

Crisis Support & Financial Advisory Services for AUPE



Crisis Concept

- psychological imbalance when a person is confronted by an event representing a significant problem that cannot be solved with her usual resources
- generally lasts 4 to 6 weeks, with a peak between 24 and 48 hours
- caused by the failure of the person's coping mechanisms
- during the peak, the person is in a state of urgency and can manifest intense anxiety and vulnerability (potentially there is a suicidal risk)

Crisis is based on the person's perception of danger (internal or external) and not on an objective analysis of the danger!



Crisis can be...

- Situational - linked to potentially traumatic events or to events that are not potentially traumatic
- Psychiatric – i.e. psychotic disorganization
- Life cycle - related to life's stages: adolescence, marriage, birth of a child or departure, retirement, etc.

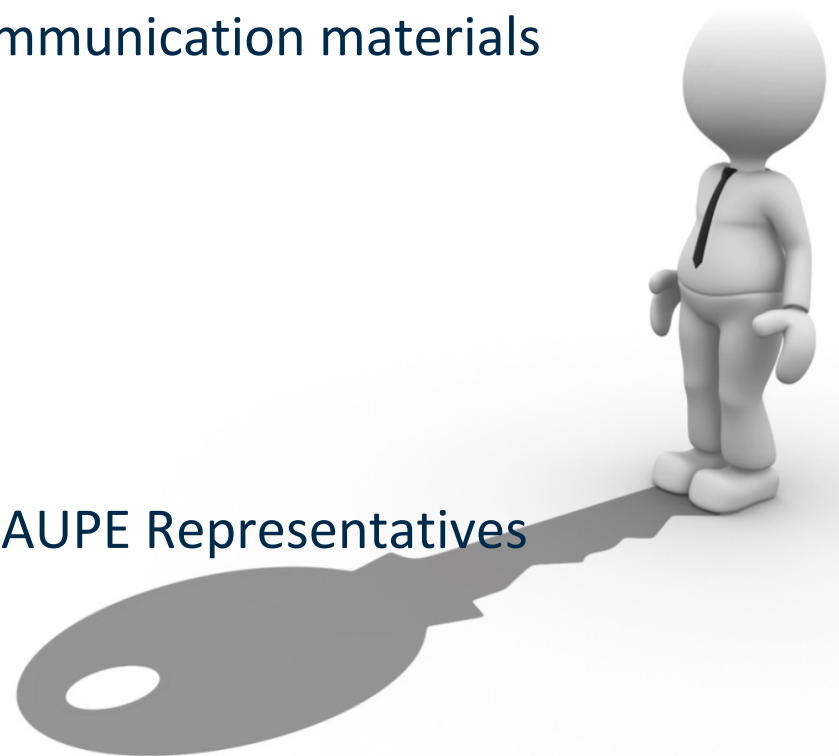


Crisis situation linked to potentially traumatic events

- Acts of interpersonal violence - physical assaults, sexual assaults, death threats, armed robberies, wars, concentration camps, torture, forcible confinement, etc.
- Man-made accidents or technical errors - car accidents, train or plane crashes, shipwrecks, ecological or nuclear disasters, explosions, fires, toxic spills, workplace accidents, etc.
- Natural disasters - hurricanes, forest fires, earthquakes, tidal wave, storms, floods, tornadoes, etc.

Ongoing support to AUPE

- Account/Program Manager acting as liaison between EFAP and AUPE, providing ongoing program support and oversight
- Ongoing product knowledge and communication materials
- Quarterly reports with an annual global activity report
- Training and awareness support for AUPE Representatives



A bit about your EFAP Provider...

- Experience: National EFAP, Crisis Support and Rehabilitation services provider, 40+ years
- Counseling Network: over 5000 professionals nationally
- Organizations: 48,000+ companies
- Employees: over 1 million



Our Triage Counsellors....



Are Masters level counsellors

Collect the necessary consent and authorization from the Participant

Perform an initial assessment

Provide a same-day response if the presenting issue is a crisis situation

Provide immediate information or referral to counseling services



Our Counselling Network....



NEW! Financial Advisory Services & Supports



Online Financial Counselling Tool	<ul style="list-style-type: none"> Online tools and resources Assessment tool Debt/credit information Investment information Calculators and worksheets
Financial Consultation for AUPE Member (and spouse/partner) (via <i>Acquaint Financial</i>) (excl. international tax)	<ul style="list-style-type: none"> Debt/credit Divorce Investment planning Taxes Retirement Insurance
Financial Seminars and/or Workshops (via <i>Acquaint Financial</i> on a fee-for-service basis)	<ul style="list-style-type: none"> Budgeting and debt management Retirement planning

Summary of services provided

- Dedicated toll free number available 24/7/365; (1-844-744-7026)
- Initial assessment during in-take call (includes screening to determine if the Participant is potentially suicidal);
- In-take determines if the member is eligible for the Crisis Support Service (crisis must be occupational in nature);
- Crisis and telephone counseling;
- Counselling appointment set up within 48 to 72 hours;
- Face-to-face counselling - each Participant is entitled to a maximum of 6 sessions per case;
- Financial counselling supports: on-line and telephonic support
- Training and awareness support for the AUPE Representatives
- Dedicated Account/Program Manager
- Ongoing product knowledge and communication materials

