EMPLOYEE AND MANAGER ASSISTANCE PROGRAMS

optima
Global Health
Our integrated prevention-focused expertise in disability and rehabilitation is unique. The success of our assistance programs proves it.

- Reduced costs related to disability, absenteeism and presenteeism
- Lower insurance premium increases
- Lighter workload for managers and union representatives
- Greater talent retention and recruitment
- Significant return on investment

ROI
AN INNOVATIVE EAP

Our assistance programs are based on an integrated approach in which experts from multiple disciplines are available to address physical as well as psychological issues. With our programs, companies can significantly reduce costs related to absenteeism and improve the health and productivity of their employees.

In addition to the range and effectiveness of our services, we are known for providing organizations and their managers with exceptional support.

From coast to coast, Optima Global Health cares for the physical and psychological health of almost one million employees.
CUSTOMIZABLE PROGRAMS

In addition to the following options, companies have the utmost flexibility with totally customizable programs, time banks and hourly per-use rates. This makes it easy to find the right assistance program solution.

EAP
Employee assistance program

Accessible to everyone

4 consultation packages
- 6 hours
- 8 hours
- 12 hours
- Unlimited

2 innovative options
- Stay Healthy at Work™
- ASI Technology

SPME
Support program for managers and their employees

Accessible by manager referral

Up to 10 hours of consultation

2 innovative options
- Stay Healthy at Work™
- ASI Technology

Customizable packages also available!

24/7 CONFIDENTIAL ASSISTANCE

By phone
Online
In person
Our programs are the most comprehensive on the market. All coverage we offer comes with full access—no exceptions—to our assistance program services.

### COMPONENTS

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<th>Feature</th>
<th>EAP</th>
<th>SPME</th>
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<tr>
<td>Assistance for all problem types</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Consultation by phone, online or in person</td>
<td>✔</td>
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<tr>
<td>Accessibility</td>
<td>Available to all employees</td>
<td>Requires manager referral</td>
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<td>Post-traumatic intervention</td>
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<td>Coaching for managers</td>
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<td>Detecting and referring individuals at risk of disability</td>
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<td>Support during program implementation</td>
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<td>Proactive interaction with the organization while maintaining the confidentiality</td>
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<td>Internal promotion</td>
<td>Managers + All employees</td>
<td>Managers + Referred employees</td>
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<td>Wellness newsletters</td>
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<td>Video clips</td>
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<td>Reference documents</td>
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<td>Quarterly statistical reports</td>
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TREATING PHYSICAL AND PSYCHOLOGICAL ISSUES

Our professionals are qualified and experienced in brief interventions, which aim to effectively address specific concerns in the short term.

It is impossible for employees to keep personal struggles from affecting their work, so it is essential to quickly and effectively help employees in need. The following are some issues for which we provide assistance:

**ADDITIONS**
- Smoking
- Drinking
- Drugs
- Gambling
- Cyberdependency

**PHYSICAL HEALTH**
- Lifestyle habits
- Obesity
- Hypertension
- Diabetes
- Chronic pain

**PERSONAL LIFE**
- Grief
- Depression
- Marital or family problems
- Financial or legal troubles

**WORKPLACE**
- Stress
- Burnout
- Strained relationships
- Loss of self-esteem

**SPECIALIZED ASSISTANCE FOR CHILDREN AND TEENS**

When an employee’s source of concern is family, professional assistance for the employee’s children may offer a solution. Our programs provide access to an interdisciplinary team with expertise in dealing with behavioural problems, learning difficulties, etc.
CRISIS INTERVENTION

Following a traumatic event within an organization, we offer the company immediate telephone support, and our professionals are on site within 24 hours to work with the individuals affected.

The goals of a post-traumatic intervention are to:

- Mitigate or avoid symptoms of post-traumatic stress disorder
- Work through emotions, verbalize and address the event
- Learn to cope and carry on with everyday life free of disturbing fears and thoughts

COACHING FOR MANAGERS

Our assistance programs include a special service for managers and union representatives. The service is designed to provide these individuals with advice and equip them with the best methods to manage situations they may face with an employee, a group of employees or a colleague. This coaching service often prevents problematic situations from deteriorating and resulting in a prolonged absence.

Our 24/7 confidential service provides managers with the assistance they need for the specific problems they face.

VIDEO CLIPS

For additional support, we have created a series of dynamic video clips on various topics. For each topic, a reference document with more information is also available.
INTERDISCIPLINARITY at the heart of what we do

With our innovative approach, we have set up an **unparalleled interdisciplinary team** that includes the following professionals among others:

- **Physicians**
- **Psychologists**
- **Vocational rehabilitation counsellors**
- **Nurses**
- **Ergonomists**
- **Nutritionists**
- **Physiotherapists**
- **Kinesiologists**
- **Guidance counsellors**
- **Social workers**
- **Psychoeducators**
- **Remedial teachers**
- **Pharmacists**

An interdisciplinary team means that our professionals have direct access to complementary expertise to enhance their interventions.

With this approach, everyone using our services is sure to receive appropriate, effective and complete support, anywhere in Canada.
ASSISTANCE PROCESS

Our call centre is open 24 hours a day, 7 days a week, to handle the assistance requests of those in need. Our professionals are available at all times to offer optimal service.

SPECIALIZED FIRST RESPONDERS

Assessment of urgency and needs

CRISIS SITUATION

Immediate intervention

OTHER SITUATIONS

Appointment with a professional for a consultation

By phone  Online  In person

APPROPRIATE CARE PROVIDED

Approach that is focused on quickly and sustainably removing potentially disabling stressors and events

Thorough case follow-up using a centralized intranet

Guaranteed confidentiality and compliance with ethical standards and rules of professional conduct

Verification of results and satisfaction

Relapse prevention

UNIQUE service for detecting and referring individuals at risk of disability
When it comes to employee health, we know how important early intervention is. Stay Healthy at Work™ proactively tackles today’s most prevalent health conditions and concerns before they lead to extended employee absence and disability claims.

This unique program gives employees telephone and online access to engaging health tools and resources. It provides support from health care professionals and equips at-work employees to manage their symptoms, navigate health care resources, and improve their health.
ASI TECHNOLOGY
Artificial intelligence supporting individuals

Nearly 85% of people who need support will never seek it out. We can attribute this statistic to the fact that people are naturally hesitant to ask others for help.

ASI Technology (Assisted support interface) makes it possible to reach these individuals and provide them with assistance.

ADVANTAGES OF THE INTERFACE

1. **Evolving Interaction**
   Users can interact with the ASI Technology independently, to chat or create an ongoing dialogue.

2. **In-depth User Profile**
   A psychological profile for the user is built dynamically. This analysis changes depending on use, and without ever bogging down data processing.

3. **Quick Alerts**
   The ASI Technology actively monitors use. It flags anything requiring special attention in real time and puts the user in contact with a specialized professional.
For optimal return on investment, nothing beats our integrated approach.

Learn more about our health and wellness promotion and prevention programs and our disability support programs.