

Service Modification & Operational Decisions by Burlington Leadership Team/ECG/Service Leads

CM-09-22
Appendix A

Disability Management Support – Human Resources

Current conditions:

- We currently have 2 disability management (DM) staff. One of these positions is over complement, approved by SRT
- At this time, in addition to long hours by DM staff (providing service 7 days/week), we also have safety staff assisting with disability management functions to manage high workload
- A parental leave is imminent for one of the 2 positions – a recruitment was attempted, but due to challenges including the high demand for DM expertise in the job market, we were unable to find a suitable candidate

Risks:

- Interruptions of the DM service by losing one of the two staff increases risk; these risks include financial impacts from unmanaged disability and absence cases, COVID-19 outbreaks due to inadequate case and contact management and burn out risk for remaining DM employee
- Continuing to have health and safety staff re-assigned to assist with disability management functions takes these resources away from focusing on workplace safety risk mitigation efforts

Decision:

- Since we were unable to find a suitable candidate and the COVID-19 pandemic continues to place high demands on DM functions, we looked to our existing 3rd party medical advisory service, Organizational Solutions Inc. for assistance:
- A change order was made to the existing contract to include additional DM support services to cover the parental leave:
 - Approximate total cost, \$113,000 for next 12 months
 - A portion of these costs may be eligible for future COVID-19 Safe Restart Funding