

## The Short-Term Disability Program (STDP):

- Provides coverage for all eligible employees who are disabled from working due to illness, non-work related accidents or hospitalization, regardless of their medical history or how long they have been with Canada Post.
- STDP is entirely funded by Canada Post.
- If you are unsure if you are eligible for STDP benefits refer to your [Collective Agreement](/html/branches/internal_services/collective_agreements/index-e.shtml) , [Terms and Conditions of Employment](/html/branches/you_at_canada_post/management_and_exempt/index-e.shtml) or refer to the eligibility list below.

### STDP is designed to:

- ensure eligible employees receive the right support at the right time,
- encourage a healthy, timely and safe return to work and
- reduce the financial impact of a workplace absence.

If you are eligible, the STDP may provide income replacement for up to 30 weeks for a supported claim.

You will receive 70% of your regular wage for the first 15 weeks of your approved STDP claim. Top-up credits, if available, will be applied to increase the short-term disability income replacement benefit to 100% for the first 15 weeks.

If you are approved for the STDP for a period exceeding 15 weeks, you must apply for the Employment Insurance (EI) Sick Benefit through Service Canada. Applying for EI is a mandatory component of your STDP benefit if your absence extends beyond 15 weeks. AccessHR will provide you information on how to apply at week 13 of your supported STDP claim.

During weeks 16-30, you will receive two sources of income: one which is paid by the Service Canada EI Sick Benefit and the other by Canada Post. The combination of your payments cannot equal more than 70% of your regular wage, or 95% if you have top-up credits.

**Note:** If your approved disability absence extends beyond 30 weeks, you may be eligible to apply for:

- Disability Insurance (DI) benefits, for unionized employees including RSMCs with a date of disability on or after January 1, 2019
- Long-term disability (LTD) benefits, for Management/Exempt employees or
- Extended Disability Program (EDP) benefits, for RSMCs with a date of disability from January 1, 2016 to December 31, 2018 only.

DI, LTD and EDP benefits would start at week 31. Refer to ["End of STDP" <endofstdp-e.shtml>](#) for more information on these benefits.

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## Employee

- Report your absence directly to your Team Leader before or as soon into your shift as possible.
- Obtain the STDP application kit [here </cms\\_content/22-054-300.pdf>](#) or at [canadapost.ca / I'm an Employee / Employee <https://infopost.ca/employee-resources/>](#) Resources.
- Follow the instructions outlined in ["Starting a Claim" <startingclaim-e.shtml>](#).
- Cooperate and communicate with your Case Manager and Team Leader.
- Take an active role in the Return to Work Accommodation planning.
- Apply for your appropriate benefits as soon as possible (example: motor vehicle accident insurance, STDP, Injury on Duty (IOD)).
- If you have suffered an accident and plan to be in receipt of income from a Third Party you must provide AccessHR with the pay stubs from that income source.
- Request bargaining representative/union participation, if desired.

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## Contact your team leader for questions concerning:

- Pay
- Scheduling:
  - accommodations
  - return to work
  - gradual return to work
- Coding

**Contact your case manager for questions concerning:**

- Case management
- Return to work
- Gradual return to work
- Claim status
- Accommodations

**Phone:** 1-855-554-3148

**Contact the AccessHR Call Centre for all other enquiries:**

**Phone:** 1-877-807-9090 between 6 am and 9 pm ET

**Email:** [AccessHR@canadapost.ca](mailto:AccessHR@canadapost.ca) <<mailto:AccessHR@canadapost.ca>>

**Contact your case manager for questions concerning:**

- Case management
- Return to work
- Gradual return to work
- Claim status
- Accommodations

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**Contact your DM specialist for questions concerning:**

- Accommodation Search Form
- Accommodation
- Gradual return to work
- Return to work
- Intermittent absences

## Contact AccessHR:

- **Phone:** 1-877-807-9090 between 6 am and 9 pm ET
- **Email:** [AccessHR@canadapost.ca](mailto:AccessHR@canadapost.ca) <mailto:AccessHR@canadapost.ca>

## Contact the AccessHR Transaction Centre – STDP Team:

### **For team lead use only**

For case specific issues:

**Email:** [AccessHRTC@canadapost.ca](mailto:AccessHRTC@canadapost.ca) <mailto:accessshrtc\_accesrhct@canadapost.ca>

Ensure you include the proper formatting. For guidance on proper formatting, see Resources below.

When emailing [accessHRTC/AccèsRHCT](mailto:accessshrtc_accesrhct@canadapost.ca)

[<mailto:accessshrtc\\_accesrhct@canadapost.postescanada.ca>](mailto:accessshrtc_accesrhct@canadapost.postescanada.ca), the DO NOT DELETE text **must** be included in the body of the email. It must include the appropriate case number in place of the x's indicated below.

\* DO NOT DELETE \*

{ticketno: [xxxxxxxx]}

\* DO NOT DELETE \*

When included properly, it ensures that the email attaches directly to the appropriate EIC case and is seen immediately by the STDP Team.

When not included properly, the email does not flow to the EIC case/STDP Team. It may flow to the [AccessHR@canadapost.ca](mailto:AccessHR@canadapost.ca) <mailto:AccessHR@canadapost.ca> email account or may disappear.

# Resources

## Employee

[Employee and Family Assistance Program \(EFAP\) <https://infopost.ca/kwim/providers/>](https://infopost.ca/kwim/providers/)

The Employee and Family Assistance Program (EFAP) offers a number of programs and resources that can help employees address issues and help team leads address the workplace issues that affect their team members.

[Collective Agreements </html/branches/internal\\_services/collective\\_agreements/index-e.shtml>](http://www.infopost.ca/html/branches/internal_services/collective_agreements/index-e.shtml)

Details specific to each employee group, including STDP, Personal Days, etc.

[Terms and Conditions of Employment </html/branches/you\\_at\\_canada\\_post/management\\_and\\_exempt/index-e.shtml>](http://www.infopost.ca/html/branches/you_at_canada_post/management_and_exempt/index-e.shtml)

Details specific to management exempt employee, including STDP, Personal Days, etc.

[Eligibility List </html/branches/you\\_at\\_canada\\_post/stdp/personal\\_days-e.shtml#personal\\_day\\_eligibility>](http://www.infopost.ca/html/branches/you_at_canada_post/stdp/personal_days-e.shtml#personal_day_eligibility)

Easy to use guide to assist you in determining eligibility to STDP, Personal Days and Carry Over by group.

[Employment Insurance <https://www.canada.ca/en/services/benefits/ei.html>](https://www.canada.ca/en/services/benefits/ei.html)

The Employment Insurance (EI) program offers temporary financial sickness benefits to people unable to work because of sickness, injury or quarantine. Workers could be eligible to receive up to a maximum of 15 weeks of benefits. Visit the Service Canada website for more information.

[STDP application </cms\\_content/22-054-300.pdf>](https://www.infopost.ca/cms_content/22-054-300.pdf)

The STDP application kit will provide you with a comprehensive step-by-step checklist, medical forms, and employee statement to allow you to successfully apply for STDP.