



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

Offered to you through



This program was designed to help you get personalized assistance, and to support employees by referring them to professional help.



Your exclusive services:

- Mental health support: 12 hours per calendar year of psychological assistance by phone, online or in person
- 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:

- Wallet cards to refer employees who need support
- Informational and coaching resources, including training sessions and videos
- Reference documents



Service for referred employees:

- Mental health support for your employees (4 hours per employee per calendar year, by phone or online)

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.

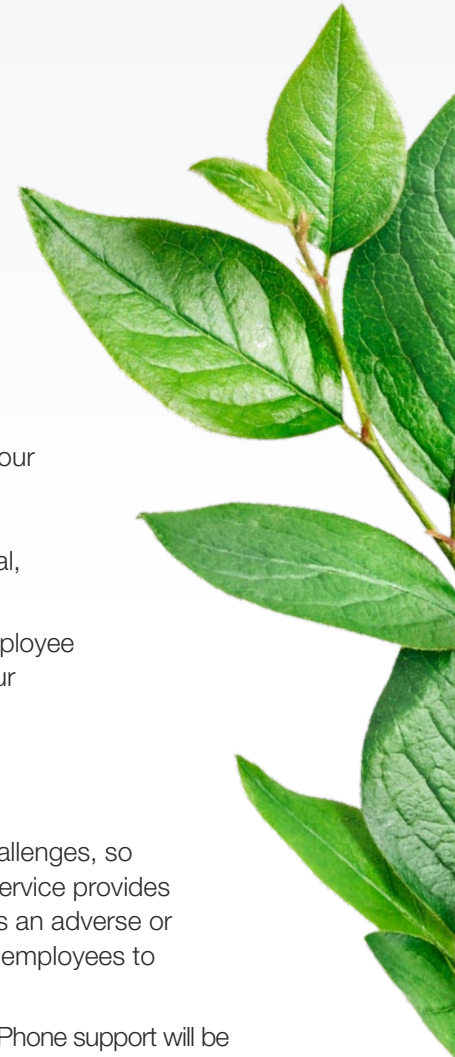
If you notice some of these signs in one of your employees, or you hear about an employee showing some of these signs, reach out to them to make them aware of the professional, confidential support they can lean on.

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.

As a people manager, you play a key role in promoting assistance services to employees who may need them. With that in mind, consider:

- Always having wallet cards handy
- If you notice an employee who needs help, invite them to a meeting and give them a wallet card
- Remind employees of the importance of taking care of themselves and seeking the help they need

To obtain materials:

telushealth.com/desjardins-map

For 24/7 professional support:

1-877-455-3561

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