



AGREEMENT HIGHLIGHTS

Disability and Workplace Health Management Services

OECEM #2025-495

Item	Description
<p>Agreement Term</p>	<p>Effective Date:</p> <ul style="list-style-type: none"> April 13, 2026 <p>Initial Expiry Date:</p> <ul style="list-style-type: none"> April 12, 2032 <p>Optional Extension(s): There are no extension options available.</p>
<p>Products and Services Available Through this Agreement</p>	<p>This agreement was awarded based on the below four (4) categories to provide a broad range of services:</p> <p><u>Category A – Disability Management Services</u></p> <p>Suppliers shall deliver comprehensive Disability Management Services to support employees and employers throughout the full disability claim lifecycle, including, but not limited to:</p> <ul style="list-style-type: none"> Claim Intake and Initiation Claim Adjudication Case Management and Monitoring Return to Work (“RTW”) Planning Long Term Disability (“LTD”) Transition Assessment Services Mental Health Services Independent Medical Evaluation (“IME”) <p><u>Category B – Worker’s Compensation Claim Management</u></p> <p>Suppliers shall provide Workers’ Compensation Claim Management Services in collaboration with the WSIB or the applicable provincial or territorial authority, including, but not limited to:</p> <ul style="list-style-type: none"> Claim Intake and Administration Claim Adjudication Support Case Management and Monitoring Appeals and Hearing Support RTW Coordination Training and Education

Item	Description
	<p data-bbox="337 153 1247 184"><u>Category C – Employee and Family Assistance Program (“EFAP”)</u></p> <p data-bbox="337 195 1404 289">Suppliers shall provide EFAP Services that are confidential, accessible, and designed to support the health, well-being, and productivity of employees and their eligible family members, including, but not limited to:</p> <ul data-bbox="386 331 1513 1087" style="list-style-type: none"> • Providing 24/7/365 access through multiple channels • Delivering short-term, solution-focused counselling Services by qualified and credentialed professionals through multiple modalities • Offering critical incident response and trauma-informed support following workplace accidents, sudden deaths, or other traumatic events, including on-site or virtual interventions and post-incident follow-up • Providing work-life advisory Services and resources to address physical health, stress management, nutrition, lifestyle, and overall resilience • Supporting diverse employee populations through culturally responsive Services, including Indigenous-focused supports, multilingual Service capacity, and accessibility compliance • Providing organizational support, including manager consultations, workplace interventions, and leader resources to address employee performance, attendance, or well-being concerns • Delivering program launch, education, and awareness activities to promote utilization and ensure employees and managers understand available Services • Maintaining aggregate and de-identified reporting on program utilization, presenting issues, and outcomes to support organizational planning and continuous improvement • Ensuring strict confidentiality and privacy in accordance with applicable legislation and industry standards, supported by secure Case Management and reporting systems <p data-bbox="337 1129 1263 1161"><u>Category D – Legislative Leave of Absence (“LOA”) Administration</u></p> <ul data-bbox="386 1171 1513 1978" style="list-style-type: none"> • Managing and administering a full range of LOA requests in accordance with applicable provisions of the Employment Standards Act (“ESA”) • Providing dedicated bilingual intake specialists • Maintaining a secure, accurate, and comprehensive leave management system that effectively registers, tracks, and monitors the type, duration, status, and key dates associated with each leave, providing real-time reporting capabilities accessible to authorized Customer representatives • Conducting prompt and accurate initial eligibility determinations for each LOA request, clearly communicating decisions and providing comprehensive written notices outlining the employee’s entitlements, obligations, and rights under the applicable legislation and leave policies • Compiling, organizing, and securely storing all required documentation, including medical certifications and supporting materials, ensuring completeness and accuracy to support each leave request • Responding promptly, accurately, and courteously to all employee inquiries and communications regarding their leave status, rights, and obligations, maintaining consistent and proactive engagement throughout the leave period • Actively monitor and manage ongoing leave cases, ensuring timely follow-up on required documentation, medical updates, and procedural compliance, mitigating potential administrative or regulatory risks for Customers. • RTW Coordination and facilitation or remain-at-work planning and support services • Ensuring ongoing compliance with applicable employment standards legislation, internal organizational policies, and relevant collective bargaining agreements, maintaining robust documentation and audit trails throughout the LOA process.

Item	Description				
Awarded Supplier Partner(s)	Awarded Suppliers	Category A - Disability Management Services	Category B - Worker's Compensation Claim Management	Category C - Employee and Family Assistance Program (EFAP)	Category D - Legislative Leave of Absence (LOA) Administration
	Cowan Benefits Ltd.				X
	Dallas Mercer	X			
	Gotodoctor			X	
	Online Therapy Centre (OTC Mental Health Services Inc.)			X	
	Organizational Solutions Inc. (OSI)		X		
	Sante Circle Health	X	X		X
	Workplace Medical Corp.	X	X		X