

BEST PRACTICES - FRANCE - MSA



**santé
famille
retraite
services**

Since a few years, MSA has developed a **telephone service** for agriculture professionals in case of psychological distress, called 'Agri'écoute'. This service enables them to reach a psychologist for free, and to cope especially with the complex work-life balance of self-employed farmers. This service has been reinforced due to the current sanitary crisis.

A new initiative, called MSA solidaire, was also launched together with the Rural Mayors of France. Employees, front office workers, workers and delegates are called upon to **contact isolated**, elderly, disabled people or even families in difficulty. The goal is to listen to and detect risk situations. Since the beginning of the lockdown, 25.000 MSA members who are already accompanied or identified as fragile were contacted, and this led to more than 10.000 phone calls with social assistance professionals.

