

# People Connect **EAP**

**Your seamless work, life, and health employee assistance program**

People Connect EAP provides access to work/life supports and enhanced mental health resources designed to support you and your family through life's challenges.



Easy-to-use and digital-first, receive support when and how you need it.



After you've used your allotted counselling hours, you can receive ongoing support with a counsellor or coach at your personal expense. You can submit these services for reimbursement through your group benefits plan (please refer to your benefits booklet to understand coverage).

Additional sessions (beyond allotted counselling hours) are charged at a rate of \$90/hour for virtual, and \$110/hour for in-person.





## Individual and Couples Counselling

Confidential virtual therapy from wherever you are. Through our personalized matching algorithm, we match you with a qualified counsellor best-suited to your needs and preferences

### Get support for:

- Depression
- Anxiety
- Addiction
- Stress Management
- Burnout
- Anger Management
- Grief and Loss
- Trauma
- and more

## Work and Life Support

People Connect EAP helps connect you with trained experts including registered nurses, nutritionists, financial coaches and more to help you achieve your goals.

### Get support for:

#### Work and career challenges

- Career management
- Goal setting
- Career transition

#### Health and nutrition goals

- Smoking cessation
- Nutritional coaching
- Illness/disease management/prevention

#### Legal issues\*

- Wills and estate
- Family law
- Legal rights

#### Financial planning\*

- Budgeting & money management
- Credit counselling
- Investing

#### Family planning, parenting relationships

- Teen parenting support
- Productive parenting relationships
- New parent resources

#### Moving homes and processing change

- Moving out
- Living on your own

#### Life transitions

- Growing a family
- Empty nesting
- Divorce/separation

#### Eldercare and navigating retirement

- Eldercare resource sourcing
- Retirement transition



### Get Started

**Start your mental health journey with your 3 free sponsored hours today\*.**



[pcpeopleconnect.com/eap](https://pcpeopleconnect.com/eap)

Scan the code above and click on **Get Started** to register.

**To access mental health counselling** click on the EAP: work, health and life services tile, click on Go to Inkblot and complete a short assessment to get matched with a counsellor.

**To access Work and Life support**, click the Work, Health and Life Services tab at the top of the virtual counselling dashboard.

\*3 hours per category per employee/dependant (individual counselling, couples counselling, life transitions, career counselling, health coaching). Unlimited legal and financial consultations.



**For general support questions and crisis support call:**

**1-855-933-0103 (Toll-free 24/7/365)**

\*General advice only. Legal advisory excludes labour and immigration law.

# Frequently asked questions

## for plan members

### **What is People Connect EAP?**

People Connect Employee Assistance Program offers secure and confidential video counselling anytime, anywhere, with a clinician matched to you based on your needs. You and your family have access to health resources, an online mental health self-assessment, a clinician matching process to make sure your preferences are prioritized.

### **What about confidentiality?**

Only you and your practitioner have access to your health information. There are strict Canadian regulations for online health services and all information is fully encrypted on a regularly audited server. None of your personal information shared with your employer.

### **Can my family members use People Connect EAP?**

People Connect EAP is available to you and your eligible family members (spouse/partner/dependant) Persons under the age of 15 can use the service at the discretion of the clinician.

### **How do I access People Connect EAP?**

Visit [pcpeopleconnect.com/eap](https://pcpeopleconnect.com/eap) to create an account. You'll need to provide your name, email, date of birth, company name, indicate whether you're a plan member or an eligible dependant, and create a password. The main dashboard of the People Connect EAP site features tabs that lead directly to the mental health self-assessment, mental health and work-life support, and the resource library. To learn more about getting started with People Connect EAP, please watch this video tutorial.

### **How does this compare to other Employee Assistance Programs?**

People Connect EAP provides access to clinicians to meet all your work life needs, through a personalized matching system. This allows you to select the clinician you wish to work with. Other EAP's typically provide short term support, but People Connect EAP gives you the ability to continue with the same clinicians beyond your initial EAP allotment when longer support is needed by using your extended health benefit plan\* or out of pocket.

\*Dependent on plan design

### **Do I get to meet the counsellor to ensure a right fit?**

You'll have access to a complimentary initial consultation with a clinician of your choosing to determine whether they're an appropriate fit for your needs. If you decide to work with that clinician following the meet and greet, you can then schedule your first clinical session.

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## for plan members

### **Who pays for the counselling service?**

Through your employer you will have a session allotment (number of hours is indicated in the mental Health and Work-Life Support dashboard). After using your allotted hours, you can continue care uninterrupted at the rate of \$90/hour. This can be paid by a credit card through the site. Depending on your coverage, you may be able to submit a claim under your group benefits plan. Check your plan member booklet or contact your plan administrator for your coverage details.

### **What if I run out of sponsored hours?**

Following the allotment of credits, individuals can continue to see the same counsellor and apply the cost towards either their paramedical coverage, Health Spending Account (HSA) or pay out of pocket.

### **How many languages and religions, are offered for coaching and counselling support?**

You can choose from over 20 languages and over 10 religions.

### **How do advisory services work?**

**Financial services:** You will be able to enter two date and time options for a financial advisor to contact them.

**Legal consultations:** You will be provided with a toll-free number and a unique consultation number to site. On the platform, you will be able to add in more details regarding your request.

**Health Coaching / Life Transitions:** When a request for either Health coaching or Life transitions is submitted, individual will be provided with available times for an assessment by a registered nurse on our clinical team. The nurse will perform a thorough assessment and determine the best resources, referral, or health teaching to help individuals work through a variety of different health related goals. Depending on the need, this may involve referral to a nutritionist, life coach, registered dietician, ergonomist, pediatric nurse, addiction specialist, sleep coach, naturopath etc.

**Career Coaching:** When a request for career coaching is received, the request is reviewed and referred to an accredited career coach who can support career management, career transition and retirement transition.

### **What types of practitioners are available?**

Clinicians include social workers, psychotherapists and psychologists, with a minimum master's level of education and are currently registered and in good standing with their



# Frequently asked questions

## for plan members

discipline's professional regulatory college. They are all Canadian residents and have a minimum of five years of clinical experience. The Work life/Advisory Services team (life, career, etc.) include a network of professional financial advisors, attorneys, career consultants, Registered Nurses, Registered Dietitians, Kinesiologists, certified health coaches and more.

You'll be matched with a practitioner based on your needs, preferences, and coverage available through your group benefits plan. All practitioners are Canadian residents and are members of a college or association in good standing.

### **Do I also have access to a psychiatrist for mental health support?**

Through ongoing work with your clinician, together you will determine if further support is necessary. It's up to your clinician to request a consultation or collaborative session which comes at no additional cost.

### **Who do I contact with questions regarding People Connect Employee Assistance Program?**

The People Connect EAP website features a chat function available for support from 11 a.m. to 8 p.m. ET. Click on the green chat button on the bottom right side of the page, and you'll be connected to someone to answer your questions. For any additional Inquiries about People Connect EAP, contact [peopleconnect@peoplecorporation.com](mailto:peopleconnect@peoplecorporation.com).