

Canada Team Member

leave of absence guide

THE MICHAELS COMPANIES

Your Guide to Leaves of Absence in Canada

When to Consider a Leave of Absence

There are many family, medical or personal situations that can arise where it may be appropriate for you to consider a leave of absence (LOA) based on the situation and your eligibility. A few common examples are:

- when you are attending to a medical need
- when you are caring for a sick child or spouse
- when you need to be absent from work for more than five consecutive working days, for reasons other than vacation or scheduled time off

We offer the following types of leaves:

- Team Member Medical Leave
- Personal Leave
- Pregnancy Leave
- Parental Leave
- Family Leave
- Other Leaves required by applicable law

Things You Should Know

- You may use vacation, personal or sick time concurrently with your leave.
- You are required to pay your portion of all benefit premiums while on leave.
- You may be required to provide supporting documentation, such as medical certification, to CBML for certain types of leave to be approved for the LOA.
- Please ensure you are in communication with CBML.
- Please keep your supervisor informed as to any changes in your Leave status.
- You may be required to provide a medical Return to Work Form completed by your doctor for certain types of leave before you will be allowed to return to work.

How a Leave of Absence Works

You notify your supervisor that you need time off. You and your supervisor discuss accommodations.	If you consider an LOA, please contact CBML, our LOA Administrator.	You provide required documentation to CBML.	Your LOA is approved or denied.	You provide any required Return to Work documents.	Come back to work!
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- In an emergency, please notify your supervisor and they will contact CBML on your behalf.

We're Here for You

If you need time away from work, please discuss the situation with your supervisor. While you may require a traditional LOA, we may be able to accommodate your needs through schedule changes, work modifications or other adjustments so you can keep working and take care of your situation.

To initiate a leave of absence, please choose one of the following options:

- Call CBML at 1-844-636-9622
- Log into CBML Self-Service Portal – www.CBML.ca/michaels
- Call Michaels Team Member Services 1-855-432-MIKE (6453)

Short-Term Disability Provider:

- Canada Life – 1-800-361-6212

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Family Leave	To allow Team Members to be absent from work in order to care for ill family members.	For most provinces, up to a maximum of 37 weeks, depending on the reason for the leave.	Team Member or Store Manager can confirm return to work date with CBML 7 days prior to returning to work
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*Team Members may be required to have completed a specific period of continuous employment to be eligible for a leave. Please refer to the provincial supplement of the Team Member handbook for more detailed information

**Please refer to the provincial supplement, as the length of leaves vary between provinces.

Note:
In Quebec, work related injuries are covered by *An Act Respecting Industrial Accidents and Occupational Diseases*. Therefore, an employee may not take a personal leave pursuant to *An Act Respecting Labour Standards*, if he or she suffers from a work-related injury.

When Applying for a Leave of Absence

We ask that you provide as much notice as possible when requesting a leave. In an emergency, we ask that you contact us within 2 working days to let us know, unless there are extraordinary circumstances that prevent you from contacting us. Your leave request must include dates and duration of the leave, as well as the information CBML needs to determine which leave(s) are appropriate. We may ask for things like medical documents, your ability to perform your job functions, the need for hospitalization or continuing health care treatment by a health care provider, or circumstances supporting the need for the leave. If you are requesting leave to care for a family member, we may ask for similar information about their situation.

Once CBML receives your request, they mail (or email if requested) a packet to your home. You must complete and return information to CBML within the specified time frame for your leave to be approved.

Leave Extensions or Returning Early

If your situation changes and you need to extend your leave of absence or reduce the length of your leave, you must notify CBML. For extensions, you should make your request within 5 working days of your original return to work date. Extensions of leaves may require additional documents for approval.

Pay While on Leave

If you have available vacation or sick time, you may choose to use it if you wish to receive pay during your leave. You will need to contact your manager and coordinate the use of your available paid time off (PTO). Payment of applicable paid time off is not automatic.

Reasons for leave:	If you wish to be paid, you can use:
To care for a child after birth, or placement for adoption or foster care	Granted vacation and sick time
To care for a seriously ill child, or family member	Granted vacation and sick time
For the Team Member's own serious health condition	Granted sick and vacation time

Please note: depending on the type of leave you require, you may be eligible for Federal Employment Insurance benefits. Information is available online at: <https://www.canada.ca/en/services/benefits/ei.html>.

Obtain your record of employment at www.servicecanada.gc.ca available after 7 non-working days, on the next pay period.

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Short-Term Disability (STD)

Applying for Short-Term Disability Benefits

After you contact CBML and request your leave of absence, we will complete the Employer Statement and submit it to Canada Life. We will mail or email you your disability packet, which will include one section for you to complete and one section for your attending health care provider to complete. You will send the completed packet to Canada Life. Canada Life will send you a letter letting you know if your claim is approved or denied.

Short-Term Disability Benefit and Your Pay

If a Team Member is requesting a LOA for their own serious health condition and is enrolled in STD coverage, they should apply for STD benefits as well as a LOA. If approved, for a Salaried Team Member, STD Benefits provide 100% of Team Member's normal pay for up to 17 weeks; and 66 2/3% of full-time Hourly Team Member's normal pay while on LOA. STD starts after a 7-day waiting period. If STD benefits amount is less than a Team Member's normal income and may be supplemented using available sick, vacation, and/or personal time off. STD benefits are subject to normal taxation.

For example:

Sue is a full-time Hourly Team Member and is going on an 8-week leave for a serious health condition. Her short-term disability benefit has a 7-calendar day waiting period for her benefit that covers 66 2/3% of her pay. Here's how Sue will use her short-term disability in conjunction with other time off she has available:

- *She will use 5 sick days to cover the 7-calendar day waiting period before she's eligible for her short-term disability.*
- *Since she is receiving 66 2/3% of her pay for the next 7 weeks of her LOA from her short-term disability, she can use sick, and vacation time to supplement her short-term disability until she exhausts all time off options, or she returns to work. This will be in coordination with any provincial government paid leave she is eligible for. The caveat is ensuring the team member does not receive more than 100% of pay from all sources (vacation, sick, federal and STD).*

While You're on Leave

While you're away on leave, the following rules apply subject to state, provincial laws and regulations:

- You do not earn paid sick days or paid vacation time off.
- Team Members on an approved leave receive applicable vacation at their next anniversary award.
- You may not be paid for statutory holidays or bereavement days that take place during your leave.
- You may not perform work for any other employer or go into business that directly conflicts with your medical restrictions, except as allowed for uniformed service leave, pregnancy or otherwise permitted by law.
- You may be required to report your leave status and return to work plan to us.
- Spouses who are both employed by us are limited in the amount of leave they may each take. The combined total of both their leaves for the birth and care of a newborn child, placement of a child for adoption or foster care, or to care for a parent who has a serious health condition must not exceed 37 weeks. Additionally, leave for birth and care, or placement for adoption or foster care, must conclude within 12 months of the birth or placement.

If you experience a work-related injury or illness and are eligible for Workers' Compensation benefits, you may also supplement those benefits with available sick, vacation or personal time off to 100% of your pay. For example:

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Mary is an hourly Team Member who has a 7- calendar day waiting period for her disability benefit that covers two-thirds of the average weekly earnings. She can use 5 days of sick time for the waiting period, then supplement her disability benefits with 1/3 of a day of sick or vacation time for each day she is out of work.

Benefits While on Leave of Absence

We continue to pay our portion of your health plan insurance premiums during your leave. You must make timely payment of your share of the premium while on leave. CBML will collect these premiums on behalf of Michaels for Full-Time Team Members. CBML will send you an invoice letter as well as a reminder notice for premiums due. You will make your payments directly to CBML; their direct number is 1-844-636-9622.

You have a 30-day grace period to make premium payments. Team Members if on leave will need to pay insurance premiums to CBML. When Team Member returns to work, normal deductions and any billed premiums while on LOA will need to be paid to CBML. If you do not return from leave, we will pursue, as needed, legal remedies to recover any health premiums paid by the company on your behalf during any unpaid periods of leave.

Medical Certification

Certain leaves require medical certification. Once CBML receives a request for leave of absence, a certification form will be sent to you. If you do not provide the required certification, approval of your leave will be delayed. If the medical certification is not supplied within 15 days, the leave may be denied. Any request to extend a leave must also be supported by an updated medical certification.

If there are reasons to doubt the validity of the certification provided, you may be required to obtain a second opinion from a doctor of our choice at our expense. If the health care provider and the doctor providing the second opinion do not agree, a third opinion may be required, also at our expense, performed by a mutually agreeable doctor who will make a final determination.

Returning from Leave

Contact your supervisor at least one week prior to your anticipated return to work date. If you are on an LOA for your own health condition (other than workers compensation), you must fax the Release to Work Form completed by your health care provider to CBML at 1-866-629-7894 or email to michaels@cbml.ca prior to returning to work. Be sure your doctor completes the form in its entirety. If you do not provide this information, your return to work may be delayed. Coordinating your return with your supervisor is important so we can plan a practical return date.

Frequently Asked Questions

Q: What pay will I receive when I am on leave?

A: You do not receive regular pay while on a LOA. See the sections above related to using your available sick and vacation time as well as disability to supplement your income while on leave.

Q: How do full-time hourly Team Members receive applicable sick and vacation hours while on LOA?

A: Contact your manager and coordinate entering available sick and vacation time via your normal time off entry method. Payment of paid time off is not automatic.

Q: What if I have work restrictions or need an accommodation when I return to work?

A: We will engage in our interactive process to seek a reasonable accommodation for your needs. That accommodation might include a change in job duties, use of special equipment or modified work schedule. We are committed to helping you return to work as soon as possible when your leave ends.

Q: What happens if my LOA is exhausted and I am not able to return to work?

A: The most important thing to do is let us know about your situation. If you are unable to perform the essential functions of your job when you have used all available leaves, we will engage in our interactive process to find a reasonable accommodation for your situation. Accommodations could include changes in your job duties or schedule, use of special equipment, or even additional leave time. In the event you choose not to engage in our interactive process and do not return to work as planned, we may have to assume you have chosen to resign your employment with us.

Q: What other benefits are available to support me during my LOA?

A: The Employee Assistance Program (EAP) is a free and confidential resource available for you and your family even if you're not enrolled in a benefit plan through Michaels. You can talk to professional counselors who can help you get a handle on anything that's bothering you, from relationship and family problems, to money worries. The EAP can also help you locate resources in your community such as childcare, elder care, nanny services and adoption assistance. Contact the EAP at any time — 24 hours a day, 7 days a week at 1-800-283-5645. Or, go to www.resourcesforliving.com (username: Michaels password: 8002835645). You can also visit www.Canada.MIKBenefits.com for more information on other benefits and wellness programs!

Full details of these benefits are contained in the legal documents (such as plan documents and policy contracts) governing the plans. If there is any discrepancy or conflict between the plan documents and the information presented here, the plan documents will govern. In all cases, the plan documents are the exclusive source for determining rights and benefits under the plans. Michaels reserves the right to change or discontinue the plans at any time. Participation in the plans does not constitute an employment contract. Michaels reserves the right to modify, amend or terminate any plan or practice described. Nothing in this document guarantees that any new plan provisions will continue in effect for any period of time.