

Early Referral Services Employer Statement Guide

How to file a disability claim

Complete the attached Employer statement and submit to your assigned Disability Management Services Office (DMSO):

- If submitting by mail, fax or email, the Authorized Signature on the Declaration section must be signed
- If submitting through our secure on-line submission process, online certification is acceptable
- Call us at **1-855-755-6729** for assistance, or visit **canadalife.com**

Please ensure all sections of the Employer statement are completed in full.

Employment, coverage and absence information

This information provides us with details we need for our claim assessment. Although some of this information appears to be unnecessary for early referral services, it helps us provide a seamless transition into long term disability if your employee's absence extends beyond the early referral services period.

Please refer to your Admin guide for details on premium requirements while a plan member is disabled.

Job information

We need information about your employee's physical and cognitive job demands. The information should be completed and signed by the employee's supervisor. Part 2 is not required if:

- Your employee has returned to work or will be back to work within 4 weeks.
- You have a prepared job description outlining the physical and/or cognitive demands. Please attach this with the Employer statement or send it separately.

Your responsibilities

Help promote a safe and timely return to work. Explore accommodations or transitional work opportunities. Transitional work such as temporary accommodations or a gradual increase of hours can help your employees resume work earlier. Resources:

- Workplace Strategies for Mental Health
(<https://www.workplacestrategiesformentalhealth.com/>)
- Duty to Accommodate
(<https://www.chrc-ccdp.gc.ca/eng/content/employer-obligations>)

Canada Life is here to help you and your employee through the disability claim process. We will work with you to help achieve a safe and healthy return to work for your employee.