



Cognability:
**addressing
mental health**
with urgency and
compassion

Addressing Mental health claims
in the workplace

with Canada's leading provider



ORGANIZATIONAL SOLUTIONS INC.
SOLUTIONS ORGANISATIONNELLES INC.

Cognability™ is our unique approach to managing psychological distress.

A breakthrough in psychological treatment programs, designed to significantly improve the outcomes of mental health claims in the Canadian workplace

The Cognability program provides immediate access for workers suffering from depression, anxiety, and other mental health conditions through cognitive behaviour therapy.

The focus is on developing resilience skills and returning to work.

Mental health disability claims cost Canadian businesses \$6 billion in 2011!

According to a study conducted by RiskAnalytica for the Mental Health Commission of Canada.

Cognability is a key tool for OSI Mental Health Specialists and Advisors because:

- Its design ensures appropriate treatment and care for employees
- It supports them in developing skills to function in their specific work environment

At its core is a well-communicated return to work philosophy and a strong focus on appropriate treatment and care to prepare the individual for re-integration into the workplace.

Cognability delivers results for even the most challenging mental-health claims



What makes Cognability more effective than other programs?

Cognability features immediate access to cognitive behaviour therapy with a focus on developing resilience skills and returning to work.

The program is different from others in three ways:

1. Identification: The OSI Recovery Facilitator can quickly determine if an employee could benefit from the Cognability™ program. An initial assessment is made as soon as possible.

2. Timeframe: The entire program takes approximately eight weeks. However, thanks to the effectiveness of the Cognitive Behavioural Therapy (CBT) and resilience building within the program, employees often return to work within the first few weeks.

3. Communication: Although specific medical information is never shared with the client, the Recovery Facilitator will be in frequent communication with our client to discuss hours, return to work and possible modified duties.

Cognability works because it:

- ✓ identifies symptoms of psychological distress quickly
- ✓ makes a significant initial assessment
- ✓ builds a comprehensive treatment plan
- ✓ includes supervised psychotherapy twice per week



Cognability demonstrates statistically measurable benefits and has been adopted by many of our clients. It has a solid track record of success — for individuals and organizations.

Cognability™ follows several well-defined steps

If the case is mental health in nature, a specially qualified Recovery Facilitator contacts the individual immediately to determine the fit for the Cognability program.

Phase I

Our strategic partner offers 200+ highly qualified and experienced professionals, selected for your employees by clinical competency, location proximity and language and cultural sensitivity.

Distance Counselling is a popular choice, available via telephone or video conference (Skype, Zoom, Teams and others).

The individual's treatment begins with a clinical file review performed by a Registered Psychologist and Clinical Director. Following this review, the treatment team determines if

the claimant is suitable for the return to work program. If so, the team schedules an in- person or telephone interview.

Three testing tools are utilized in a standard assessment:

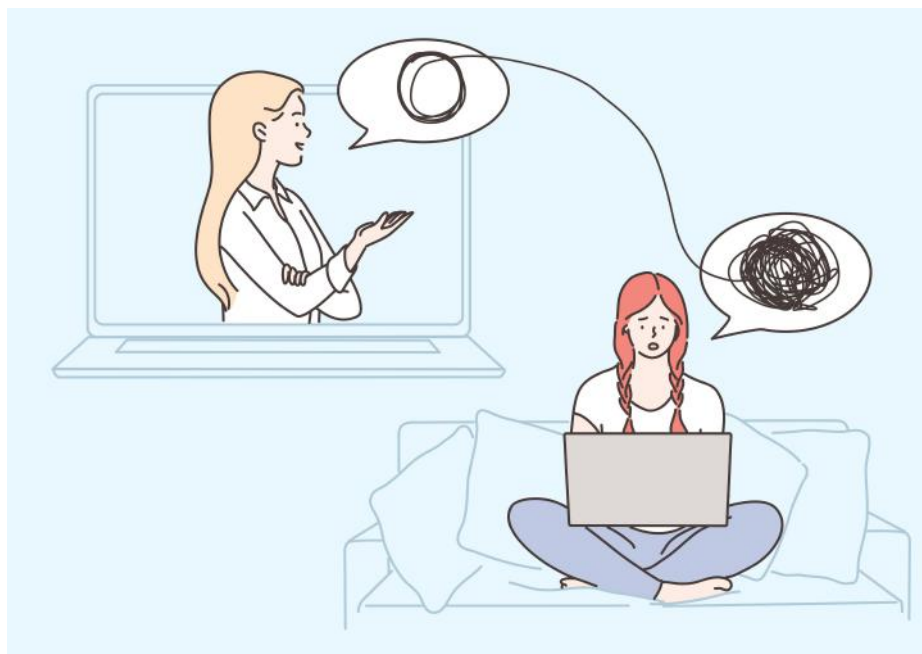
- 1) Intensive clinical interview / mental health status examination
 - 2) Beck Depression Inventory (BDI)
 - 3) Beck Anxiety Inventory (BAI)
- shared with the family doctor and psychiatric treatment team to determine any need for prescription drugs.

If the fit is right, the Recovery Facilitator makes a referral to the program, and the employee is assessed by our specialized provider of psychological services, within 48 hours of notice of claim.

The initial assessment is typically one to two hours long and results in a three to five-page report, which includes:

- Categorization of the applicant's issues as mild, moderate, or severe
- Diagnosis (where applicable)
- Treatment recommendations

A copy of the completed assessment report is provided to the Recovery Facilitators at OSI for return-to-work planning. It is shared with the family doctor and psychiatric treatment team to determine any need for prescription drugs.



Phase II

Next, a copy of the assessment and recommended treatment plan are given to a mental health practitioner (a Registered Psychologist, Registered Social Worker, or Registered Psychotherapist).

This practitioner treats the individual with back-to-work focused Cognitive Behaviour Therapy (CBT) tools.

Each person in treatment has two sessions per week with no more than three days between sessions. The treating practitioner completes case contact notes on a shared network for the Clinical Psychologist to review.

Every fourth session, the treating therapist completes a treatment plan report and delivers it to the clinical supervisor, OSI Recovery Facilitators, and the individual. Typically, the individual can return to work, at least on a part-time basis, after four to six sessions of therapy.

Return to work plans are developed collaboratively and involve Organizational Solutions, the claimant and their supervisor. Typically, the client supports treatment until the individual returns to work on a full-time basis. This usually happens between six to nine sessions.

How Cognability was developed

A large manufacturing firm had a higher-than-average number of mental health files. OSI identified this and designed a unique mental health program called Cognability

which was then tested at this client's large Canadian manufacturing plant in 2013. The results were remarkable and meant meaningful relief for employees and significant cost savings for the employer.

In year one, they achieved:

21% reduction in average claim days, from 45 to 36



56% reduction in the number of new mental health claims

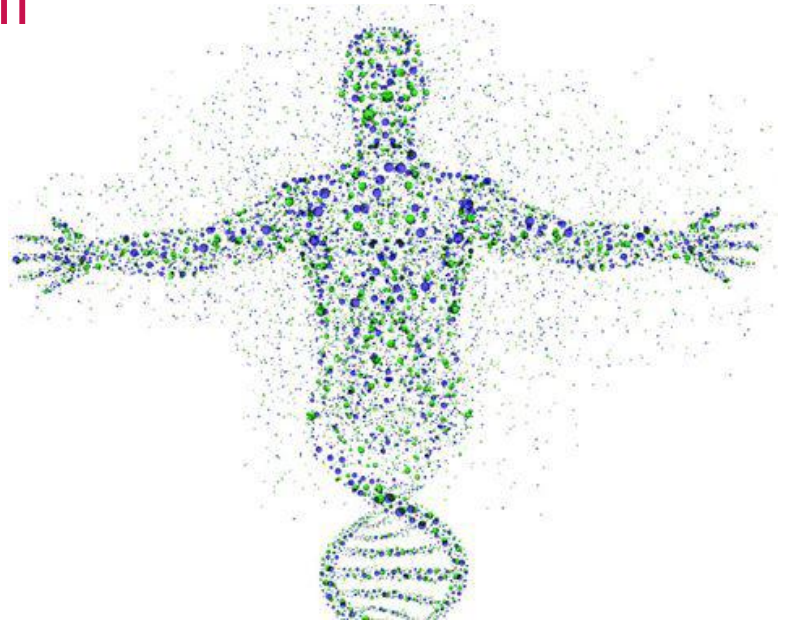


How Pharmacogenetics can complement Cognability

A simple Pharmacogenetics test can mean the difference between timely and sustainable recovery, and lingering symptoms.

Pharmacogenetics is delivering tremendous results in matching people up with the right prescription medications.

Just like everyone's DNA is unique, so is our reaction to certain drugs. Pharmacogenetics is the study of how people respond differently to drug therapy based upon their genetic makeup or genes, so that medications can be changed or updated if the therapeutic results aren't apparent.



Although Pharmacogenetics is not new - it was first mentioned by a geneticist in 1957 - using pharmacogenetics tests is a new tool in managing workplace illness, accident or injury.

Personalized prescribing method



Intended effect Intended effect Intended effect

One-size-fits-all prescribing method



Intended effect Toxic effect No effect

Pharmacogenetics testing looks at specific genes to help the patient and their doctor determine the types of medicines and dosages that may be right for that patient. Testing is a simple swab test.

Program Innovation that supports the swift, sustainable and safe return to work for employees with mental health concerns

Along with STD and workers' compensation claims management, OSI features complementary services that support our main focus: returning employees to work safely, swiftly and sustainably.

One of the most important, Cognability is an innovative program developed by OSI and one of our strategic medical partners.



More Services from OSI

- **Attendance Support** (absence prior to the STD threshold)
- **Leaves of Absence** (Care Giver, Parental, etc.)
- **Accommodation Services** under Human Rights and Provincial disability legislation
- Coordination of our **Specialized Psychological Program** (Cognability™) for Mental Health claims
- Coordination of **Pharmacogenetics Testing**
- Coordination of **Independent Medical Evaluations (IMEs)**
- **Ergonomic Assessments**
- **Physical and Cognitive Demands Analyses**
- **Paralegal Services** for Workers' Compensation
- **Advice to Pay Services**
- **Training and Development**

About OSI

Organizational Solutions Inc. is a proud Canadian success story. Started in 2003, the company has been built around one overarching vision: the right care, at the right time, for the right outcome.™

Our Head Office is centrally located in Burlington, Ontario. We have 21 more regional and satellite offices, so wherever you are, we understand the local market..

We have unrelenting focus on what matters

We focus on our core business: absence and disability claim management, along with value-added services that support your business. Nothing else distracts us.

Our program, Cognability, takes mental health claims care to a whole new level. This innovative approach combines disability management and Cognitive Behavioural Therapy.



- Short Term Disability
- Workers' Compensation Cases
- Leaves Absence
- Accommodation Services



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2186 Mountain Grove Ave., #253, Burlington, ON L7P 4X4

1-866-674-7656

Visit our website at www.orgsoln.com