SUPPORT SERVICES… Who's it for? Why? How does it work?

You're going through a particularly difficult time in your life. In an effort to help you, your organization refers you to the support services. This counselling service is available free of charge to you and your immediate family to provide support and assistance with personal or workplace issues, emotional or stress-related problems, or any other of life's difficult challenges.

This is a confidential service that can be accessed at any time; counselling can be given by phone in the comfort of your home, in person, or a combination of the two. Located across Canada, our highly qualified team of professionals must meet stringent quality standards.

Why might I use the support services?

- To resolve a conflict with my child, spouse, co-worker or supervisor.
- To help my child or teenager who is going through a difficult period.
- To obtain help and information for an addiction such as alcohol, drugs or medication, or compulsive gambling.
- To resolve issues relating to my sexuality or intimacy issues with my spouse.
- To acquire effective tools to help me deal with a work-related conflict.
- To receive counselling to cope with a chronic illness or the death of a loved one.
- To talk about my depressive or suicidal thoughts.
- To get help for my health problems (weight management, dizziness, smoking, etc.).
- To discuss any other range of work, family or life issues that I or my family need assistance with.

How can I be assured of the confidentiality of my interactions?

When you first call, the person you speak with will give you a number that protects your identity; none of your personal information will appear anywhere. It is impossible for your organization to identify any employee using the service. In fact, the only way to obtain your personal information is if you provide your written consent.

Still not sure? You have other questions or need more information? Call us. It's free, no strings attached, and completely confidential!

Note: To make the text easier to read, the masculine form is also used to designate the feminine.

24/7 SUPPORT AVAILABLE   •   **1-855-806-8550**