

Vocational rehabilitation

For recovering employees, our rehabilitation programme is there. Helping your employees back to work as soon as the time is right.



Giving you a happy, healthy workforce

How our rehabilitation programmes help get your employees back to their best.



Helping your employees get back to work as soon as the time is right

Like you, we want your employees to be at their best. That's why we include vocational rehabilitation with our Group Income Protection insurance.

Vocational rehab helps people make a speedy and successful return to work. Together with the rehabilitation specialists at Proclaim Care we provide your employees with the right support, at the right time, communicating with you along the way.

While this provides invaluable benefits for your employees, having a happy, healthy workforce is great for you as an employer too.

What is vocational rehabilitation?

Vocational rehabilitation is a programme of support, guidance, advice and treatment with just one goal – supporting your employees in getting back to work following an illness or injury.

While the programme may include paid treatments like physiotherapy, your employee will see the real value is in the structure the programme provides, plotting out an achievable road-map back to work.

Vocational rehab could help your employees recover from all sorts of injuries, illnesses and conditions. The return to work programmes are unique to the specific needs of each individual.

The earlier, the better

We believe the earlier we're able to provide support, the better the final outcome for your employees.

Rather than waiting for the deferred period to expire, we'll look to start helping an employee as early as we can. That's why it's important that you let us know as soon as possible, ideally by the end of the fifth week of absence. This way we can get them back to being their best as soon as the time is right.

At the centre of the service is the **return to work programme**, providing structure, guidance and support with realistic and achievable goals.

Is there anything else you'd like to know about vocational rehabilitation?

Please send us an email at groupclaims@protection.aviva.com and we'll be in touch.

Is it mandatory?

You must refer your employees for vocational rehabilitation if you make a claim on your income protection policy on their behalf — we want to be given the opportunity to help everyone get back to work so you should let us know as soon as possible if you expect their absence to last more than four weeks. But, not all employees will benefit from vocational rehab. If it's unlikely to improve the outcome for the employee, or we can't improve on their existing treatment plan, then we won't set up a rehab programme.

If rehabilitation is suitable, the employee must engage with the programme, or it could affect any claim we pay.

How much does vocational rehabilitation cost?

Nothing. The service is included with our Group Income Protection insurance at no additional cost. All support, guidance and treatment is funded by Aviva.

Does this put pressure on my employees to return to work?

No - we want employees to return to work when the time is right. If your employee returns to work too soon it could risk further time off. The programme provides a structure to help your employees make a successful and sustainable return to work.

Will an employee's GP be involved?

Your employee's GP or consultant will retain primary control of their care. But sometimes, a person might need more support than the NHS can provide. Proclaim Care will work in partnership with their GP or consultant and agree what extra support they need to be able to return to working life.

What about data confidentiality?

At the outset, we'll ask you to obtain your employee's consent to share their personal data with Proclaim Care, our expert partners. All personal and sensitive information is kept completely confidential and won't be shared with anyone without your employee's consent.

Who manages the return to work programme?

When employees start their return to work journey, they'll have their own rehabilitation specialist that'll put together a personalised plan for them. They'll talk through and arrange treatments for your employee, guiding them through their plan while they're off work from start to finish, communicating with both you and your employee at every step.

The rehabilitation specialist will be a qualified medical professional. Depending on the nature of your employee's condition, that could be a nurse, physiotherapist or occupational therapist.



When can vocational rehab help your employees?

The referral and rehabilitation process explained.



Referral and rehabilitation process



Employer calls us



We ask about the employee and the nature of their condition

They'll then provide an employer report, containing recommendations to be discussed and agreed

Proclaim Care contact the employee and the employer, explain the process and ask a few more questions

If we're able to help, we refer the case to **Proclaim Care**



We'll talk to Proclaim Care and agree the action plan



Support continues

until the employee is ready to return to work

The initial part of the process should take place within 10 working days, so the plan can be put into action as soon as possible.

Proclaim Care

Learn more about the vocational rehab experts.





Proclaim Care. Specialists in getting people back to work.

Proclaim Care is one of the UK's largest providers of rehabilitation services. They specialise in getting people fit, healthy and back into work following an illness or injury through their personalised rehabilitation programmes.

Their UK wide team of highly experienced, clinically qualified rehabilitation specialists and vocational specialists provide integrated rehabilitation services for all types of illness and injury.

Why did we choose them?

We reviewed all of the best rehabilitation providers in the UK and decided that Proclaim Care was the perfect fit. They provide the best quality clinical care and support to employees recovering from illness or injury. And they share our ethos of early intervention and proactive support, guidance and advice.



Thank you for reading

Aviva Life & Pensions UK Limited. Telephone 0345 600 6820.

Aviva Life & Pensions UK Limited. Registered in England and Wales No. 3253947. Aviva, Wellington Row, York, YO90 1WR. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 185896.

aviva.co.uk