



EMPLOYEE ASSISTANCE PROGRAM

Towards a better work-life balance

A product by



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CONTRIBUTE TO YOUR EMPLOYEES' PHYSICAL AND MENTAL HEALTH

An EAP helps your employees when personal or work-related issues may affect their ability to perform their day-to-day work. The EAP provides assistance with mental health, interpersonal relations, finances, legal issues, as well as alcohol and drug abuse. This program is accessible regardless of where the employee is located and according to the clinically appropriate number of hours.

Your employees' day-to-day work is constantly evolving.

So is your EAP!



SERVICES INCLUDED

PSYCHOSOCIAL COUNSELLING:

A consultation service is available to insured persons to help them resolve work, family, personal or addiction issues. Services are available for the clinically appropriate number of hours required for a short-term therapy approach.

- + Unparalleled counselling support offered 24 hours a day, 7 days a week
- + Virtual consultation: videoconference, telephone, online group
- + In-person consultation
- + Accessible via phone, chat via website or mobile app



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WORK-LIFE BALANCE: A consultation service to support insured persons through various life situations.

- + Financial advice
- + Legal advice
- + Elder care consultation
- + Childcare consultation
- + Nutrition and weight management
- + And much more!



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MANAGEMENT CONSULTATION: Service provided to managers to help them solve team-management issues such as conflicts, negative reactions to change as well as communication problems. When managers call the service, advisors analyze the situation with them, help identify the root cause of the problem, and guide them through the resolution process.

- + Confidential and free service
- + Available 24 hours a day, 7 days a week
- + Unlimited number of requests



1-877-744-2789



WEB PLATFORM: A unique, integrated and innovative web-based wellness platform that includes an industry-leading mobile app. The platform provides insured individuals with measurable wellness benefits along with ways to manage their health risks and inspire positive change. You will also find the following:

- + Participant's Total Wellbeing Index (TWI) – a behaviour-based assessment that helps insured persons better understand their strengths and areas for improvement across the four pillars of well-being
- + An online library with a variety of content, such as articles, videos, audios, toolbox and wellness tips
- + Online clinical programs (CareNow) – a self-service with a user-paced cognitive-behavioural approach, covering topics such as depression, anxiety, stress, substance abuse and bereavement
- + Benefits and savings
- + Virtual Fitness Program



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PREZEN+, A UNIQUE OFFERING

Our assistance program is available to all Tour+Med employees, regardless of employment status, as well as their immediate family members, with no limit on the number of hours per year. Consultation services can be easily accessed on a confidential and voluntary basis without employer referral by calling the toll-free number, visiting our website or using the mobile app. Note that consultants do not have access to the EAP.



THE BENEFITS

- + Reduced stress
- + Decreased absenteeism
- + Improved participant health
- + Group insurance cost control
- + Disability prevention
- + Increased productivity
- + Easier employee recruitment and retention



TOUR+MED EMPLOYEE ASSISTANCE PROGRAM FEATURES



Manager Assistance – Post-traumatic intervention

The Trauma Assist service included in PreZen+ | My Health Ally allows a manager to get help when traumatic incidents occur in the workplace: armed robbery, homicide, death threats, a major work accident, a serious altercation, etc. A four-hour consultation block is included free of charge. The manager may also use this service for tragic events, such as the notification of a critical illness or the sudden death of an employee.

During the manager's call, the counsellor analyzes the potential reactions of team members to determine whether the intervention will be in the form of telephone coaching with the manager, telephone counselling, a secure or in-person video conferencing session for affected employees, or a group debriefing session at the workplace.

The Trauma Assist service offers ways to help employers do the following:

- + Manage the event on site by providing tools to deal effectively with the situation and then providing advice, especially to the managers of the teams directly affected;
- + Provide counselling to avoid or minimize mental health problems that employees may experience as a result of the event;
- + Manage teams in the days following the event and reduce absences and organizational problems resulting from employees' reactions.



1 800 361 9569

THE PREZEN+ PROMISE | MY HEALTH ALLY:

Ensure the health and well-being of managers, employees and their families through a fully confidential support program

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