



# TRAUMA ASSIST

FROM TRAUMA TO RECOVERY,  
WE LOOK AFTER YOUR WELL-BEING.

Any loss can be tough, some harder than others to bear. As a trusted insurance partner, we know firsthand of the emotional turmoil that can face policyholders, employees and families when the worst does happen. That's why we offer all eligible Business Choice\* customers Trauma Assist—a service provided at no additional charge that offers confidential counselling around the clock.

## HOW TRAUMA ASSIST CAN HELP

We recognize there are different types and degrees of loss and that every individual will react differently during a time of crisis. Receiving professional help following a traumatic loss is extremely important. Counseling services can help individuals understand and cope with their emotions, aiding them in moving forward through the healing process. It can also benefit employers by reducing business down time, as the employees affected by emotional trauma are able to recover and transition back into the workplace more quickly.

## WHAT TYPES OF LOSSES ARE ELIGIBLE?

With Trauma Assist, employers, employees and family members will have access to personal, one-on-one counselling services following a traumatic insured loss\*\* such as a lawsuit, large fire, robbery, serious workplace injury, or death.

## IF THE UNEXPECTED DOES HAPPEN...

If you have suffered a potentially traumatizing loss, our claims department can provide you with a referral number to provide your employees with so they may arrange for a confidential appointment with: FSEAP (Family Services Employee Assistance Programs) who may be contacted 24 hours a day, 7 days a week.

## TRAUMA ASSIST HIGHLIGHTS

When you suffer an insured loss, confidential counselling services are available on a 24-hour basis, through Trauma Assist, to help you and your employees cope with the emotional effects of the loss. A counselor may be able to offer immediate help over the telephone or will arrange an in-office appointment for your employees. In circumstances where a number of employees are affected, Critical Incident Stress Management services will be accessible in your workplace. If long-term or specialized counseling is required, a referral to an appropriate resource within the community will be provided.

Counselling services are provided by independent third-party professionals and confidentiality is strictly maintained.

## ABOUT US

Northbridge Insurance is a leading Canadian commercial insurer. Working closely with our broker partners and leveraging our in-depth industry expertise, we help businesses operate more safely so they can worry less about risks and focus on opportunities.

Learn more at [www.northbridgeinsurance.ca](http://www.northbridgeinsurance.ca).

\* Automobile-only policies not eligible.

\*\* Some automobile losses may not be covered. Check your policy for full coverage details.

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