

HOW THE REFERRAL PROCESS WORKS

The Role of *Homewood Health*

As the Third Party Case Administrators, *Homewood Health* offers addiction support services by:

- Protecting your personal information and privacy
- Ensuring confidentiality
- Contributing to workplace safety by monitoring compliance with SAE recommendations
- Providing one on one case management support on a monthly basis with professional staff members trained in addictions and related issues
- Helping members access appropriate support services in their area
- Arranging A&D tests
- Completing return to work agreements.

Note: When members are not following their SAE recommendations, *Homewood Health* is contractually obliged to make members inactive.

How The Referral Process Works

When RSAP members receive a positive drug or alcohol result or otherwise violate Section 3 of the *Canadian Model*, members are made inactive, removed from their worksite and not able to return to work until they go through the following standardized process.

- Contact is initiated by *Homewood Health* to inform you a referral has been received and a case file has been opened.
- Attend an assessment conducted by an SAE in a timely manner to ensure benefit coverage.
- The SAE will review their concrete recommendations with you and provide a report to *Homewood Health* for case management. **These recommendations need to be met for active dispatch status.**
- SAE reports and test results are only kept on your confidential *Homewood Health* file. They are not provided to the union or your employer. Union halls and employers are informed only of a member's work status and, if known, an estimated time required off work. A member can be inactive for other reasons that are unrelated to violations of the Canadian Model such as medical leaves.
- Member names will be given to testing administrators (who sign confidentiality agreements) in order to facilitate testing requirements.

Note: For those union members not enrolled in RSAP, *Homewood Health* is unable to case manage them without a Contractor or Union referral.

Member Responsibilities

Recommendations may include:

- A specific number of unannounced follow up tests, for example, 6 tests over 12 months. *Homewood Health* will attempt to arrange testing on the worksite but some testing may need be done offsite to facilitate a member remaining in compliance with their Return to Work Agreement.
- A requirement to attend a specific number of counseling sessions and to provide proof of attendance to *Homewood Health* case worker.

Important: Union members must maintain regular contact with *Homewood Health* to monitor progress and ensure that your contact information is current. If your *Homewood Health* case manager is unable to reach you, you may be made inactive.

If you have any questions on how the referral process works please call or email:

Phone: In Edmonton 780-493-0725
Toll Free 1-888-493-0725

Email: rsap.intake@homewoodhealth.com