



Tandem
Support Services



LaCapitale
Insurance and
Financial Services

Tandem brings together assistance and support services for managers and union representatives who are also policy holders. *Tandem's* goals are to improve employee wellness and prevent absenteeism.

Log on to our site for more information.
lacapitale.com/tandem



Crisis
MANAGEMENT



Employee
ASSISTANCE



Training and
COACHING



Crisis management

Serious and unexpected events can destabilize employees, work teams and even an entire organization. *Tandem* is available anytime to help you manage these situations and to prevent and lessen the adverse effects of these disturbing events.

- Situation evaluation
- Telephone support response in less than an hour
- On-site intervention in less than 24 hours



Employee assistance

Tandem can intervene to help an employee or a colleague in difficulty. Simply direct the individual to the assistance service for professional and effective support.

- Fast, free and confidential service
- Intervention by phone, online or in person
- Up to 12 hours of counselling per year, per participant



Training and coaching

Tandem gives you online access to information covering a wide variety of topics, all of which are directly related to your workplace.

- Video clips
- Frequently asked questions
- Documentation centre
- Downloadable guides

Tandem also provides you with "live" access to specialized, confidential and professional support to help you better manage a difficult situation in your workplace. This coaching service will provide you with advice and tools to assist you in managing problem situations that may escalate and lead to a prolonged absence.



24/7 support available

1 855 874-8558

Visit lacapitale.com/tandem
to access online services and to learn
more about *Tandem*