

Open Door

an employee's guide

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What is Open Door?

Open Door is the name of Unum's Vocational Assessment & Guidance Centres. If you are unable to work due to illness or injury or are experiencing difficulties in the workplace, we may ask you to attend one of our Centres, or a local venue if you are unable to travel to an Open Door site, in order to establish what you can and can't do in relation to your occupation. The Open Door assessments enable us to form a clearer picture of your situation, and will help us to:

- understand, process and manage the claim
- identify what activities you can and can't do in relation to your occupation
- establish whether you are able to return to work, and if so under what circumstances.

Open Door assessments are carried out by experienced independent Consultants, who assess whether you are able to carry out your current job or whether modifications or special adjustments need to be made to your place of work before you are able to return to work.

Whilst we will do as much as we can to get you back to work, in the event that you are not able to continue in your current role, Open Door might be able to provide recommendations or suggestions for alternative career options.

Why have you been asked to attend Open Door?

There are three reasons why you may be asked to attend Open Door:

1. You may be referred by the Claims Management Specialist (CMS) who is responsible for assessing the claim in order for him/her to understand what aspects of your job you can still do and what aspects might cause you difficulty.
2. You may be referred by your Vocational Rehabilitation Consultant (VRC) who will be working with you and your employer to help you back to work.
3. The assessment will provide information which will enable your VRC to develop a realistic Graduated Return to Work plan.



What assessments are carried out?

There are a range of assessments available and we may require you to take part in more than one type of assessment depending upon your condition and circumstances. Before attending Open Door you will be notified of the type of assessment to be carried out and where and when it will take place.

We can assist in arranging travel and accommodation if required.

Examples of the different types of assessment carried out at Open Door:

- **Functional Capacity Assessment**
You will be asked to perform a series of activities including lifting, reaching, stretching, standing, kneeling and walking. The activities are designed with your safety in mind and you will not be asked to do anything which may cause you discomfort.
- **Psychological Assessment**
This is carried out in order to understand how your illness or injury affects your ability to work. You will be interviewed by a Consultant who will then ask you to carry out some paper and pen exercises to establish how best to assist you in your return to work.
- **Ergonomic Assessment**
This is designed to look at your workstation and assess whether any adaptations can help you to work more comfortably.
- **Job Analysis Assessment**
A review is carried out in your workplace to understand, in more depth, the tasks of your job and the equipment you use.
- **Vocational Exploration Assessment**
If you are unable to return to your original job, we can explore alternative occupations. The Chartered Occupational Psychologist will talk through your work preferences with you and, with the help of career exploration software and pen and paper tests, can provide guidance on the most suitable options for you to explore with your VRC.

If you wear reading glasses or a hearing aid please remember to bring them with you for all assessments.



Your questions answered

How long will the assessment take?

In most cases assessments are carried out over one day, usually from approximately 10/11am - 3pm, but you may be offered an assessment that starts in the morning or the afternoon. If you have a long distance to travel we will arrange and pay for overnight accommodation.

Who pays my travel expenses?

We will reimburse you for the following expenses:

- the cost of a standard class return train fare to and from your assessment
- taxi fares from train stations to or from Open Door or to or from your accommodation (please ask the driver for a receipt)
- if you drive, we will reimburse you at 20p per mile.

What about meals?

If you attend the Open Door Dorking or Bristol centres, you may wish to bring some change in order to purchase tea/coffee and a light lunch. If you are staying overnight we will reimburse the following:

- the cost of an evening meal up to £15
- the cost of breakfast if not included in your room price, at up to £6.

What if I need someone to come with me?

Please call the Open Door Administrator on 01306 873 205 to discuss your needs. If it is agreed that someone should accompany you, we will pay their travel and accommodation costs. However, they will need to pay for their own meals.

How do I claim my expenses?

You should keep all your receipts and send them with your expense return slip to the following address:

Open Door Administrator
Rehabilitation Services
Unum
Milton Court
Dorking
Surrey
RH4 3LZ

We understand that you may have a number of queries or concerns and we are happy to answer any questions you might have. Your VRC or CMS will always be on hand to speak to you about your visit to Open Door. Alternatively, you can call the Open Door Administrator on 01306 873 205.

Your attendance at Open Door will provide us with the information we need in order to progress the claim. If you are unable to attend for any reason, please contact us on 01306 873 205 and we will arrange another appointment at a more convenient time.

We look forward to seeing you soon.

For more information, call our Open Door Administrator on 01306 873 205.

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Registered office:
Milton Court, Dorking,
Surrey RH4 3LZ.
01306 887766 TEL
01306 881394 FAX
01306 887784 TXT TEL

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