

Guide for managers

Our support program covers ten hours* of telephone, in-office or online consultation, for both physical and psychological problems, including one hour of legal or financial consultation. As a manager, only you can refer an employee to the support service.

As with our Employee Assistance Program (EAP),
Optim'assist upon referral includes:

- Coaching for life style changes
- Personalized support and counselling
- Post-traumatic intervention
- Resolution of personal, professional and family problems
- Remedial education and relationship assistance
- Access to a multidisciplinary physical and psychological health team

If you notice any unusual change in behaviour, quickly schedule a meeting with the employee or colleague and refer him or her to professional help. A simple question or concern is sufficient motive for communicating with us.

Several resources are available!

- Consult our videos on your portal, they will provide information about healthy management practices.
- Contact our telephone **coaching service** for support.
- Keep the support service reference cards handy to better direct the person in need of assistance.

Intervention in a crisis situation

In addition to individual difficulties, organizations may be faced with disturbing events that have an impact on employees, the work teams or even the organization as a whole.

In less than an hour, you'll receive all the telephone support you need. In situations requiring an intervention on the premises, a crisis counsellor will be on site in less than 24 hours.

Our specialists make sure the interventions remain **confidential**. They are trained to offer all the necessary support to preserve workplace health and wellness.



To offer a card
is to offer help!

Order reference cards on your portal
or at optimaglobalhealth.com

Support available 24/7

1-855-480-2240

reception@optimaglobalhealth.com

For more information, visit optimaglobalhealth.com