

Manulife Checklist

- It is important to remember that Manulife representatives are working for Canada Post. They are working in Canada Post's best interests, not yours. They have fewer rights than your immediate supervisor. They can't interview you, discipline you or give you a direct order. They need to refer the situation to a supervisor. They are not independent parties.
- If you are sick, you must notify your supervisor or designate prior to the beginning of your shift, or as soon as possible thereafter. You must also advise the CPC representative of when you think you will return to work.
- If you say that you are returning to work on a specific day, and are not able to return, you **MUST** call Canada Post **BEFORE** your shift starts on that day.
- During any leave year, you cannot take more than 10 casual sick days.
- For casual sick leave, the statement (or leave form) you signed because of your illness or injury will be considered as meeting the requirement to be entitled to sick leave benefits. You must complete and provide the employer with the leave forms as soon as possible after the beginning of your absence. Canada Post must return a signed copy to you. Keep this for your files.
- Any illness where you are unable to work for more than five days, Canada Post has the right to ask you to provide a medical certificate from a qualified dentist, medical practitioner or licensed chiropractor.
- When you return to work after being on sick leave, you must report to your supervisor.
- If Manulife calls you at home advise the caller that you want twenty four hour written notice and attempt to set up a face to face meeting. File a grievance each time that Manulife or Canada Post calls you at home.
- It is advisable to meet in person, with a union representative to discuss your medical information.

- If you are unable to set up a meeting, ensure that your union representative participates in the phone call with you.
- You do not have to jump to attention to respond to Manulife, however, a careful analysis should be done at each stage to see if what is requested is reasonable and actually required. Contact your Local union representative.
- Complete the Personal Information Request Privacy Act form (attached to this checklist) and submit to the address noted on the form. There may be a fee for this and you will have to assume the cost. This will allow you to obtain the information that Canada Post/Manulife has on file about you.
- If you have provided a medical certificate from your doctor to the boss, Canada Post/Manulife may ask you to go back to your doctor of choice for clarification. If this happens, **write** to Canada Post/Manulife and ask them to provide you **in writing** what exactly they are asking to have clarified regarding the medical certificate.
- You have the right to see what information they are looking for.
- Manulife may attempt to communicate directly with your doctor. You should discuss this with your doctor and inform the doctor that you do not want your medical information provided without your consent. (There is a form enclosed that you should complete, provide to your doctor and keep a copy for your files).
- Manulife may also attempt to get you to sign a medical release form. **Use caution when signing any form that may give away your medical privacy. Once the information is out there – it is out there. However, once you have signed a medical consent form you are able to revoke it.** Ask Manulife to provide, in writing, exactly what information they are looking for. The questions must be specific to your current illness or injury – they cannot go on a fishing expedition.
- Once Manulife provides you with exactly what information they are looking for, you then have the right to go to a doctor of your own choice to obtain the answers that Manulife is looking for. You are not to lose any regular pay for attending this appointment.

- If Canada Post or Manulife still claim that they require further clarification to the information that your doctor provided, they can't make you go see their doctor to get the clarification without giving your doctor a chance to clarify. Their request for clarification has to be reasonable – there actually has to be something that needs clarification.
- If they still require clarification, they then have the right to ask you to go to one of their doctors for examination. They will pay for the examination. Manulife/Canada Post cannot go directly to this step.
- If you have been injured at work and have initiated a Workers' Compensation Board (WCB) claim, Canada Post/Manulife does not have the right to obtain further medical information from you. Your adjudicator at the WCB has that right to request additional information and you must cooperate. Contact your union representative to obtain further information.
- Always contact your union representative when dealing with Manulife/Canada Post. With Canada Post's aggressive behaviour on injury, illness and return to work issues – it is important to protect yourself.
- Be sure to keep copies of correspondence and documents, a paper trail is important.
- Keep a journal, make brief notes of conversations that you have with Canada Post, Manulife and your health care provider, demands they make of you, how you feel et cetera. Sometimes it is difficult to remember everything that happens, and this information may be useful at a later date.
- Most importantly, take care of yourself during this stressful time, so you may have a full recovery.