

# Complimentary assistance services



WE'RE HERE FOR YOU, WHENEVER YOU NEED US

Desjardins Insurance cares about your health and well-being. That's why we offer free assistance services.

## Assistance services included with your policy

Your insurance coverage gives you access to services that cater to your specific situation. You and your family can use them when times are good, or when times are bad.

As a client, you have access to:



**Phone assistance service**



**Autonomy assistance**



**Psychological assistance**



**Home assistance**

Access these 4 services with 1 phone number:

**1-877-506-8392**



### 24/7 Phone assistance service

Desjardins Insurance Phone assistance service allows you to **call anytime to get answers from a nurse** about any health-related questions like nutrition, immunizations, childcare, prescription drugs or the use of natural products.

Just call to:

- Get explanations about a medical condition, an illness, or the side effects of a medication
- Get information on how to cope with a disability or critical illness, like cancer, and understand your treatment options



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### Autonomy assistance

In the event of temporary or permanent loss of autonomy, this service offers you free assistance from a nurse who will coordinate a wide range of non-medical home services to make life easier for you or your caregivers.

Autonomy assistance is offered in 2 parts.

#### Domestic assistance<sup>1</sup>

Service offered to the insured and their caregivers.

Ex: Light housekeeping, meal preparation, laundry, pet care, grocery shopping and other errands, supervision of a person living alone.

#### Assistance with daily living<sup>1</sup>

Service offered to the insured with loss of autonomy.

Ex: Hygiene and comfort care, assistance with morning and evening routines and mobility at home, supervision of people who need it, transportation for medical appointments and companion services for various outings.



### Psychological assistance

In the event of a covered critical illness or loss of independence, as the insured person, you can get psychological assistance to help you through difficult times. You'll have access to mental health professionals who will listen to you and help you better manage your personal problems and emotions.

This confidential service provides you with a maximum of 3 one-hour sessions per event while your claim is being opened.

The service is available by phone or in person.



### Home assistance

We'll put you in touch with qualified professionals, whether to plan work, receive advice or obtain professional help quickly.

Three options are available to you.

#### Referral services<sup>1</sup>

For "non-emergency" work of all kinds (interior/exterior).

#### Advisory services<sup>1</sup>

Get advice on renovations, maintenance work or purchases.

#### Emergency services<sup>1</sup>

Service available 24/7, in the event of major leaks or damage.

<sup>1</sup> Referral service only. The insured will be responsible for any costs incurred.

Assistance services are not a contractual obligation of Desjardins Insurance and may be withdrawn at any time without notice.

**Your health is a priority. We help you protect it.**

[desjardins.com/healthsupport](https://desjardins.com/healthsupport)

[desjardinslifeinsurance.com/healthsupport](https://desjardinslifeinsurance.com/healthsupport)

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