



Employee assistance program: A guide for managers and employee representatives.

Offered to you through



This program was designed to promote assistance services to all staff members by referring them to professional help. It provides support to all employees and to their dependents.



Your exclusive services:

- Relational coaching by phone
- Legal, financial and human resources assistance for issues related to the company (unlimited number of issues; 60 minutes per call)
- Crisis management



Your tools:

- Promotional posters
- Informational and coaching resources, including training sessions and videos
- Reference documents



Employee services:

- Mental health support (12 hours per calendar year of psychological assistance by phone, online or in person)
- Legal or financial counseling (unlimited number of issues; 30 minutes per call)
- 3 hours of phone assistance to parents for child school planning
- Phone support to find a seniors' residence or daycare



Tool for employees:

- Wallet card

Help your colleagues by learning to identify when an employee may be at risk of missing work or may need professional help.

Signs include:

- Fatigue
- Lack of motivation
- Strained relationships with others
- Drastic change in weight or mood
- Withdrawal
- Etc.

If you notice some of these signs in one of your employees, or you hear about an employee showing some of these signs, reach out to them to make them aware of the professional, confidential support they can lean on.

We know it may be hard to approach an employee about this topic, so you can also leverage our relational coaching for some tips on how to approach your employee.

What is crisis management?

Just like individuals can face unexpected challenges, so can organizations. The crisis management service provides support anytime an organization experiences an adverse or traumatic event that affects the ability of the employees to carry on business as usual.

You can reach out to crisis management 24/7. Phone support will be available in less than an hour, and a care plan will be put in place so you and your employees can get the specialized intervention you need. Specialized counsellors will be available within 48-72 hours for interventions that require on-site attention.





Education and support are key to a healthy and effective workplace.

Promoting assistance services to employees will encourage those who may need them to reach out. With that in mind, consider:

- Putting up posters in strategic locations (cafeteria, washrooms, entrance halls, etc.)
- Handing out wallet cards
- Organizing a health and wellness talk

To obtain materials:
telushealth.com/desjardins-eap

For 24/7 professional support:
1-877-455-3561

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