



## Tools and resources to support your managers

### Is reducing absenteeism important to you?

Employees' health and well-being is a growing concern to organizations and managers. By reducing absenteeism, managers can increase their staff productivity and their company profitability. In order to achieve this goal, managers must have access to tools that will help their employees with personal difficulties, before their problems impact on their performance.

We are aware that being a manager is not a simple task. That is why we offer you **Posaction<sup>®</sup> Plus**, a service that will make your job easier and help you reach your objectives.

### Manager assistance

This program is included under your long-term disability insurance benefit, and offers tangible solutions through four main components: training modules for managing teams, telephone coaching, post-traumatic counselling and psychosocial assistance for troubled employees.

### Training modules

The *Healthy Teams* collection is made up of training modules designed to help managers find solutions to the common but often delicate issues that arise within their teams. Each module focuses on a specific theme, offers a straight-forward problem-solving approach, and provides simple explanations and practical tools. Managers can order free copies of these modules online.

Free online ordering: [www.posactionplus.com](http://www.posactionplus.com)



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### Confidential telephone coaching

A confidential telephone coaching service is available to help managers resolve the problems that arise in managing a team.

The service is confidential, free of charge, and available Monday to Friday from 9:00 a.m. to 5:00 p.m. (ET). A coach will contact the manager the day of their call or at the agreed-upon time. A coaching request may be handled in one or more calls, depending on the situation. However, the total duration of all calls for the same request may not exceed 1 ½ hours.

Unlimited number of requests: 1-877-744-2789

### Post-traumatic counselling

The post-traumatic counselling service included under the **Posaction® Plus** program provides assistance when a traumatic event occurs in the workplace, like an armed robbery, homicide, death threats, major occupational injury, serious altercation, etc. This service can also be used for tragic events like a critical illness diagnosis or sudden death of an employee.

When the manager calls the service, the counsellor analyzes the potential reactions of the team members to determine whether the counselling will take the form of telephone support for the manager, telephone or face-to-face counselling for the employees involved, or an onsite group debriefing.

Toll-free number: 1-800-668-0193

## Employee assistance

**Posaction® Plus** is a problem resolution service that allows group plan members, their spouse and their dependent children to get professional help, with a maximum of 12 hours of confidential consultation.

## Posaction® Plus, a valuable asset

Our society is constantly evolving and change is a part of our daily life. To function at our best, we must adapt and learn how to cope with the stress. As a result of these numerous changes, some individuals may experience physical or psychological problems that affect their lives, both personally and professionally.

**Posaction® Plus** becomes a valuable asset for you and your plan members during these critical situations.



## Problems? **Posaction® Plus** can help your group plan members!

- **Personal problems:**  
Stress, grief, professional exhaustion, nervous breakdowns, anxiety, isolation, overwork, fatigue, sleeping disorders.
- **Problems of substance abuse:**  
Abuse of alcohol, drugs or medications.
- **Problems at work:**  
Change, loss of interest, exhaustion, professional reorientation, harassment, trauma in the workplace, absenteeism.
- **Matrimonial problems:**  
Divorce, separation, conflict resolution, communication problems.
- **Family problems:**  
Discipline, communication, elder care, disturbing behaviours.

## Posaction® Plus, simple and confidential

If you believe that one of your plan members needs help, provide them with the pamphlet specially made for this. They will find all the necessary information about **Posaction® Plus** as well as the toll free telephone numbers required to contact Solareh (Services for Progress in Human Resources, Inc.).

When appropriate, we will send this pamphlet to plan members who have been on disability for a period of six consecutive weeks. We will enclose along with this pamphlet a letter of introduction in which we will explain the services included in the group insurance program and the confidential nature of the coverage.

We are so confident that **Posaction® Plus** will have a positive impact on the number and the length of disabilities within your group that we are offering it to you at no additional cost.

In fact, we have included **Posaction® Plus** in all non-refund Long Term Disability plans with no increase in rates. All you have to do is to take advantage of it!

Please do not hesitate to contact us to obtain additional information about our group insurance products and services.

**Vancouver**  
604-718-4410  
1-800-667-6267

**Toronto**  
416-926-2662  
1-800-263-9641

**Quebec**  
418-838-7800  
1-877-828-7800

**Calgary**  
403-216-5800  
1-800-661-8666

**Ottawa**  
613-224-3121  
1-888-428-2485

**Halifax**  
902-466-8881  
1-800-567-8881

**Edmonton**  
780-822-2293

**Montreal**  
514-285-7880  
1-800-363-3072

**St. John's T.-N.-L.**  
709-747-8473

**Winnipeg**  
204 989-4350  
1-888-942-3383

Visit our website:  
**[desjardinslifeinsurance.com](http://desjardinslifeinsurance.com)**

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Financial Security Life Assurance Company.  
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## About Desjardins Insurance

Desjardins Insurance is a national leader in proactive disability management with a human touch. Nearly six million Canadians rely on us every day for their financial security.

Desjardins Insurance is part of Desjardins Group, the largest financial cooperative group in Canada with assets of over \$190 billion. Desjardins Group has been in business for more than 100 years and ranks among the safest financial institutions in North America.



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