



Health Support Service

Guide for managers

The **Health Support** service offers three hours of telephone counselling which can include up to one hour of legal or financial counselling and six hours of counselling in an office or on a secure Web site for both physical and psychological problems. As a manager, only you can refer an employee to the **Health Support** service. This guide contains advice to help you identify and approach an employee or a colleague who is having difficulties.

How to find out if an employee is at risk of absenteeism

Pay attention to certain signs such as:

- Fatigue
- Motivation problems
- Tense interpersonal relationships
- Unusual variations in weight and/or mood
- Disinterest
- Etc.

If you notice one or several of these signs or any other unusual change in behaviour, schedule a meeting with the employee or colleague and refer him or her to professional help.

Several resources are available!

- Consult our online videos, they will provide information about healthy management practices.
- Contact our **telephone coaching service** for support.
- Keep the reference cards handy to refer the person having difficulties to the support service.

Intervention in a crisis situation

In addition to individual difficulties, organizations may be faced with disturbing events that have an impact on employees, the work teams or even the organization as a whole.

In less than an hour, you'll receive all the telephone support you need. In situations requiring an intervention in the company, a special agent will be on site in less than 24 hours.

Our specialists make sure the interventions remain **confidential**. They are trained to offer any necessary support to preserve health and wellness at the workplace.



To offer a card is to offer help!

Order reference cards at:
www.optimaglobalhealth.com/ssq

Support available 24/7

1-877-480-2240

reception@optimaglobalhealth.com

For more information, visit ssq.ca