

Referral Form – Specialty Services

Please complete the form and forward with supporting documentation to Banyan Work Health Solutions' Administrative Centre by email at admin@banyanconsultants.com or via fax to 416-588-9235

Referral Date: _____ **Nature of Request:** Regular Handling Rush Report (required in ___ days)

Referral Source Information:

Referral Source Name:	_____		Title:	_____
Company:	_____			
Address:	_____			
City:	Province:	_____	Postal Code:	_____
Telephone (Toll Free):	Direct Line:	_____	Fax:	_____
Email:	_____			

Claimant Information:

Name:	_____		Telephone:	_____
Address:	_____			
City:	Province:	_____	Postal Code:	_____
Email:	_____			
Gender:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	Date of Birth:	_____

Employer Information:

Employer Contact Name:	_____		Position/Title:	_____
Company:	_____			
Address:	_____			
City:	Province:	_____	Postal Code:	_____
Telephone (Toll Free):	Direct Line:	_____	Fax:	_____
Email:	_____			
<input type="checkbox"/> Employer not to be contacted				

Claim Information:

Claim Number:	_____	Policy Number	_____
Date of Disability:	Occupation: <input type="checkbox"/> Own <input type="checkbox"/> Any <input type="checkbox"/> Any from Outset <input type="checkbox"/> Regular		
Primary Diagnosis:	_____		
Secondary Diagnosis:	_____		
Occupation:	_____		
Monthly Benefit Amount:	_____	Commensurate Earnings:	_____
Has the claimant been advised about the referral? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Interpreter Required: <input type="checkbox"/> Yes <input type="checkbox"/> No		Language: _____	

Referral Form – Specialty Services

Referral Goals/Needs:

Services for Referral: Choose one or more *(For your convenience please refer to the appendix for a description of the services)*

Specialty Services – Employability Services

- Transferable Skills Analysis
- Occ Profiles+
- Vocational Evaluation
- Psycho-Vocational Evaluation
- Labour Market Survey
- Job Search Training Program
- Job Search Lite
- Occ Assist
- Job Search Assistance and Monitoring
- Work Placement Program
- Training Program

Telephone call can be made to claimant by assessor to secure any outstanding details required for TSA/Occ Profiles+ Yes No

Specialty Services – Physical Assessment Services

- Functional Abilities Evaluation One Day General Job Specific (Include PDA)
 Two Day General Job Specific (Include PDA)
- Work Demands (Physical) Analysis
- Ergonomic Assessment
- Physical Demands Analysis
- Cognitive Demands Analysis
- Cognitive Abilities Evaluation

Has assessor been authorized to go into place of work to conduct assessment? Yes No

Specialty Services – Behavioural Services

- Reactivation
- Chronic Pain Reactivation
- Wellness Workshops
 - Assertiveness & Self Confidence
 - Time Management
 - Stress Management
 - Work-Life Balance
 - Managing Workplace Anxiety
 - Mental Health
 - Persistent Pain
- Work Ready CBT

Specialty Services – Work Place Facilitation

- Workplace Facilitation (Workplace Conflict Resolution)

Specialty Services – Other

- Living Care Benefits
- CPP/QPP
- Stay At Work Program

Referral Form – Specialty Services

Referral Request Specifics: (Claims Issues/Expectations/Desired Outcomes)

** For additional inquiries or information, Please contact our administrative centre at the phone number below or by email at admin@banyanconsultants.com

Appendix – Banyan Specialty Services

Cognitive Abilities Evaluation

Assessment of individual's functional cognitive capabilities and provision of strategies to manage cognitive concerns at the workplace. This assessment will provide you with a clear picture of an individual's strengths and challenges and suggest more targeted work intervention and determine their effectiveness in helping to improve work productivity.

Cognitive Demands Analysis

This assessment objectively analyses the essential physical job duties and cognitive demands of an individual's job. This assessment includes analyses such as memory, concentration, multi-tasking and meeting deadlines.

Chronic Pain Program

The Banyan Chronic Pain Reactivation Program is a 10-week vocationally-focused CBT (cognitive-behavioral therapy) approach program for chronic pain management. Each session teaches clients a new skill to use to help them to better manage their pain and improve coping skills. The primary goal of the Program is to promote the adoption of an active problem-solving approach to tackling the many challenges associated with the experience of chronic pain and to gradually build up mental and physical stamina in preparation for a return to a more normal lifestyle and gainful employment.

CPP/QPP

When traditional rehabilitation interventions have been exhausted or are not considered appropriate on a file, the optimization of claims management is not over. At Banyan, through our multiple lens approach we are able to assist Insurers to maximize potential offsets on files or identify the opportunity for this, therefore contributing to overall reduced claim costs. Where application for CPP/QPP may be an option, we are able to work directly with Insurers, Employers and Employees to provide necessary guidance and support; interfacing on your behalf with all stakeholders throughout the application and/or appeals process.

Ergonomic Assessments

An Ergonomic Assessment provides detailed information regarding job tasks and the workstation from an ergonomic standpoint and compares this information to the physical abilities, body type, and body proportion of the client. Recommendations are made to modify the ergonomic environment in order to make it more suitable for the client.

Functional Abilities Evaluations

This assessment objectively measures the clients' functional abilities and restrictions using a variety of standardized tests with built in reliability checks. This assessment includes testing such things as range of motion, strength, dynamic and static work demands, co-ordination, and functional activities.

Job Search Assistance & Monitoring

This program is designed to complement the job search training program by assisting and monitoring the claimant in the activities of job searching. Regular visits/telephone follow-up focus on forwarding job leads as well as reviewing documented job search efforts. Standard program duration is 6 weeks from initial visit, but can be customized depending on needs.

Job Search Lite

A program designed for the more independent job searcher while maintaining a cost-effective approach. Program is provided telephonically and electronically. Focus is specifically on Resumes and Interview Skills. Comprehensive support materials are available for the claimant to utilize including an in-depth training manual covering all aspects of job search. Program duration is 3 weeks and can be customized.

Job Search Skills Training

A comprehensive program covering all aspects of job search including: resourcing employers, resumes, cover letters, thank you letters, references, interview skills, electronic job search and follow up. Program is provided in-person and one-on-one and can be customized to specific claimant needs. Program duration is 6 weeks from the initial visit and can be customized.

Living Care Benefits Assessment

Through Banyan's Living Care Assessment, the need for long-term care is assessed based on the ability to handle the requisite "activities of daily living" (bathing, dressing, using the toilet, etc.) The home-based assessment is conducted by a regulated health professional, most commonly a registered nurse, occupational therapist or physiotherapist.

Labour Market Survey

An LMS involves research to complement other vocational assessment tools such as the TSA or Vocational Evaluation. A labour market survey will provide specific information regarding the current/future availability of work based on a number of factors including geography as well as current and anticipated pay levels associated with various categories of work. In addition to identifying alternative occupations, you may require

detailed information such as work availability for a particular geographic area, physical demands, information on earnings potential, and current job requirements.

Occ Assist

This program was designed to provide highly supported job search. Individuals who benefit most from Occ Assist require more individualized assistance with identifying appropriate vocational direction based on current skills and abilities as well as preparing a professional resume and other job search documents (lack of computer skills to independently complete a resume, etc.). Program runs for 8 weeks but can be customized depending on claimant needs.

Occ Profiles +

A condensed assessment of transferable skills where computer generated software (vs. a manual search) and analysis is used to identify alternative occupations that the claimant is suited based on education, training, work history, functional abilities and commensurate earnings. Used in fairly straightforward cases where transferrable skills and work history would clearly show results.

Work Demands (Physical) Analyses

The Physical Demands Analysis (PDA) is a useful tool when you require a detailed breakdown of the physical demands of a specific job to determine whether a job is potentially suitable for a client given his/her physical abilities and/or restrictions.

Psycho-Vocational Evaluation

In-person assessment of the claimant's demonstrated aptitudes and abilities by utilizing a customized battery of standardized testing as well as a clinical interview with a qualified Psychologist to identify alternate occupations. Used in cases where long term training may be required (college or university level) and/or severe mental health challenges are impacting work.

Reactivation Program

The Banyan Reactivation Program is an 8-week vocationally-focused CBT (cognitive-behavioural therapy) approach program designed to assist clients with physical and mental health issues (e.g., depression, generalized anxiety disorder, posttraumatic stress disorder, chronic fatigue syndrome, generalized pain syndromes, etc.,) to gradually build up their mental and physical stamina, and resolve barriers and/or other negative influencing factors impacting on return to work. The goal of the program is to prepare clients for a return to gainful employment by the end of the program.

Stay at Work Program

Banyan Stay at Work services provides innovative solutions enabling your employees to remain productive and engaged. Our Stay at Work (SAW) Program is geared to assist with the following; Employees who are struggling with being fully productive at work & potentially identified to be experiencing performance issues that are anticipate to lead to an STD claim, Employees with personal factors that are interfering with attendance and/or performance & require assistance to resolve the distraction or to develop coping skills that enhance their ability to focus on work, Employees who have completed a successful RTW but who may require ongoing monitoring and modification/support to sustain that success, Employees who are being permanently accommodated in the workplace but who require ongoing monitoring and modification/support to ensure they are successful in staying productive at work, practical support for employers in managing challenging situations where an employee's health is impacting their performance.

Training Program

An employability Training Plan (TP) provides specific information, details, durations, and costs for recommended training arising from a TSA or VE. A TSA or VE is recommended prior to this service but is not required. Academic programs that are proposed are local and/or convenient to the client, when feasible. Both short-term courses such as computer skills training and high school completion can be explored and outlined in detail as well as longer term college or university programs. Flat rated and customized service is available. Banyan provides an additional service of TP monitoring where we can coordinate and monitor training programs.

Transferrable Skills Analysis

A telephonic service evaluating the claimant's vocational profile including: restrictions and limitations to employment, work history, education and commensurate earnings to determine alternate occupations. Local and national wage information is presented along with labour market demand and local job postings for each occupational recommendation are presented. Recommendations for short-term skills training can be provided upon request.

Vocational Evaluation

In-person assessment of the claimant's demonstrated aptitudes and abilities by utilizing a customized battery of standardized testing to identify alternate occupations. Used when a TSA may not provide adequate results based on a higher than average commensurate earnings and/or lack of educational background of the claimant (less than grade 12). Skills training and/or longer-term training may be required to meet the commensurate earnings.

Wellness Workshops

The Banyan Wellness Workshops are one-on-one educational workshops that teach individuals new techniques and coping skills to add to their tool boxes. They are effective in assisting individuals who are struggling to remain at work, or preparing to return to gainful employment.

Each workshop includes:

- A Banyan On-Line Workshop which consists of educational literature, homework and dialog with the trainer *
- 2 consulting sessions of 90 minutes with a Banyan Consultant**

The client is instructed to complete one half of the Wellness Workshop reading and homework after which the Consultant will meet with the client. During the sessions, the Banyan Consultant and client review the material and discuss the topics most relevant to the client's needs.

*Material can be mailed to the client if needed.

** In-person or telephonic

Work Place Facilitation

Work place facilitation is a form of alternative Dispute Resolution aimed at resolving workplace conflict. Through the use trained facilitators, participants are guided through a structured problem-solving process that emphasizes: confidentiality, focused communication, expanding possible solutions, and an eventual agreement or plan.

Work Placement Program

A customized work experience program designed to assist the claimant who may have been out of the workforce for a significant amount of time or who needs to practice work skills and habits in order to obtain competitive employment. Program duration is individualized based on claimant and customer needs.

Work Ready CBT

The Banyan Work Ready CBT program is an 8-week program that focuses on the treatment of mental health disorder(s) with a simultaneous focus on preparing the employee to return to work. The treatment is multimodal, including in-person sessions, goal specific homework, physical reactivation, and on-line documentation of progress. The program is offered nationally, through a consistent protocol, in English and French languages. The Work Ready CBT program enables clients to achieve return to work by encouraging independence and self-reliance through education, problem solving techniques, and positive regard and value of work. The clients' active participation in goal setting and return to work is emphasized. The program may be offered in person, via the telephone and/or Vidyo (secure, Skype-like capability).