**Case Management File Checklist**

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| Should you have questions on how to use this tool in your particular situation, contact the [Human Resources Service Center](http://hrsc-csrh.prv/). |

**For:**

* Management

**Purpose:**

* Ensure case management files are documented properly.

**When to use:**

* Throughout the health related absence and/or return-to-work of an employee.

**Why:**

* To protect management and the department as the employer: records of actions taken by the employer are required in cases of grievance or Human Rights complaint.

**How to use:**

* Identify relevant information to your case amongst the following list and ensure that this information is in your file.

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| **IMPORTANT:**  **The employee’s privacy should be respected at all times.**  **Information such as medical diagnostic or treatment should never be requested or retained.**  **Managers must respect the principals for retaining and protecting PROTECTED B information.** |

**CASE MANAGEMENT FILE CHECKLIST**

**Employee Personal Information**

Fill out the Staying Connected Tool

Inform the Human Resources Service Centre that the employee’s personal information needs to be updated.

**Documentation**

Note: Ensure the following documentation is retained in the file (if applicable).

**Original Medical Information**

Sick Leave Substantiation Forms

Fitness to Work and Functional Abilities Assessment Form

Medical Certificates

**Medical Evaluation Requests and Obtained Responses**

Fitness to Work Evaluation

Independent Medical Examiner

**Forms**

Signed Leave Application and Absence Report Forms (GC-178)

Hazardous Occurrence Investigation Report (LAB 1070 Form)

Original Return-To-Work Plans

Resolution of Leave Form

**Correspondence**

Signed letters addressed to the employee and received from the employee

Confirmation of receipt if correspondence is sent by registered mail

E-mails correspondence (sent and received)

Faxes and confirmation of fax

**Communication Log**

Set-up a communications log to document the date and summarized content of all communications with the employee and respective partners. For example:

In person and over the telephone conversations

Commitment and deadlines

**Partners for Case Management**

Note: Identify partners on the file and ensure their contact information is recorded for future reference.

**Departmental Support Services**

Employment Assistance Program (EAP) – Specialized Organizational Services (SOS) [manager or team support]

Office of Informal Conflict Management (OICM) [manager or team support]

Accessibility Center of Expertise (ACE)

**Human Resources**

Human Resource Service Centre (HRSC)

Workplace Management Advisor (Disability Management or Labour Relations)

Workforce Strategy Advisor (staffing or classification)

**Finance**

Procurement

Accommodations

Other; specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Insurers**

Sun Life

Industrial Alliance

Provincial Workers Compensation Board (WCB)

Other, specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Employee Representative**

Union Representative

Third Party Representative (e.g. friend, family)

Power of Attorney

Other, specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_