



# ProfessionalAssist™: Helping policyholders manage a healthy work environment



No matter the size of an organization, there are always workplace situations that can escalate and have a negative impact on both morale and productivity. These include job performance concerns, employee disputes, and other inter-personal and work-related challenges. If unresolved, such pressures can lead to unfortunate disruptions and an unhappy work environment.

## Enjoy confidential access to professional counsellors

With **ProfessionalAssist**, Ecclesiastical policyholders have unlimited, confidential telephone access to experienced and qualified counsellors with whom they can discuss sensitive workplace issues. An organization's leaders can call the service as often as they wish – there are no time limits or maximums. All counsellors have at least 10 years of experience dealing with problems faced by people at all levels in the workplace.

## Address and resolve sensitive issues

**ProfessionalAssist** counsellors can help identify the potential root causes of a problem, suggest appropriate strategies and next steps, and formulate practical solutions that can result in a more positive and productive work environment for everyone.

Examples of workplace situations include:

- Behaviour that is not aligned with an organization's values or culture
- A sudden change in habit, for example, an employee who was always on time is now consistently late
- Mood swings – a once cheerful person is now withdrawn or behaving erratically
- Lack of concentration
- Overreaction to situations and people
- A change in the way an employee interacts with others
- Absenteeism
- Declining work performance
- An employee juggling too many roles, either personally or professionally
- Conflict with a supervisor

## A first-step go-to resource

Workplace problems can surface at any time. By speaking with a **ProfessionalAssist** counsellor, Ecclesiastical policyholders have the opportunity to resolve issues before they escalate, foster better communications, and enhance employee wellness.

**ProfessionalAssist** is provided by Assistenza International.

**ProfessionalAssist** is available from Monday to Friday (excluding statutory holidays) from 9:00 a.m. to 8:00 p.m. EST.

Policyholders can reach **ProfessionalAssist** from any part of Canada by calling 1 888 325-4633. Information is available in both English and French.

**Please note:** **ProfessionalAssist** may not be used for issues relating to criminal, personal or insurance matters. If an organization is involved in legal proceedings, **ProfessionalAssist** will not provide legal advice or legal representation. All matters pertaining to Physical and Sexual Abuse must be referred to an **Ecclesiastical** Claims Representative.



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