



PLAN MEMBER SURVEY F.A.Q's

Why are you surveying?

Going back to work after being on LTD can be difficult. We want to see if we can make the transition from being on LTD to going back to work easier for our Plan members. We are hoping your feedback on your GRTW experience will help us improve the GRTW process.

Do I have to participate?

No, you do not have to participate, but we really hope you will, we want to know about your experience. What you share with us is confidential and we will not ask any questions about your medical condition. Questions will only center around the GRTW process. We are only interested in your feedback on your GRTW experience to hopefully improve the process for others on LTD returning to work.

Will it impact my LTD claim?

No, there is no impact to your LTD claim whether you participate or not, your responses will not be shared with Manulife or your employer.



What are you going to do with the results?

We want to see if we can improve the GRTW process for our Plan members returning to work. We will look for suggestions and any common themes, if positive we will determine if we can encourage, if the themes are negative, we will review with the goal being to improve.

Are you going to share my responses with my employer?

No, we will not be sharing your responses with your employer. We will only share with all our insured employers' recommendations to improve the GRTW process. Your employer will not be able to identify your responses. Information shared with our employers will not be employer specific, it is meant to be of value to all employers with the goal being the improvement of the GRTW process.

How long will it take?

The phone call should take no more than 15 minutes.

What kind of questions are you going to ask?

The survey is attached, if you have any questions regarding the survey, you can email our office at nspsltdinfo@nspsltd.com or call (902)461-0421 and ask for Lindsay, our Navigator.



Thank you for your participation!



Nova Scotia Public Service
Long Term Disability Plan Trust Fund

PLAN MEMBER GRADUAL RETURN TO WORK, GRTW, SURVEY

Who initiated your GRTW?	You / Your Employer /Manulife / Other
Was the GRTW clearly explained so you understood what to expect?	Yes / No
In your opinion were you ready to start your GRTW?	Yes / No
Was your GRTW modified duties, modified hours, or both?	Duties / Hours / Both
If modified duties, were they meaningful?	Yes / No
Did you understand your responsibilities while participating in your GRTW?	Yes / No
Did you know who to ask if you had questions?	Yes / No
Were you welcomed back by your supervisor?	Yes / No
Were you welcomed back by your co-workers?	Yes / No
Did MLI keep in touch with you?	Yes / No
Did your supervisor check in with you regularly?	Yes / No
Were you successful in RTW?	Yes / No
Did you visit our website for information on GRTW?	Yes / No

What did you think of the GRTW process?	
What worked well for you and your GRTW?	

PLAN MEMBER GRADUAL RETURN TO WORK, GRTW, SURVEY

Was there anything that did not work well?	
Is there anything that would have made your transition back to work easier?	
Do you have 1 suggestion for your employer to improve the GRTW process?	
Do you have 1 suggestion for MLI to improve the GRTW process?	
Overall, how would you describe your GRTW?	