



YOUR ASSISTANCE PROGRAM

Life is inevitably stressful at times. While we usually manage to solve problems that arise, we sometimes face personal situations that overwhelm us and hinder our ability to function at home and work. In such cases, the Work-Life Assistance Program (PAL) is there to offer you confidential assistance.

Confidentiality guaranteed

Confidentiality is one of the main features of this assistance program.

- The services are provided by professionals who are bound by a duty of absolute confidentiality under the law and the code of ethics of their professional order.
- Any contact, information or conversation between the parties concerned remains strictly confidential and without prejudice.
- No personal information will be disclosed to your Order.



Ordre des traducteurs, terminologues
et interprètes agréés du Québec



**CONFIDENTIAL
PROFESSIONAL
HUMAN
EASY ACCESS**



To get help, call

1-877-257-5557

24 HOURS A DAY • 7 DAYS A WEEK



To obtain documentation, access online services, chat with an agent or get information about an issue affecting you, go to

www.workhealthlife.com

In the **Search for your organization** box, enter **Programme d'aide aux langagiers**.

PREVENTION AND SUPPORT, ANYTIME, ANYWHERE

Don't wait for a crisis to strike to ask for help. PAL can help you defuse a situation that could become critical without professional assistance.

YOUR SERVICES

As a member of the *Ordre des traducteurs, terminologues et interprètes agréés du Québec*, you are entitled to six one-hour clinical consultations per contract year.

The contractual period runs from December 1 to November 30. Every year, the consultation hours to which you are entitled are renewed on December 1.

PROFESSIONAL SUPPORT TAILORED TO YOUR SITUATION

Depending on your preference, you can obtain clinical counselling services* face to face, by telephone or in a virtual meeting with the following professionals:

- Psychologists
- Social workers
- Psychotherapists
- Sexologists
- Psychoeducators
- Career counsellors

**Subject to availability in your region. Some specialized resources can also provide specific support to managers.*

NO ADDITIONAL FEES

The invoice for the services provided is paid directly by PAL. You only need to pay your annual membership dues to your Order, which includes a special contribution for PAL.



PAL CAN HELP YOU:

ENHANCE YOUR WELL-BEING

- Stress
- Anxiety
- Depression
- Anger
- Sexual identity
- Crisis situations
- Life transitions
- Caring for a sick relative
- Death of a loved one
- Emotional, mood or adjustment disorders

RESOLVE A WORK-RELATED PROBLEM

- Interpersonal conflict
- Career planning
- Bullying and harassment
- Burnout
- Communication problems

IMPROVE YOUR FAMILY RELATIONSHIPS

- Work-life balance
- Parental role
- Blended families
- Separation and divorce
- Couple problems
- Aging parents
- Adoption assistance

ADDRESS AN ADDICTION PROBLEM

- Alcoholism
- Smoking
- Drug and prescription addiction
- Internet addiction
- Compulsive gambling

