



A SOLAREH SOLUTION

Your assistance program for employees and their families

Assistance and problem-solving services to help improve your health and well-being

- Fast, free access to qualified professionals
- Face-to-face psychosocial counselling to help you resolve personal, family, or work-related problems
- Telephone counselling to provide you with information about legal or financial matters, or support for childcare or eldercare

WHO IS ELIGIBLE FOR THE SERVICE?

The Posaction® assistance program is part of your group insurance contract, and is available to insured employees and members of their immediate family.

HOW MANY HOURS ARE COVERED?

The psychosocial counselling service provides up to 12 hours of face-to-face counselling per year (contractual year or calendar year as per your contract). This time may be shared among the insured and the insured's immediate family members. For telephone counselling, there is no limit on the number of calls or assistance requests.

IS THE SERVICE CONFIDENTIAL?

Confidentiality is a key component of the Posaction® assistance program. All network counsellors are members of a recognized professional association, and as such, must comply with Canadian and provincial legislation regarding the protection of personal information. They are also bound by the code of ethics of their profession. No information regarding the use of these services may be disclosed to anyone without the user's express authorization.

HOW DO I ACCESS THE SERVICE?

Simply call the toll-free number: 1-800-668-0193. Your call is completely confidential. Someone is available to open your file 24 hours a day, 7 days a week.

NO OUT-OF-POCKET EXPENSES

The Posaction® assistance program is included in your group insurance contract. There are no out-of-pocket expenses for using the services, and no receipts to submit.

Posaction® is a registered trademark of Solareh.



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Solareh is the company hired to provide the professional services included under the Posaction® assistance program. This company manages a national network of professional counsellors. www.solareh.com



PROFESSIONAL CONFIDENTIAL ASSISTANCE SERVICES

In an ideal world, all our experiences would be happy ones. However, as much as we may aspire to good physical and mental health, sometimes we have difficulty resolving certain problems that can affect our well-being.

The Posaction® assistance program for employees and their families offers you professional support by guiding you through a problem-solving process. Our services will help you overcome your problems so you can get back to feeling like yourself again.

FACE-TO-FACE COUNSELLING

If you're having trouble resolving a problem, meeting with a professional can help you deal with the reactions and emotions that affect your sense of well-being.

FAMILY PROBLEMS

- Relationship issues
- Problems caused by a separation or divorce
- Family communication problems
- Parenting problems
- Difficulties associated with a blended family
- Difficulties associated with being a caregiver, etc.

WORK-RELATED PROBLEMS

- Stress, burnout
- Problems adapting to change or to certain duties
- Interpersonal problems and conflict with co-workers or supervisors
- Loss of interest in work, etc.

PERSONAL PROBLEMS

- Sleep disturbances
- Anxiety
- Demotivation
- Loss of self-esteem
- Stress, fatigue, overwork
- Depression, isolation
- Bereavement, etc.

DEPENDENCY PROBLEMS

- Abuse of alcohol, drugs or medication
- Compulsive gambling, Internet or video game addiction, etc.

NEED HELP NOW ?
CALL TO SPEAK TO A COUNSELLOR
1 800.668.0193

Have your group insurance contract number and certificate number handy when you call.

_____ Your contract number

_____ Your certificate number

Service in French 1 800.361.9569

TELEPHONE ASSISTANCE

If you need information about legal or financial matters, telephone counselling can help you see things more clearly. If you're looking for support on childcare or eldercare issues, written information will be sent to you.

LEGAL QUESTIONS

- Information on matters of family law, divorce or child custody
- Information on matters of labour law
- Legal information on third party liability, assets and property, wills, successions
- Consumer protection information, etc.

This service does not include criminal or tax law. The lawyers do not accept documents for interpretation or requests for representation.

FINANCIAL PROBLEMS

- Debt or bankruptcy assistance
- Budget planning
- Financial aspects of divorce, etc.

Asset management, retirement planning and accounting services such as the preparation of tax returns are not covered by this service.

ELDERCARE

- Researching retirement homes or long-term care facilities
- Assistance finding nursing care, home care, etc.

CHILDCARE

- Assistance researching daycares
- List of home resources for sick or troubled kids, etc.

