



Ecclesiastical ProfessionalAssist Service

For assistance, call: | 888 325-4633
Monday – Friday (excluding statutory holidays):
9:00 a.m. – 8:00 p.m. EST

Policy/Certificate Number: _____

www.ecclesiastical.ca



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who we are

About Ecclesiastical Insurance

Ecclesiastical Insurance is a specialist provider of insurance solutions and services designed to protect and preserve Canada’s distinct communities, cultures, and heritage. Working closely with independent brokers, we provide customized insurance solutions to faith and related not-for-profit organizations, retirement communities, education facilities, unique properties, registered charities and select commercial enterprises.

Our full range of unique insurance products, comprehensive risk management expertise, and empathetic claims service are part of our commitment to our customers and their communities. Collectively, they enable us to achieve our fundamental goals; namely, to advise and protect those who enrich the lives of others.

At **Ecclesiastical Insurance**, we are proud of our long and distinguished history. Founded in the UK in 1887, the Canadian branch opened in 1972. Today, we have offices in Halifax, Toronto, Calgary and Vancouver and are represented by knowledgeable and experienced brokers across the country.

Ecclesiastical Insurance customers are secure in the knowledge that they are protected by an independently owned international company that is rated “A” by A.M. Best and “A-” by Standard and Poor’s. Most importantly, customers enjoy peace of mind knowing that they are covered by insurance products designed specifically for their organizations, delivered by a company that shares their values of honesty, integrity and good faith.



Ecclesiastical Insurance Office plc Head Office

Suite 2200, 20 Eglinton Avenue West, Box 2004
Toronto, ON M4R 1K8
Phone: **416.484.4555**

Central Regional Branch

Suite 2200, 20 Eglinton Avenue West, Box 2004
Toronto, ON M4R 1K8
Phone: **416.484.4555**

National Programs

Suite 2200, 20 Eglinton Avenue West, Box 2004
Toronto, ON M4R 1K8
Phone: **416.484.4555**

Eastern Regional Branch

Suite 2106, 1969 Upper Water Street,
Purdy’s Wharf, Tower 2
Halifax, NS B3J 3R7
Phone: **902.492.4548**

Western Regional Branch

Suite 630, Box 20, Bow Valley Square I
202–6th Avenue SW
Calgary, AB T2P 2R9
Phone: **403.538.0175**

Pacific Regional Branch

Suite 1795, Two Bentall Centre
555 Burrard Street, Box 239
Vancouver, BC V7X 1M9
Phone: **604.605.1111**

www.ecclesiastical.ca

A proud member of the Ecclesiastical Insurance Group



ProfessionalAssist

Helping you manage a healthy work environment

**TRUST
COVERAGE
INTEGRITY**



CELEBRATING 125 YEARS

A value-added, included benefit



As your insurer, we continually search for innovative ways that can help you identify and manage risk, protect the wellbeing of your organization and avoid unnecessary costs.

Ecclesiastical **ProfessionalAssist** is yet another such value-added service. It provides confidential access to experienced and qualified counsellors with whom your organization's leadership can discuss sensitive workplace issues – for example, matters of health and safety, employment disputes and other work-related pressures and challenges.

Given that workplace challenges may lead to disruption and impact your environment, **ProfessionalAssist** can be an invaluable first-step resource.

ProfessionalAssist counsellors can help:

- Identify the potential root causes of a problem
- Determine strategies and next steps that may be appropriate
- Formulate practical solutions that can be implemented quickly

Ecclesiastical ProfessionalAssist is not an insurance policy. Rather, it is an included benefit designed to assist organizational leaders. It is also meant to express our appreciation for your trust and confidence and to thank you for choosing **Ecclesiastical** as your insurance provider.

With **ProfessionalAssist**, you have an opportunity to resolve issues before they escalate, foster better communications and enhance employee wellness. As a result, you can create a more positive and productive work environment for everyone.



Unlimited access to information

ProfessionalAssist's qualified social work professionals have a minimum of 10 years of experience dealing with issues faced by families, organizations and people at all levels in the workplace. As an **Ecclesiastical** policyholder, you and other members of your organization's leadership have unlimited access to these professionals. You can speak with a counsellor as often as you wish, for as long as you need to. With **ProfessionalAssist** there is no time limit.

Feel free to contact **ProfessionalAssist** if you observe that an employee's behaviour is out of character, or if such behaviour is brought to your attention by another employee or by anyone in your community. Other possible situations that warrant calling **ProfessionalAssist** include:

- Behaviour that is not aligned with your organization's values or culture
- A sudden change in habit – for example, an employee who was always on time is now consistently late
- Mood swings – a once cheerful person is now behaving erratically
- Lack of concentration
- Overreaction to situations and people
- A change in the way an employee interacts with others
- Absenteeism
- Work performance is not up to par
- An employee may be juggling too many roles – personal and/or professional
- Conflict with a supervisor
- Any other situation that would benefit from a conversation with a professional counsellor



Easy to access, easy to use

To reach **ProfessionalAssist**, all you have to do is call a toll-free number and identify yourself as an Ecclesiastical policyholder. It's as simple as that.

ProfessionalAssist service is available from Monday to Friday (excluding statutory holidays) from 9:00 a.m. to 8:00 p.m. EST. Policyholders can reach **ProfessionalAssist** from any part of Canada. Information is available in both English and French. All policyholder calls and information shared with, and received from, **ProfessionalAssist** counsellors are kept in strictest confidence and are not shared with Ecclesiastical.

ProfessionalAssist counsellors will do their utmost to provide assistance immediately. However, if this is not possible, you will be contacted within 24 hours of your call to the service.

For more information about how **ProfessionalAssist** can be a valuable resource for your organization, call 1 888 325-4633. For general information about **Ecclesiastical Insurance**, visit our website www.ecclesiastical.ca

*Please note that **ProfessionalAssist** is not intended to be used for a criminal, personal or insurance nature. If your organization is involved in legal proceedings, **ProfessionalAssist** will not provide advice or information.*

*All matters pertaining to Physical and Sexual Abuse must be referred to your regional **Ecclesiastical Insurance** claims representative. Visit our website at www.ecclesiastical.ca for contact information.*

***Ecclesiastical ProfessionalAssist** is provided by Assistenza International*

Important

For policy related information, please call your broker. **ProfessionalAssist** is valid only when policy is current. The service is not intended for issues of a criminal, personal or insurance nature. If your organization is involved in legal proceedings, **ProfessionalAssist** will not provide assistance or information. All matters pertaining to Physical and Sexual Abuse must be referred to your regional **Ecclesiastical Insurance** claims representative.

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