

Communication Touchpoints

BEGIN: Leave of Absence Requested

END: Employee Has Returned to Work

Request Packet

What: Provides a summary of employee's request for leave of absence and includes notice of eligibility, relevant forms and instructions, and any supplemental material.

When: Within up to 5 business days of the request.

Reminder of Documentation Due

What: Reminds the employee that the due date for their documentation is coming up

When: 6 and 10 days from the original request and on the day before the due date to submit.

Notification of Document Received

What: Notifies employee that a document has been received and is being reviewed.

When: Each time paperwork is received and uploaded into our system.

Decision Packet

What: Provides a summary of a decision made on employee's request for leave of absence and includes any additional forms, instructions, or supplemental material.

When: Within up to 5 business days of receipt of sufficient and complete documentation.

Maternity or Parental Date Confirmation

What: Seeks confirmation of actual date of delivery or placement for Maternity or Parental Bonding Leaves.

When: After the original estimated date of delivery or placement has passed.

Return to Work Date Confirmation

What: Notifies employees and requests confirmation that the end of their leave is approaching and a request for confirmation that they intend to return to work as scheduled.

When: 2 weeks, 1 week, and 1 day before their estimated return to work date.

Additional Notifications

Undeliverable Email

When: Daily each time an email comes back as "undeliverable".

Unprotected Absence

When: Daily upon receipt of tracking that is not protected.

Failed Fax

When: Daily each time an attempted fax to a health care provider comes back failed.

HOW IT'S SENT

Employees have the option to receive Request and Decision Packets by email or postal mail.

All other notifications are sent via email, phone, or text depending on the type of notice and the employee's preference.