

## **Frequently Asked Questions**

### **1. What are the thresholds for the new HPASP program?**

#### **Answer:**

- If an employee exceeds 11 days and or 5 separate occurrences in a 12-month period, the employee is enrolled in the program at level 1.
- There are 5 levels in the HPASP Program
- Once the employee is enrolled in the program, attendance history will continue to be monitored to determine if the employee progresses through the levels.
- Attendance will be reviewed 4 times in the 12-month period: August 1<sup>st</sup> to October 31<sup>st</sup>, November 1<sup>st</sup> to January 31<sup>st</sup>, February 1<sup>st</sup> to April 30<sup>th</sup> and May 1<sup>st</sup> to July 31<sup>st</sup>.

### **2. What is an "occurrence"?**

#### **Answer:**

- An occurrence is any continuous period of "sick days/reportable absence code (medical or dentist appointment)" taken.

**Scenario 1:** If you report an absence from November 1-3 and return to work on November 4, that is 1 occurrence for 3 sick days.

**Scenario 2:** If you report an absence on November 1 and return to work on November 2, that is 1 occurrence for 1 sick day.

However, any absence that is longer than 5 days will only be counted as 1 occurrence of 5 sick days, for the purpose of HPASP only.

**Scenario 3:** If you report an absence from November 1-5 and return to work on November 6, that is 1 occurrence for 5 sick days.

**Scenario 4:** If you report an absence from November 1- December 15 and return to work on December 16, that is 1 occurrence for 5 sick days.

\*All medical leaves are still subject to approval as per policy and where applicable, documentation is required to support continue absence from work.\*

### **3. If an occurrence is coded for example as a .25-day dental appointment, will that count towards the 6 occurrences?**

#### **Answer:**

- Yes, however, at the end of the reporting cycle, the HPASP team will review these absences and use discretion to determine if the employee will advance in the program based on occurrence alone.

**4. If an employee was injured and has a WSIB claim and needs multiple appointments, will that be flagged?**

**Answer:**

- Approved WSIB claims (including loss of earnings- LOE) will not be assessed towards the HPASP program.
- The board will continue to take direction from WSIB and the abilities team regarding medical appointments related to a WSIB Claim.
- If the claim is not approved by WSIB and the employee is not pursuing entitlement, the absence will be assessed for the HPASP program.

**5. What if I have a “chronic illness”?**

**Answer:**

- It is understandable that an employee may have a chronic illness that affects their overall attendance.
- The board will assist the employee in developing an accommodation plan that will assist the employee in maintaining acceptable attendance/absences related to the chronic condition.
- If an employee requires additional temporary accommodation, for example during a “flare up” or “frequent medical appointments” to address the health concern until stabilized, threshold to progress in the program will be reassessed.