



CANADA POST
2701 RIVERSIDE DR SUITE E0060
OTTAWA ON K1A 0B1

POSTES CANADA
2701 PROM RIVERSIDE BUREAU E0060
OTTAWA ON K1A 0B1

September 22, 2014

Subject: Short-Term Disability Program Application Kit

Dear colleague,

Earlier this month, we informed you of upcoming changes to the Short-Term Disability Program application process. These changes take effect on October 2, 2014.

The enclosed package is your *STDP Application Kit*. It contains the forms you need to apply to the program if you need it and other information: There is an overview, *Employee Statement* and *Attending Physician Statement*. Keep it in a safe and accessible place. The kit can also be found on Intrapost (ESS, STDP-Central), from your team leader at the workplace or on canadapost.ca (I'm an employee).

STDP benefits are available to those employees who are eligible for the Short-Term Disability Program. If you're not sure whether you are eligible for STDP benefits, ask your team leader or refer to the information at STDP-Central on Intrapost.

If eligible, the STDP would cover you if: you're ill for more than seven calendar days; have a non work-related accident; or have been hospitalized.

Changes to the process

If you need the STDP as of October 2, 2014, you will be expected to:

- 1. Book** a telephone appointment with a case manager by calling Morneau Shepell at **1-855-554-3148**, 24 hours after notifying your team leader of your absence. (Morneau Shepell is open Monday to Friday, 5:30 a.m. to 8 p.m. EST.)
- 2. Refer** to the *STDP Application Kit* enclosed, which will guide you through the step-by-step application process in the order you will need to do things.
- 3. Submit** the following two required forms to Morneau Shepell within seven calendar days: the *Attending Physician Statement*; and the *Employee Statement*. Both are enclosed. (The first is completed by your physician, the second by you.)

*** It's your responsibility to bring the *Attending Physician Statement* to your first visit with the doctor who is treating or assessing you.**

Employees who have used the program before should be aware that you no longer wait for Morneau Shepell to contact you, or for forms to arrive.



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It is your responsibility to call Morneau Shepell to book an initial telephone assessment and start the application process using the forms provided with the enclosed *STDP Application Kit*. From the onset of your absence, **you have seven calendar days to submit the forms**. The quicker they are received, the quicker your case can be reviewed and a decision made.

Not submitting completed forms within seven days could result in delays to the support you need, and/or ultimately an **interruption in pay**. Any period of time paid as pending that is not supported **will be recovered**. We want to avoid this. That is why it is essential that you communicate with your case manager at Morneau Shepell if unable to provide the required forms within seven calendar days.

Why the change

Before introducing these changes, employees applying for STDP were often waiting for information, especially in the early stages of the application process. Waiting for a form or phone call can create uncertainty at a difficult time. We are implementing changes to reduce delays and give team leaders and employees more control of the application process. We want to provide a better employee experience and provide the best possible support throughout the claim process.

We understand the new process represents a change for some employees but are confident it will reduce the wait.

For further information, visit STDP-Central on Intrapost or talk to your team leader.

Sincerely,

A handwritten signature in black ink that reads "Brad Smith".

Brad Smith
General Manager, Total Compensation and Pay