

Options available for Union Member disagreement with SAE outcome

Legend:
 HH = Homewood Health
 CSC = Client Services Center
 OHI = Occupational Health Inc.
 SAE = Substance Abuse Expert
 RPsych = Registered Psychologist
 NFTW = Not Fit to Work
 Dx = Diagnosis

NOTE: As of June 1st, 2015, there is a requirement that union member must initiate the Request for Review with 7 calendar days of the SAE Assessment Report being released.

SAE funded by CEFAP once eligibility is confirmed through eligibility protocols

SAE Assessment completed; report released; union member is aware of outcome of SAE and recommendations required to be completed to be re-activated

Union member is not in agreement with outcome (Dx or treatment recommendations or both). Union member has 7 CALENDAR DAYS from release of SAE Assessment Report to initiate a Request for Review. Failure to do so within 7 calendar days, the union member must contact CLR.

NOTE: there is no Request for Review process for those with NFTW**assessment outcome.
 **NFTW = Persons classified as No Diagnosis – Not Fit to Work are individuals who were not cooperative with the assessment process. This lack of cooperation renders the assessment process unable to rule out a substance problem (most often) or unable to give a definitive diagnosis. It may also be given when the assessment process has identified either medical or mental health problems that seem serious enough to require further assessment and may interfere with the individual's ability to safely operate in a safety sensitive position.

Union member contacts HH-CSC at 1-877-822-0727 and completes a **REQUEST FOR REVIEW**

HH Clinical Manager (RPsych) conducts Request for Review, this may take up to 14 business day to complete depending on complexity of review. Note: Clinical Manager conducting Request for Review was not involved in initial Quality Assurance review of SAE Assessment. It is the 2nd independent person to review the work of the Assessor and the initial Reviewer.

To be completed by Building Trades, Homewood and CLR:
 -Forms to trigger options: ROI, initiation form
 -confirm who Reviewer/Assessor/Ombudsman will be
 -establish costs with Reviewer/Assessor
 -How will financial transactions be set up to create independence?
 -Need to establish debrief protocol for each option to retain independence.

Union member does not agree with Request for Review outcome and wishes to pursue next steps to challenge the outcome of the SAE Assessment. Note: Union member has 7 CALENDAR DAYS to initiate options listed in next step

Union member accepts outcome of review?

Union member proceeds with next steps as outlined in Request for Review outcome

Next options are not funded by CEFAP

2 options available to Union member:
 ONLY one option may be chosen, union member can not jump between options

Independent Review (paper review) by Addiction Physician approved by Building Trades, CLR and Homewood:
 -quicker turnaround since paper review
 -less costly (cost to be determined) – there will be a fee from Reviewer, fee from HH and OHI for time to compile and send all information to reviewer.
 -Union member does not meet with reviewer, Independent reviewer will review all of HH SAE Assessment data and OHI information and Union Member form.
 -Union member submits statement of issue (form to be created) to the Independent reviewer. Same form will trigger HH and OHI to submit all documents to the Reviewer.
 -Reviewer may or may not contact client/Homewood/OHI for clarification; this will be up to the Reviewer to determine what further clarity is required.
 -Reviewer could be in a differing province
 -Reviewer submits outcome to Union Member, Homewood and OHI

2nd Assessment (face-to-face assessment) by Addiction Physician approved by Building Trades, CLR and Homewood:
 -face-to-face appt will take longer to set up; will be Edmonton-based
 -costlier (due to face-to-face assessment)
 -longer turnaround time than paper review
 -union member consents for all of SAE assessment documentations and OHI case management information to be sent to 2nd Assessor

Outcome of 2nd Assessment differs from Homewood?

Homewood Health Addiction Physician Consultant and 2nd Assessor discuss file to reconcile discrepancy and come to an agreement on how to proceed.

Union member agrees to proceed with initial HH SAE recommendations to regain active status?

Union member accepts outcome?

Homewood reviews outcome and informs OHI to proceed with implementation of recommendations as outlined by the independent reviewer

Union member must follow this outcome to become active. There are no other review or reassessment options.

Union member remains inactive

Union member completes recommendations and regains active status

Client engages the Ombudsman to review outcome: there is a fee to this. (Would RSAP umpire be suitable for due process? Need to discuss

Client completes recommendations and regains active status