

# New York Life Group Benefit Solutions Healthy Working Life.

## Questions about PreDisability Vocational Coaching.



### **What is a Vocational Coach?**

Vocational Coaches are trained professionals who provide counseling and technical assistance to people who are experiencing challenges at work because of an illness or injury.

### **How can a Vocational Coach help me?**

The coach will talk with you about concerns and challenges you may be experiencing at work because of an injury or illness, excluding any workers' compensation-related conditions. The coach may assess your needs related to your health condition and give you suggestions on ways to safely perform your job.

After ensuring your posture and body mechanics are appropriate, the coach may also recommend new tools or equipment which New York Life Group Benefit Solutions may pay for once your employer confirms it is safe for the worksite.

### **What information will NYL GBS share with my employer?**

If necessary to implement a recommendation, the coach might speak with your employer in partnership with you. The coaches abide by the rule of sharing only "minimally necessary" information with your employer and only after we have spoken to you first.

### **What does the service cost?**

There is no cost to you, and within certain limits, NYL GBS may pay for new equipment, devices or attire the coach may recommend and your employer approves.

### **Why do I need to sign an authorization form?**

A signed authorization form allows the coach to communicate their recommendations back to your employer. The coach will let you know if they need to contact another company, and the reasons why. The authorization is valid for one year, but can be cancelled at any time.

### **Will my employer/supervisor know I'm speaking with the coach?**

Your employer is likely aware that this program has been offered to you. In some circumstances, the coach may work with you directly without involving your supervisor. In most situations, the coach will discuss job-related limitations and/or restrictions along with our recommendations to help you with your Human Resources team.

If the coach recommends a certain piece of equipment or other modifications (such as a modified work schedule) for you, the coach will form a general plan with you and discuss the details with your Human Resources team for approval. Furthermore, the coach will not discuss any information about your health condition unless that information has already been shared and approved by you.

Offered by: New York Life Group Benefit Solutions.

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