

Medical Accommodation Consultation Services

Last revised: June 2024
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Next review: June 2027

Public Service Commission

The guide below provides information on the centralized medical accommodation model, medical accommodation support and roles and responsibilities in the medical accommodation process.

Background

Effective June 17, 2024, the Public Service Commission's Employee Wellbeing and Inclusion Branch will be providing direct support to managers and supervisors across government who require expert medical accommodation advice and guidance.

Benefits to centralized medical accommodation model include:

- The ability to build internal expertise to address the increasing complexity of medical accommodation files.
- Timely and direct consultation with middle managers to build their capacity.
- Consistent medical accommodation practices, processes and information.
- Continued positive impact on employee experience by helping injured, ill or disabled employees feel valued, included and supported in the workplace.

Medical Accommodation

Managers and supervisors can follow the steps below to determine the actions to take for medical accommodation:

1. Does the employee's medical accommodation request meet any of the following criteria?
 - Requires greater than five sick days off due to non-work-related illness or injury.
 - Employee has suffered a workplace illness or injury.
 - Employees are absent less than five days due to sick leave and there is a question regarding the medical rationale to support the sick leave.
 - Employee has a medically supported request to modify their workstation (ergonomics), job duties or hours of work.
2. If you answered yes to any of the above questions, you will need to enter a case into the Be At Work Application in PSC Client. Visit the [Be At Work Page on Taskroom](#) for more information.
3. Aside from the criteria above, the need may arise for a ministry manager/supervisor to consult with a Medical Accommodation (MA) Consultant. Your ministry's MA's can be found [here](#).

Medical Accommodation Support

Below are examples of when managers and supervisors should seek medical accommodation support:

- Receive information from an employee's licensed healthcare practitioner and the medical restrictions remain unclear and/or there are still questions that need to be answered before an accommodation, including sick leave or a Definite Leave of Absence, can be actioned.
- Require assistance to clarify limited or unclear medical restrictions from the practitioner's recommendations.
- Require assistance in developing a medical accommodation plan related to medical restrictions and limitations.
- Have an employee whose healthcare provider shares an opinion and/or recommendation on how specific job duties or working conditions will impact the medical condition, including on an employee's ability to safely perform their job or attend work regularly.
- Have a case that requires involvement from a third-party objectivity (IME) to resolve file matters e.g., intensified mental health support, addiction support or underlying workplace issues.

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Roles and Responsibilities

Senior Leaders

Ministry senior leaders are responsible for encouraging managers and supervisors to use the [Be At Work Program](#) and [Be At Work Application in PSC Client](#).

Managers and Supervisors

When managers/supervisors verify that a medical accommodation is requested, they are responsible for entering their employee into the [Be At Work Application in PSC Client](#). Security in the Be At Work application is applied as per timecard approvals in PSC Client.

Medical Accommodation Consultant

Medical Accommodation Consultant's provide the following support to managers/supervisors:

- Provide consulting services and support to ministry managers on employee medical accommodations.
- Support managers in requesting additional medical information.
- Review medical information for accommodation requirements.
- Support managers in the creation of accommodation and/or Return to Work plans, including attending accommodation meetings with the manager and employee.
- Coach, advise and encourage managers/supervisors while they are supporting employees to be at work through an illness or injury.
- Build manager/supervisor knowledge in existing legislation, policies and processes related to medical accommodation.
- Act as initial point of contact for third party coordination of Return to Work planning, including contact with the Saskatchewan Workers' Compensation Board.

Managers/Supervisors can consult with MA Consultants throughout the medical accommodation process. The MA Consultant is the primary contact and will engage with other Public Service Commission (PSC) stakeholders as necessary. Where multiple stakeholders are involved in the file, a joint meeting will be scheduled by the MA Consultant to discuss the issues and determine the next steps.

HR Business Partners

HR Business partners may be involved in files where an employee:

- Requests leave for medical reasons following a discipline, performance improvement or attendance support discussion.
- Requests leave related to other Human Resource Policies.
- If the accommodation request is non-medical in nature.

More Information

If you have questions, please contact your [Medical Accommodation Consultant](#) or [HR Business Partner](#).