



MEDICAL LEAVE OF ABSENCE

ASSOCIATE GUIDE



YOUR MEDICAL LEAVE JOURNEY

Section 1: Start Here: First 3 Business Days

- Notify your Supervisor
- Expect a call from Acclaim - our leave management provider
- Schedule an appointment with your physician
- Complete your medical forms

Section 2: Your Role During Leave

- Maintain regular communication
- Adhere to compliance requirement

Section 3: Your Return-to-Work Plan

- Schedule appointment with your treating physician
- Inform Acclaim when cleared to return to work
- Complete all required medical documentation

Section 4: Support During Extended Leaves

- Learn about what happens for leaves longer than six months

Section 5: Pay & Benefits During Leave

- Understand pay arrangements
- Confirm continued benefit coverage

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- Explore mental health resources, assistance program, and more

Section 7: Medication & Prescription Savings

- Find ways to reduce medication costs

Section 8: Contact Directory

- Locate key contacts for support and information

Section 9: Associate Resource Directory

- Locate key contacts for support and information

START HERE

»»» WHAT YOU NEED TO KNOW: The First 3 Business Days

1

Notify your Supervisor/Manager

Let them know that you are unable to work due to a medical condition and need to request a medical leave of absence. A medical leave request is required after five consecutive business days of absence, or immediately in the case of surgery or an accident

2

Expect a call from Acclaim Ability Management

Acclaim is Napoleon's third-party provider that manages medical leaves and helps protect your medical privacy. You will be assigned an Ability Management Consultant who will work with you directly throughout your leave.

3

Prepare in advance by scheduling an appointment with your physician

4

Complete your Medical Forms

Acclaim will provide you with the required paperwork to bring to your doctor's appointment

You will need to fill out the Employee Section prior to your appointment

Bring the form to your treating physician or specialist

Your physician must complete the medical section

Submit your completed form to Acclaim by your assigned due date

YOUR ROLE DURING LEAVE

Your Responsibility and Compliance

During Your Medical Leave

Associates are responsible for the following:

NOTIFY YOUR SUPERVISOR/MANAGER PROMPTLY ABOUT MEDICAL LEAVE REQUEST

PROVIDE REQUIRED MEDICAL DOCUMENTS TO THE THIRD-PARTY PROVIDERS, AS REQUESTED

ASSUMING FULL RESPONSIBILITY FOR ANY COSTS INCURRED IN THE COMPLETION OF REQUIRED MEDICAL FORMS

REMAIN ACTIVELY INVOLVED BY STAYING IN REGULAR CONTACT, REPLYING PROMPTLY, AND FOLLOWING MEDICAL ADVICE.

FOLLOW LEAVE GUIDELINES AND POLICY PROCEDURES

SUBMIT DOCUMENTATION NEEDED FOR RETURN-TO-WORK PLANNING

Your Acknowledged Responsibility:

Associate Handbook:

"It is the responsibility of the Associate to maintain contact with the Benefits team and the third-party disability management consultants during the period of leave. For short-term leaves (less than six (6) months), Acclaim Ability Management (Acclaim) has been retained by the Company to support Associates through their absence from work, and to maintain confidentiality of personal medical information. For long-term leaves (greater than six (6) months), the Associate's medical leave will be managed by Canada Life. If Associates fail to meet these guidelines, or fail to provide necessary medical documentation, the Company will assume that the Associate has abandoned their position, and their employment will be terminated".



COMMUNICATION IS CRITICAL

**Please keep your contact information
updated with Human Resources**

YOUR RETURN-TO-WORK PLAN



A return to work from medical leave is initiated only when your treating medical professional confirms you are ready to resume work. This decision is based on medical clearance, not personal preference.

Once clearance is provided, Acclaim and Napoleon collaborate to develop a safe and effective return-to-work plan. Our approach emphasizes your abilities and focuses on a successful transition back to work.

Do not return to work until your leader confirms clearance.

Your Role

- Schedule and attend an appointment with your treating physician
- Adhere to Acclaim's guidelines and complete all required medical documentation.
- Inform your assigned Ability Management Consultant promptly if cleared to Return-to-Work

What Happens Next

MEDICAL REVIEW

1

Acclaim reviews your physician's medical recommendations.

PLAN DEVELOPMENT

2

A tailored plan is created for full or modified duties, with recommendations encouraged to support your abilities.

COLLABORATIVE SUPPORT

3

Acclaim & Napoleon partner to ensure safe, supportive environment. You will be informed of the approved plan before you can return.

SUPPORT DURING EXTENDED LEAVES

Process for Leaves Beyond Six Month: Long-Term Disability Benefit

Long-Term Disability

Long-Term Disability (LTD) coverage, administered by Canada Life, provides income replacement for those under age 65 if you are unable to work for an extended period due to illness or accident.

Canada Life manages your claim, ensuring eligibility and ongoing benefit payments.

How to Apply

Acclaim Ability will support your transfer from short-term leave to long-term disability.

Medical information is needed to understand how your condition(s) prevents you from working.

Canada Life will require your physician to complete an updated Attending Physician Statement.

Information from Napoleon

Your employer will complete an Employer Statement confirming your employment details and job information to help us assess and administer your disability claim. Your employer will send the completed form to Canada Life directly.

Your Responsibility

Remember to:

- Keep in touch with your Supervisor/Manager, and Canada Life during your recovery
- Set goals to help work towards recovery

Talk to your healthcare provider about return-to-work planning. Recovering while at work can be a healthy option. Canada Life supports early return-to-work opportunities and will work with you to help plan for a healthy future.

YOUR PAY & BENEFITS DURING LEAVE

What You Need to Know

*During your leave, certain pay and benefit details work differently than they do while you're actively at work. This includes the fact that the company does not provide pay during a medical leave. The following information will help you understand **what remains available**, **what is paused**, and what to **expect upon your return** so there are no surprise*

Programs That Continue

- Your **health benefits** will remain active during your medical leave
- **All Associate Support Services tied to your benefits remain available (see Section 6)**
- Associates may continue to participate in **Napoleon Cares Give-Back Campaigns**
- Access to the **Awardco** platform remains available
- Access to HRIS-UKG platform remains available
- Associate **Purchase Program & In-House Sales**: Eligible via cash or card, only. You are not eligible for payroll deduction during your leave.
- Company related benefits such as **corporate gifts**

Items on Hold

- Unpaid bonuses, vacation pay, and statutory holiday pay will be held during your leave and will be processed when you return
- Participation in events and functions during the period of the leave
- Napoleon Cares crisis intervention financial assistance
- Training Allowance

Additional Details to Know

- **RRSP/DPSP Contributions**: Contributions will pause during this type of leave, as they are based on active earnings
- **Service & Seniority**: Associate service and seniority continue to accumulate while you are on an approved leave, ensuring your employment milestones and eligibility are not impacted.
- **Paid Time Off**: Refer to the Associate Handbook on the HRIS-UKG homepage.

YOUR PAY & BENEFITS DURING LEAVE

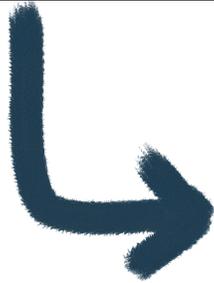
What You Need to Know

How Your Pay Works:

Here's what happens with your pay once your leave begins and how EI Sickness Benefits are processed.

Napoleon issues ROE directly to Service Canada

Your Record of Employment is issued after your last Napoleon pay is processed



Associate Applies for EI Sickness Benefits

Apply as soon as possible to avoid delays



EI Payments Begin

Should your application be approved, Service Canada's processing timelines may extend over several weeks.

1. Apply for EI Sickness Benefit through the Government of Canada
2. Set up Direct Deposit with Service Canada to avoid delays
3. Track and Monitor your Application in your My Service Canada Account

[Service Canada Contact Information](#)





KEEPING YOUR COVERAGE ACTIVE DURING LEAVE

Action You Must Complete

Required Premium Payments While on Leave:

Associates are required to set up bi weekly payments for LTD and Tier 2 Life Insurance premiums (if applicable) while on leave. **These premiums are mandatory and must be kept up to date** to maintain your LTD eligibility. Failure to remit payment could result in loss of coverage. If premiums are not paid during your leave, all outstanding amounts will be deducted from your first pay when you return.

Instructions for Paying Premiums		
Step 1	View last pay statement or the previous pay statement if it's the 3 rd pay of a month	Calculate the combined total of: <ul style="list-style-type: none"> • "LTD Canada Life", • "Tier 2 Dept CanL" • "Tier 2 Life CnL" in the Employee Current column (if applicable)
Step 2	Log into your personal online banking account	Add payee: <ul style="list-style-type: none"> • Wolf Steel LTD if you are a WSL Associate • or Napoleon Home Comfort if an NHC Associate
Step 3	Enter Account Number	7003020740
Step 4	Set-up bi-weekly payments	<ul style="list-style-type: none"> • Begin making your payments according to the same bi-weekly schedule that your pay would normally follow • Continue these payments until you return from leave or transition to LTD. • You are not required to pay premiums on the 3rd pay of a month

EXCLUSIVE ASSOCIATE SUPPORT SERVICES

Part 1- Resources to Help You Through Your Leave

GOeVisit

GOeVisit: Virtual Walk-in Clinic On-The-Go

What's Included:

- Works like a walk-in clinic on the go—provide your information, complete an exam, speak with a doctor, and receive a prescription if needed

Access:

- Please log on to HRIS and complete the document acknowledgment pop-up.
- You must provide your consent or refusal prior to enrollment.
- Navigate to: Website: <https://portal.goevisit.com/onboarding/dob/napoleon>
- Enter your personal info (date of birth/e-mail)
- You will receive a call from GoeVisit to complete your registration.

My Medical Director

My Medical Director: Access to Medical Second Opinion and Diagnosis Support

What's Included:

- Get help obtaining a medical diagnosis with access to medical experts who guide you through the healthcare system, explain medical information, and help you find appropriate care quickly.
- Access a second medical opinion for yourself or eligible dependents, with support from doctors and nurses who can review a diagnosis, assess treatment plans, and help clarify next steps.

Access:

Contact MedExtra directly at 1.877.373.9872

You will need to provide

- Employer name: Napoleon
- Your name
- Canada Life policy number: 50463.

Your Nurse

Your Nurse: Personalized Health & Care Guidance

What's Included:

- Personal consultation with a nurse to develop a customized Map of Care report
- Coaching and guidance on:
 - Current living situation and future wishes
 - Existing health conditions
 - Goals of care
 - Local resources and supports
 - Advance care preferences
 - Legal and financial considerations

Access:

For both Your Nurse & My Eldercare:

- Call: 1-888-327-1500

When Calling, provide:

- Employer name: Wolf Steel
- Your name
- Tell them you are a partner of "People Corporation"

My Eldercare

My Eldercare: Supporting You as You Support Your Loved Ones

What's Included:

- Expert guidance to navigate eldercare challenges
- Customized action plans tailored to your situation
- Geriatric assessment reports to understand care needs
- Four hours of personal back-up care
- Discounted rates on personal response services
- Access to an online resource centre for information and support

Access:

For both Your Nurse & My Eldercare:

- Call: 1-888-327-1500

When Calling, provide:

- Employer name: Wolf Steel
- Your name
- Tell them you are a partner of "People Corporation"

Nutritional Health Coaching

Nutritional Health Coaching: One-on-One Health Coaching for Better Living

What's Included:

- Personalized support for chronic conditions (diabetes, cardiovascular, respiratory)
- One-on-one health coaching with a CDE or RD
- Customized meal plans and goal tracking tools
- Chronic disease management and prevention
- Food sensitivity guidance
- Educational articles and resources

Access

- Visit enroll.ecounsellors.ca/integratedsolutions
- Click Let's Start
- Select your health focus area
- Complete the form and enter access code: NAP-2023

EXCLUSIVE ASSOCIATE SUPPORT SERVICES

Part 2- Resources to Help You Through Your Leave

TELUS Health (EAP)

TELUS Health: Employee Assistance Program

What's Included:

- Mental health support (counseling and crisis assistance)
- Family and relationship guidance
- Financial and legal advice
- Wellness coaching

Access:

- Phone: 1-877-847-4525
- Website: one.telushealth.com
- Username: napoleon
- Password: wellness

TELUS Health: Depression Care

TELUS Health: Depression Care

What's Included:

- Depression Care™ is an EAP program offering specialized mental health and addiction support, designed to provide faster diagnosis and sustainable recovery
- Offers counselling over an average of 12 to 14 sessions
- Ongoing psychometric testing will take place at designated intervals to ensure progress is being made during treatment
- Community programs will be referred to as appropriate for ongoing support

Access:

- Same log-in details as above (TELUS Health)
- Contact the Care Access Centre, complete a preliminary screening for depression, anxiety and stress, along with other mental and nervous disorders
- The Care Access intake rep will briefly explain the option for the Depression Care program

People Connect: Mental Health Resource

People Connect: Virtual Mental Health Counselling Centre

What's Included:

- Mental health counselling and crisis support
- Access to Registered Social Workers and Psychologist
- Family, relationship, financial, and legal guidance
- Wellness coaching and virtual mental health assessments
- Affordable virtual counselling (\$45 per 30 min / \$90 per hour)
- First consultation free (coverage may apply under your benefits plan)

Access

- Website: pcpeopleconnect.com/signup
- Company Field: Napoleon

Self Help Works:

Self Help Works: Healthy Behavior Learning Programs

What's Included:

- Self-paced online coaching to support healthier habits
- Courses include: Tobacco, Alcohol, Nutrition, Fitness, Stress, Diabetes, Sleep, Substance Use

Access

- Website: <https://portals.selfhelpworks.com/integratedsolutions>
- Company Field: NAP-SHW
- Use the activation code: NAP-SHW

MEDICATION & PRESCRIPTION SAVINGS

Associate Perks Program

Managing your health shouldn't break the bank. These perks help you cut costs, make getting your prescriptions easier, and provide expert support—so you can focus on feeling your best.



Pillway Virtual Pharmacy

What's Included:

- Delivery in 24-48 hours
- Dispensing fees as low as \$6.83
- Pre-sorted packets for easy dosing
- 24/7 pharmacist support



Preferred Pharmacy Network

Guaranteed low pricing and capped ingredient cost mark-ups are available at a variety of pharmacy chains across Canada.



You're automatically eligible by showing your drug card

Prescription Drug Patient Choice Program

Using a Patient Choice Program is SIMPLE!

- To confirm if your existing or newly prescribed medication is supported by a Patient Choice program, visit www.peoplecorpextras.ca
- Once you find your medication in the list, click the medication and click 'register'. This will take you to the appropriate manufacturer's website where you will enter some basic contact information.
- A Patient Choice card will be emailed and mailed if requested.
- Mention or present your Patient Choice card to the pharmacist the next time you arrange your delivery or pick-up your prescription.

The process is as follows:

- The pharmacist dispenses the brand name medication and submits your claim to your own program.
- Your program reimburses the cost of the generic equivalent.
- The pharmacist then submits the claim through the Patient Choice program for coverage of up to the full outstanding balance.

Pharmacy	Dispensing Fee
COSTCO	\$4.49
METRO/FOOD BASICS	\$5.99
SOBEYS	\$8.83
WALMART	\$9.97
REXALL	\$9.97

YOUR SUPPORT TEAM



NAPOLEON

The Company is committed to supporting Associates in maintaining their health and well-being. Associates have access to a medically approved and substantiated non-occupational leave to manage health conditions or recover from illness or injury, without compromising job security or benefits.



ACCLAIM ABILITY MANAGEMENT

Acclaim Ability Management has been engaged by Napoleon to support you during your medical leave and ensure the confidentiality of your medical information.



CANADA LIFE

Long-Term Disability (LTD) coverage, administered by Canada Life, provides income replacement if you are unable to work for an extended period due to illness or accident. Canada Life manages your claim, ensuring eligibility and ongoing benefit payments.

CONTACT DIRECTORY:

Phone

E-mail

ASK HR

(705) 721-1212 ext. 80033

hr@napoleon.com

Acclaim

1-866-486-8663

medical@acclaimability.com

Canada Life

1-800-330-2270

hamilton.dms@canadalife.com



CONTACT DIRECTORY

Team	Area	Contact	Details
Napoleon	Human Resources (General Inbox)	E: hr@napoleon.com T: (705) 721-1212 ext. 80033	Contact HR for general inquires and to provide updates such as address changes or new personal contact information
Napoleon	Payroll (General Inbox)	E: payroll@napoleon.com	This inbox is intended for payroll-related questions, including questions related to premium payments, deductions, and other compensation matters
Napoleon	24/7 Call-in Line	T: 1-855-676-9505	This phone number is used to contact your Leaders for general inquires and to report any absences or planned future absences
TELUS Health	EAP- Employee Assistance Program	T: 1-877-847-4525 Website: one.telushealth.com <ul style="list-style-type: none">• Username: napoleon• Password: wellness	Support Services at no cost
People Connect	Virtual Mental Health	Website: pcpeopleconnect.com/signup Company Field: Napoleon	Access to Registered Social Workers and Psychologists at highly discounted rates
GOeVisit	Virtual Walk-in Clinic	E: clientsupport@goevisit.com T: 1.866.318.4748 Website: https://portal.goevisit.com/onboarding/dob/napoleon	Access to medical providers. Receive a diagnosis, treatment plan and prescription if needed



ASSOCIATE RESOURCE DIRECTORY

Visit HRIS Homepage → Benefit Forms & Resources	Details
Benefit Summary Booklet	Key details related to group benefits
Benefit Change Form	Use this form any time you need to update your benefits—such as adding or removing dependents, changing personal information, updating spousal coverage, or reinstating benefits after a leave. It ensures your coverage stays accurate and reflects any changes in your life or eligibility.
How to Obtain your Benefits Card Online	This guide shows you how to quickly download your benefits card online or through the GroupNet mobile app. You can access cards for yourself, your spouse, and eligible dependents in just a few steps.
How to Submit a Claim Online	This guide shows you how to submit your benefit claims online through Canada Life’s GroupNet portal, including how to upload receipts, check your claim status, and set up direct deposit for payments.
How to View Coverages and Balances	This guide explains how to check your coverage details, remaining balances, and next eligibility dates through My Canada Life at Work.
How to Change Your Address	This guide explains how to provide updates on your current address and residency
How to Change Beneficiaries	This guide is important because it shows you how to update your beneficiaries, ensuring your benefit is paid to the right person if something happens to you