

**GROUP
INSURANCE**



Employee Assistance Program



Helping you help yourself

Balancing family and career responsibilities in today's fast-paced world can be challenging. If you are having difficulty juggling these demands, Industrial Alliance's Employee Assistance Program (EAP) can help. This voluntary, confidential counselling and advisory service is offered to you and your eligible family members. Using a network of experienced psychologists, social workers and other professional counsellors, the EAP is available to assist you with personal concerns 24 hours a day, 7 days a week.

How the EAP works

You and your family members experiencing distress can discuss personal or work-related concerns with a professional by simply calling the telephone number indicated on your EAP card. You will receive assistance from an expert trained to help you with specific questions or concerns.

Types of problems that are addressed

The EAP provides assistance with personal problems that may affect you and your family, such as:

- Personal and work-related problems
- Marital and family problems
- Childcare and parenting issues
- Caring for elderly or disabled family members
- Depression, anxiety and stress
- Alcohol and drug abuse
- Grief
- Retirement
- Legal issues
- Financial concerns



Eligibility

You are eligible for the program if you are insured under your group insurance plan. The program is also available to your insured spouse and children.

Confidentiality

Discussions with counsellors are always confidential. Counsellors are bound by a strict code of ethics that requires them to maintain confidentiality at all times. No information concerning your use of the EAP will be disclosed without your consent.

Cost

There is no cost to you or your family for the use of EAP services, as they are part of your group insurance plan. You will only be required to pay for services if counsellors refer you to an outside resource, in which case you will receive assistance in locating the most effective and affordable services available. Some of these costs may be covered by your employer or your provincial health plan.

Services provided by Shepell

Employee Assistance Program

Need Help?

English

1-800-387-4765

www.workhealthlife.com

French

1-800-361-5676

www.travaillsantevie.com

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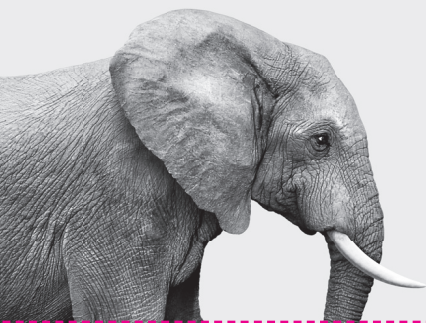


This brochure highlights the main features of the Industrial Alliance Employee Assistance Program. Complete benefit details are provided in your group insurance booklet and in the policyholder contract issued by Industrial Alliance Insurance and Financial Services Inc.

INVESTED IN YOU.

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Contact Shepell if you need assistance with:

- Alcohol and drug abuse
- Depression, anxiety and stress
- Marital and family problems
- Eldercare and childcare issues

Valid only if the cardholder is insured under a group contract issued by Industrial Alliance Insurance and Financial Services Inc.

Unauthorized use of this card constitutes fraud.