

EMPLOYEE ASSISTANCE PROGRAM (EAP):

Reimagined for an ideal employee experience



Proactive outreach through our integrated health platform drives adoption and reduces confusion



Easy, quick access to licensed professionals via our best-in-class patient app



Appointments within **24 hours** or next day, at a time that works best for the employee



Live, **virtual coaching** to avoid travel for in-person appointments, without compromise on the human approach



True **continuity of care** with the option to continue with the same counsellor, and follow-ups after each session



On-demand access to **self-guided articles** and tips for a variety of wellness topics

Faster, more accessible and focused on positive outcomes.



For Employees

Integrated health & wellness support for:

- Mental health
- Legal & financial
- Work & career
- Manager consultations
- Family & relationship

Personalized, best-in-class support based on an uncapped utilization model

Option to **continue** with same specialist for an additional fee



For Organizations

Outcomes-driven program supported by a **dedicated** customer success manager

Transparent reporting on program adoption, member satisfaction, and other key metrics

Educational materials and onboarding toolkit to ensure high **engagement**, plus manager referral service

On-site or virtual **critical incident response** service, plus 24/7 in-app access for immediate assistance

Essential services, better experience

Mental Health



- Access to mental health specialists for screening, short-term coaching and referrals as needed
- Live, virtual coaching for stress, anxiety, depression, grief and loss, workplace stress and burnout, and more
- Up to 4 sessions per case, option to continue with same mental health specialist for an additional fee

Family & Relationship



- Access to family and relationship specialists for short-term coaching and referrals as needed
- Live, virtual coaching for relationship conflicts, domestic violence, separation or divorce, family dynamics, child care, and more
- Up to 4 sessions per case, option to continue with same specialist for an additional fee

Work & Career



- Access to career counsellors for short-term coaching and referrals as needed
- Live, virtual coaching for career planning, work conflict, performance, harassment, manager consultations, and more
- Up to 4 sessions per case, option to continue with same counsellor for an additional fee

Legal & Financial



- Access to lawyer or financial professional for short-term support and referrals as needed
- Support for all legal fields and financial planning, except for employment and immigration law
- Up to 2 hours of support per case, with same or next day appointments

Critical Incident Response



- On-site or virtual support in the case of a critical incident, including individual and group debriefings, access to counselling, and more
- Immediate, 24/7 access to specialists for emergency situations

[Click logo to learn more ↗](#)