience any issues during your return to work.

## Frequently Asked Questions

1. What do I do if OSI does not support my initial claim?  
*If your medical documentation does not support your absence or accommodation request, the OSI Recovery Facilitator will contact you to provide information on appealing this decision.*
2. What happens to my sick time if my claim is not supported by OSI?  
*OLG will start the Short-term Sick Overpayment Recovery Process.*
3. What if I do not submit my medical information to OSI on time?  
*If you are unable to submit your medical information within 7 days, it is your responsibility to contact your Rewards & Wellness Representative to discuss the reason for the delay.*
4. What is required to return to work?  
*Your healthcare provider must provide OSI with a clearance to return to work, prior to you returning.*

Please contact your Rewards & Wellness Representative with any further inquiries.