

Supporting consistent, fair, and timely absence management

School boards are navigating increasingly complex absence management requirements, including evolving adjudication processes and growing administrative demands. SBCI's Adjudication and Case Management Services provide expert, consistent, and confidential support to manage absences from onset through to resolution, while ensuring alignment with collective agreements and legislative requirement.

Adjudication/Case Management Services

SBCI supports boards through:

- ✓ Adjudication of Short-Term Disability Benefit (STDB) access
- ✓ Management of absences of 5 consecutive days or more
- ✓ Oversight of incidental absences requiring STDB access
- ✓ Appeals, exemption requests, and complex case handling
- ✓ Return-to-work planning and accommodation support

Additional Services

Additional SBCI services that support prevention and timely support to employee sick leave:

- ✓ Mental Health First Aid training
- ✓ Attendance Support and early intervention
- ✓ Disability Support and accommodation planning
- ✓ Program evaluations and benchmarking
- ✓ Leadership and staff education sessions

SBCI's Approach

Our approach is holistic, proactive, and grounded in expertise.

We recognize that every absence has multiple contributing factors. By understanding both workplace and personal considerations, we provide meaningful support that enables safe, timely, and sustainable return-to-work outcomes.

SBCI manages each case from initial notification through to full resolution, ensuring clear communication, consistent timelines, and a seamless experience for both employees and boards.

Review and adjudication of new cases within defined timelines

Ongoing **medical and case file management**

Clear communication with employees, supervisors, and board contacts

Determination and communication of eligibility decisions

Development of Individual Accommodation Plans, when required

Facilitation of return-to-work meetings and planning

Management of documentation, follow-ups, and extensions

Our Purpose

SBCI is dedicated to guiding school board Members with informed workplace solutions, grounded in excellence and focused on supporting employee well-being as a foundation for student success. Through expert, proactive, and school board-focused services, we support safer, healthier, and more innovative work environments across the education sector.



Expected Outcomes

- ➔ **Consistency and defensibility** in adjudication decisions
- ➔ **Reduced administrative burden** on internal teams
- ➔ **Confidential and compliant** handling of sensitive information
- ➔ **Improved absence outcomes**, including shorter durations
- ➔ **Specialized expertise** for complex and sensitive cases
- ➔ **Enhanced** employee support and experience

Connect with SBCI

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