



# Effective Return-to-Work Strategies

*Ensuring a Smooth Reintegration of Returning Employees with Minimal Disruption*

**Conference: December 3, 2008 • Ottawa, Ontario**

*Presented with: Managing Stress and Mental Health in the Workplace • December 2, 2008*

**GET EXPERT ADVICE AND  
PROVEN TECHNIQUES FROM  
LEADING EXPERTS**

**CANADA POST CORPORATION**

**GROSMAN, GROSMAN & GALE LLP**

**EMOND HARNDEN LLP**

**OGILVY RENAULT LLP**

***Get the performance you need from employees,  
while fostering recovery and rehabilitation***

- ✓ Learn how to design an effective return-to-work transition program
- ✓ Explore solutions for reintegrating employees returning from disability leave
- ✓ Understand the importance of monitoring and auditing the progress of return-to-work employees to support their return to productivity
- ✓ Get strategic approaches for managing absenteeism in the workplace, and understand the trends that drive absence rates
- ✓ Learn how to deal with specialized workers who can no longer perform their specialized duties
- ✓ Hear about models for helping employees return to work early and effectively

*Register for both this event  
and **Managing Stress & Mental  
Health in the Workplace**  
and SAVE!*

**INFONEX**  
*Profit from Knowledge*

**Register Today! Call 1.800.474.4829 Fax 1.800.558.6520 WWW.INFONEX.CA**

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YOUR INVITATION TO ATTEND

**INFONEX**  
Profit from Knowledge

67 Richmond Street West, 7th Floor, Toronto, Ontario M5H 1Z5  
Telephone: 1.800.474.4829 Fax: 1.800.558.6520 www.infonex.ca

Dear Colleague,

Two of the most difficult issues in meeting your duty to accommodate are managing the return-to-work process effectively and dealing with employee stress and mental health issues. Infonex's conferences on meeting the duty to accommodate have helped hundreds of HR professionals find solutions for successful disability management and resolve accommodation issues in their workplaces.

Now we're happy to announce two focused one-day events that will provide you with answers to two pressing issues: (1) accommodating stress and mental health in the workplace, and (2) return-to-work processes for employee reintegration in the workplace.

## Effective Return-to-Work Strategies

Rising insurance premiums, and more workers going from short-term to long-term disability, make it difficult to maintain your cost and productivity levels. As an employer, your objective is to help employees return to work and return to productivity quickly after a leave. However, pressures to bring employees back to work could trigger additional lost time, if employees are not reintegrated effectively in the workplace. You need to prepare effective company policies and successfully ease employees into the return-to-work process to ensure their continued health and success.

*Effective Return-to-Work Strategies* will teach you how to balance the needs of your employees and the interests of your enterprise. Learn techniques that will help you get the performance you need from employees, while fostering recovery and rehabilitation. Get solutions to the barriers that delay your employees' return to pre-injury duties, speed up your reintegration process, and discover how to avoid creating accommodation loopholes that restrict productivity.

Plus! In addition to *Effective Return-to-Work Strategies*, register for *Managing Stress and Mental Health in the Workplace* on December 3, 2008, to maximize your take-home and make the most of in-depth updates, practical advice, and specific examples to help you deal with the pressing issues involved with accommodating mental health concerns and efficiently reintegrating individuals in the workplace without loss to the business. Register today!

Sincerely,



Chris Graham  
Vice-President, Conferences  
INFONEX Inc.

P.S. Don't miss this opportunity to hear about recent case law regarding accommodation and understand your obligations!

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# Effective Return-to-Work Strategies

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PROGRAM AGENDA: WEDNESDAY, DECEMBER 3, 2008

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:15

## Welcome and Opening Remarks from the Chair

*Steven Williams, Partner, Emond Harnden LLP*

9:15 – 10:15

## Legal Ramifications of Non-accommodation

*Natalie C. MacDonald, Partner, Grosman, Grosman & Gale LLP*

- Understanding your duty to accommodate
- Defining undue hardship and determining criteria for assessing limits of undue hardship
- Ensuring both accommodation requirements and terminations are met with dignity and respect by the employer
- Avoiding human rights, mental distress, and punitive damages claims

10:15 – 10:30

Networking Break



10:30 – 11:30

## Differentiating between Legitimate Absenteeism and Abusive Leave

*Darren Power, Partner, Ogilvy Renault LLP*

- When and how an employer can inquire into the legitimacy of leave
- Measures employers can take to deal with excessive absenteeism
- Legality of discipline or termination for excessive absenteeism
- When are attendance recognition programs permissible?

11:30 – 12:30

## Practical Strategies for Early Intervention within the Return-to-Work Programs

- Examine a model for helping employees return to work early and effectively
- Evaluating the readiness of the employee to return
- Re-evaluation of duties and responsibilities for the employee

- Coordinating and educating all staff and departments involved in successfully reintegrating the returning employee
- Importance of consultation with the medical community, with a focus on medical limitations

12:30 – 1:45

Luncheon

1:45 – 2:45

CASE STUDY

## Implementing an Effective Return-to-Work (RTW) Strategy: Reintegration of RTW Employees

- Cutting down the long return-to-work process
- Creative ways to facilitate an employee's return to work: job sharing, retraining, etc.
- Who's involved in RTW, and what are their roles? Identifying and engaging stakeholders
- Practical examples

2:45 – 3:00

Networking Break



3:00 – 4:00

## Return of Specialized Workforce: What Do You Do When Employees Can't Perform Their Specialized Roles?

*Stefan Ginder, Director, Canada Post Corporation*

- Finding alternatives for specialized workers
- Developing encouragement and training programs
- Analyzing employee skill sets to ensure proper role replacement
- Your responsibilities as an employer
- Roles of the manager and supervisor

4:00

End of *Effective Return-to-Work Strategies*

### RELATED EVENT:

#### On-Boarding Talent

*Real Solutions for Recruiting, Retaining, and Developing Top-Drawer Talent*

CALGARY, ALBERTA

Conference: October 21 and 22, 2008

Optional Workshops: October 23, 2008

Register Today! Call 1.800.474.4829 Fax 1.800.558.6520 WWW.INFONEX.CA

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## BUILDING ON A TRADITION OF SUCCESS

Delegates at INFONEX *Human Resources and Duty to Accommodate* rave about their experiences. Here's what they have to say about the events

*It opened my eyes to mental illness and pushed me to recognize areas in my company where we can do better with regards to accommodation.*

— Human Resources Advisor  
ATOMIC ENERGY OF CANADA LIMITED (AECL)

*Fast-paced and full of knowledge and case files. The speakers were very interactive with the participants. I would recommend this conference to others.*

— Inspection Supervisor  
CANADIAN FOOD INSPECTION AGENCY

*Learned about the main things we need to look at in duty to accommodate.*

— Benefits Advisor  
SUNCOR ENERGY INC.

*I came out of this conference with more knowledge on accommodating in the work place from an HR perspective as well as legal aspect. I would recommend this conference to colleagues.*

— Manager, Pay and Benefits  
ROYAL CANADIAN MINT

*Presentations provided very valuable assistance in managing my program. Thank you for all of the valuable information that will directly impact on mywork site.*

— Nurse Manager, RCMP

## WHO SHOULD ATTEND THIS EVENT

- Executive Directors, Directors, and Managers of Human Resources
- Attendance and Accommodation Managers
- Human Resources Advisors/Return-to-Work Coordinators
- Health and Safety Officers and Occupational Health Nurses
- Health and Benefit Officers and Claims Managers
- Disability Management Consultants
- Employee Relations Specialists and Consultants
- Union Counsel and Representatives
- Arbitrators and Mediators
- Labour and Employment Lawyers

## SPONSORSHIP & EXHIBITION OPPORTUNITIES

If you would like to increase your visibility with senior human resources professionals, labour relations professionals and union representatives, you need to be at the *Effective Return-to-Work Strategies* conference.

A limited number of sponsorship options are available including:

- Exhibit Space
- Cocktail Reception
- Luncheon
- Breakfast

For more information and to check availability, contact our sponsorship department at 416.971.4177, ext. 244, or by e-mail at [sponsorship@infonex.ca](mailto:sponsorship@infonex.ca).

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REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

PRIORITY CODE: 839-W

## 1 PRINT YOUR NAME AND CONTACT INFORMATION

**Yes!** Register me for *Effective Return-to-Work Strategies*

Mr./Ms./Mrs. \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ Ext \_\_\_\_\_ Fax ( ) \_\_\_\_\_

E-mail address \_\_\_\_\_ Send me information by  E-mail  Postal Mail  Fax

Company's main line of business \_\_\_\_\_



## 2 SELECT YOUR OPTION(S) AND YOUR PREFERRED METHOD OF PAYMENT

4<sup>th</sup> Delegate Attends FREE!

SELECT YOUR OPTION(S):	Register by October 3, 2008	Register by October 31, 2008	FULL PRICE
<i>Managing Stress and Mental Health (Dec. 2, 2008)</i>	\$999 + GST	\$1,099 + GST	\$1,199 + GST
<i>Effective Return-to-Work Strategies (Dec. 3, 2008)</i>	\$999 + GST	\$1,099 + GST	\$1,199 + GST
<b>BOTH CONFERENCES</b>	\$1,699 + GST	\$1,799 + GST	\$1,899 + GST

Please charge to my  VISA  MasterCard  AMEX  Cheque enclosed, payable to INFONEX

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ / \_\_\_\_\_

Signature: \_\_\_\_\_

Please check box if you are GST exempt

GST No. R134050012

**CANCELLATION POLICY:** Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and fax to 1-800-558-6520 **no later than November 18, 2008**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue. If you prefer, you may request a refund of fees paid, less a 15% administration fee. Registrants who cancel after **November 18, 2008**, will not be eligible to receive any credits or refunds and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by November 18, 2008**, and fail to attend will be liable for the entire registration fee.

## 3 SEND US YOUR REGISTRATION

FAX: 1.800.558.6520

TELEPHONE: 1.800.474.4829

@ E-MAIL: register@infonex.ca

\* WEBSITE: www.infonex.ca

✉ MAIL: INFONEX INC.

67 Richmond St. W., 7<sup>th</sup> Floor  
Toronto, Ontario M5H 1Z5

**LOCATION:** *Managing Stress and Mental Health in the Workplace* and *Effective Return-to-Work Strategies* will be held at a convenient location in Ottawa, ON. Detailed venue information will be provided with your registration confirmation.

**Your Registration Includes:** Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

**GROUP DISCOUNT:** If three individuals from one organization register at the same time, a fourth person may also be registered to attend free of charge. The free registration must be of equal or lesser value than the paid registrations. All discounts will be applied against the full conference fee. You cannot combine multiple discounts – only one discount can be used per registration.

**Mailing List Update/Removal:** To add, update or remove your information from the INFONEX mailing list, please call 1-800-474-4829, and select Option 3, or complete the online form at www.infonex.ca. Please note: Infonex prepares mailings several weeks in advance; it may take such time for the updates to come into effect.

INFONEX reserves the right to cancel any conference it deems necessary. In the unlikely event that a conference is cancelled, INFONEX's liability is limited to paid registration fees; INFONEX will not assume any further liability for incidental costs including (but not limited to) hotel and air fare. INFONEX also reserves the right to change the date, location, and content for event(s) offered herein without further notice and assumes no liability for such changes. Visit www.infonex.ca for current conference information. INFONEX is a registered business name of INFONEX INC.