

EXAMPLES OF SITUATIONS COVERED BY THE SERVICE

- You are having trouble managing your stress.
- You are having trouble producing the same amount and quality of work as before.
- You're having trouble handling your responsibilities.
- Your personal problems are preventing you from functioning normally.
- You often feel overwhelmed by events.
- You are becoming more irritable for no apparent reason.
- You are feeling less energetic.
- You tend to see only the negative side of situations.
- Your motivation at work isn't what it used to be.
- You are away from work more frequently due to illness.

1.800.668.0193

Posaction^{Plus}

A SOLAREH SOLUTION

Confidential psychosocial assistance service

Problem-solving services to help improve your health and well-being

- Free access to professional resources
- An appointment for face-to-face psychosocial counselling within a few days of your call
- Assistance available 24/7 to help you resolve work-related, personal or family problems



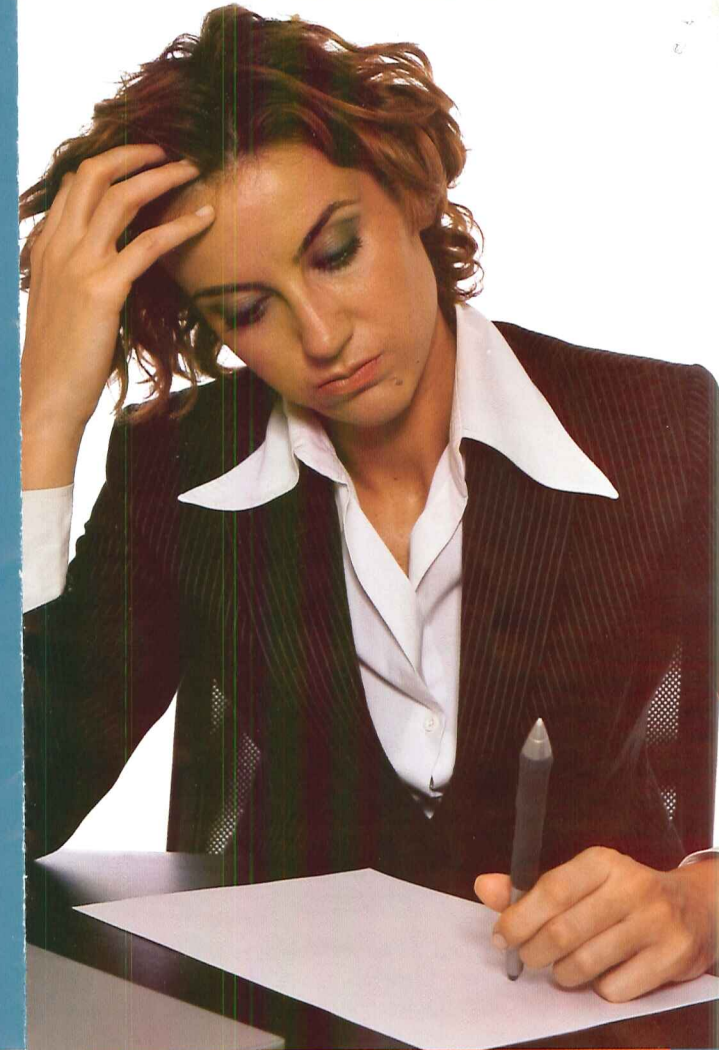
OTIP RAEQ.

SOLAREH
Expert in human capital

Solareh is the company hired to provide the Posaction^{Plus} assistance services. This company manages a national network of professional counsellors.
www.solareh.com

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PROFESSIONAL CONFIDENTIAL ASSISTANCE SERVICES

In an ideal world, all our experiences would be happy ones. However, as much as we may aspire to good physical and mental health, sometimes we have difficulty resolving certain problems that can affect our well-being.

The Posaction^{Plus} assistance service for employees offers you professional support by guiding you through a problem-solving process. Our services will help you overcome your problems so you can get back to feeling like yourself again.

If you're having trouble resolving a problem, meeting with a professional can help you deal with the reactions and emotions that affect your sense of well-being.

WORK-RELATED PROBLEMS

- Stress, burnout
- Problems adapting to change or to certain duties
- Interpersonal problems and conflict with co-workers or supervisors
- Loss of interest in work, etc.

PERSONAL PROBLEMS

- Sleep disturbances
- Anxiety
- Demotivation
- Loss of self-esteem
- Stress, fatigue, overwork
- Depression, isolation
- Bereavement, etc.

FAMILY PROBLEMS

- Relationship issues
- Problems caused by a separation or divorce
- Family communication problems
- Parenting problems
- Difficulties associated with a blended family
- Difficulties associated with being a caregiver, etc.

DEPENDENCY PROBLEMS

- Abuse of alcohol, drugs or medication
- Compulsive gambling, Internet or video game addiction, etc.

NEED HELP NOW ?

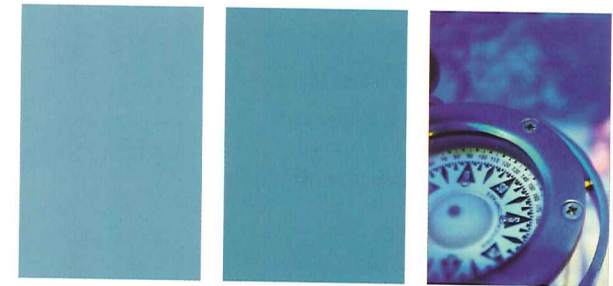
1 800.668.0193

Have your group insurance contract number and certificate number handy when you call.

48079
Your contract number

901
Your certificate number

Service in French 1 800.361.9569



WHO IS ELIGIBLE FOR THE SERVICE?

The Posaction^{Plus} assistance service is part of your group insurance contract, and is available to insured employees.

HOW MANY HOURS ARE COVERED?

The psychosocial counselling service provides up to 12 hours of face-to-face counselling per year (contractual year or calendar year as per your contract).

IS THE SERVICE CONFIDENTIAL?

Confidentiality is a key component of the Posaction^{Plus} service. All network counsellors are members of a recognized professional association, and as such, must comply with Canadian and provincial legislation regarding the protection of personal information. They are also bound by the code of ethics of their profession. No information regarding the use of these services may be disclosed to anyone without the user's express authorization.

HOW DO I ACCESS THE SERVICE?

Simply call the toll-free number: 1.800.668.0193. Your call is completely confidential. Someone is available to open your file 24 hours a day, 7 days a week.

NO OUT-OF-POCKET EXPENSES

The Posaction^{Plus} assistance service is included in your group insurance contract. There are no out-of-pocket expenses for using the services, and no receipts to submit.