

Crisis Support & Financial Advisory Services for AUPE



Crisis Concept

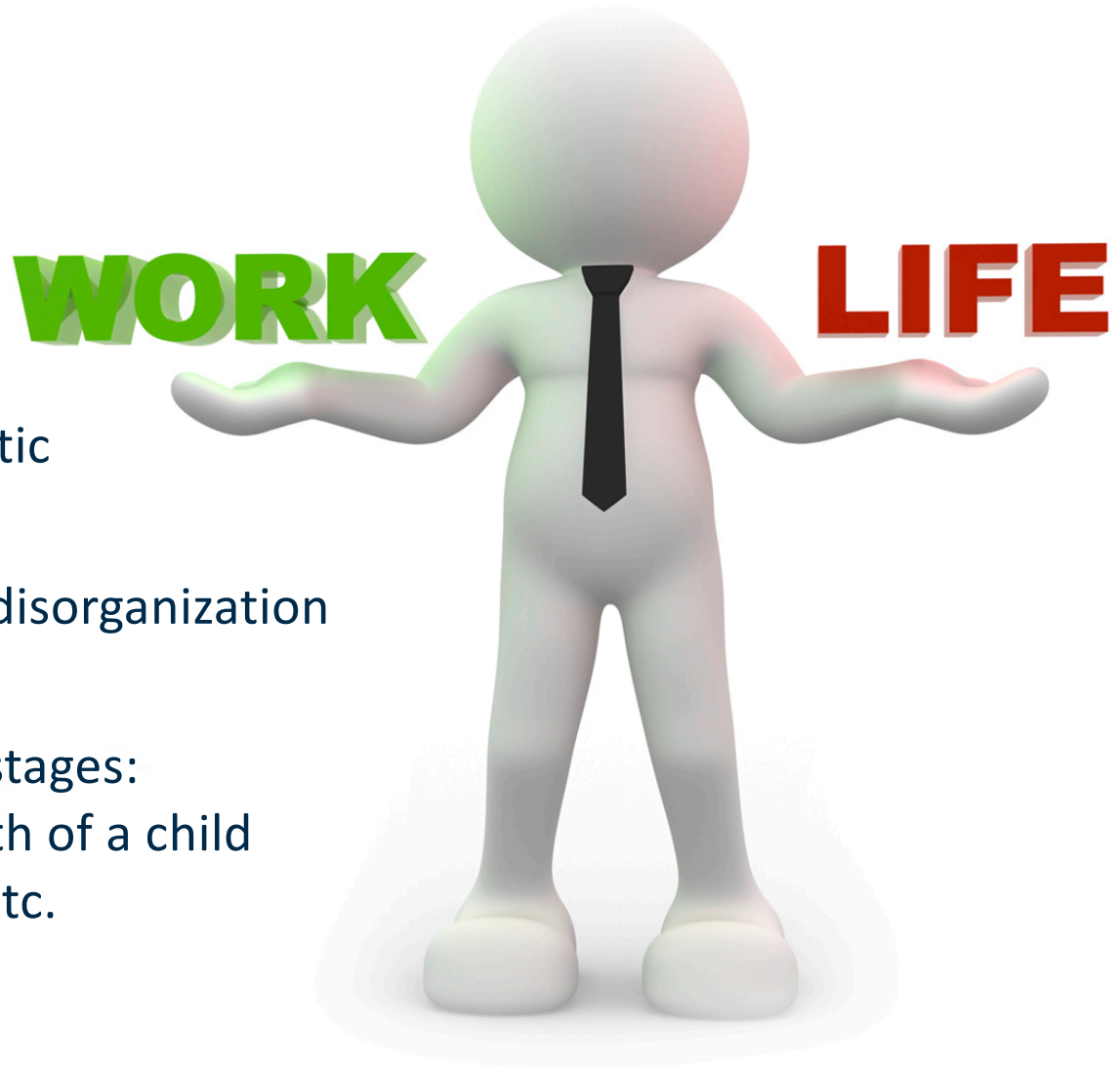
- 🌀 psychological imbalance when a person is confronted by an event representing a significant problem that cannot be solved with her usual resources
- 🌀 generally lasts 4 to 6 weeks, with a peak between 24 and 48 hours
- 🌀 caused by the failure of the person's coping mechanisms
- 🌀 during the peak, 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.

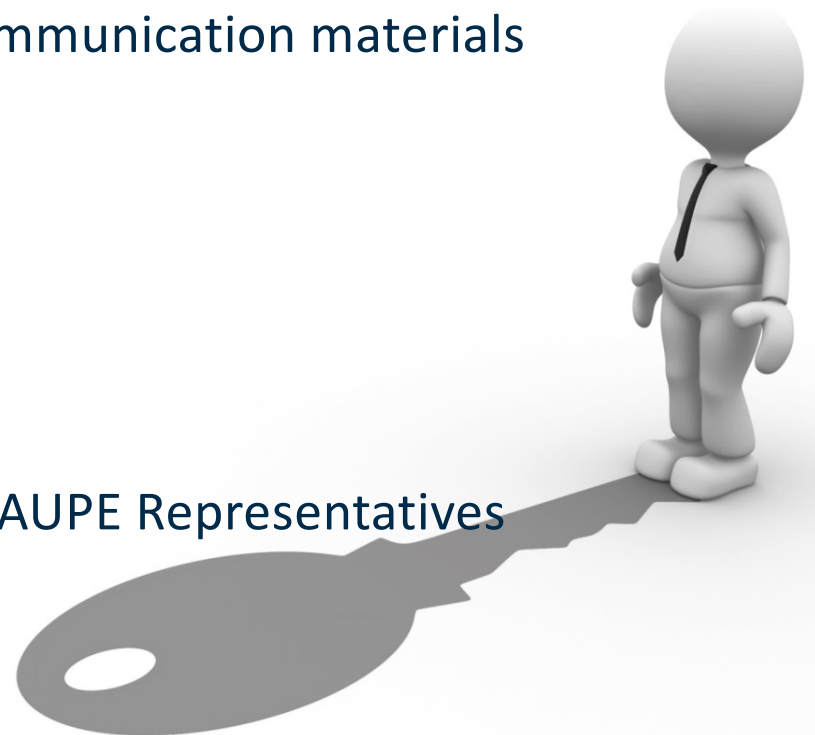


Crisis situation linked to potentially traumatic events

- 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....



Professional credentials (Masters in Social Work, Psychologists, Masters in Counseling etc.)

Private offices

Current Criminal Record Checks

Appropriate Insurance Coverage and accreditation

Average of 10 years in private practice

5000 strong in Canada and growing

NEW! Financial Advisory Services & Supports



Online Financial Counselling Tool	<ul style="list-style-type: none"> Online tools and resources Assessment tool Debt/credit information 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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

