

People Connect

As part of our commitment to supporting overall health and well-being, we are excited to announce the launch of **People Connect Employee Assistance Program**. This service provides access to work/life supports and enhanced mental health resources to support you and your family through life's challenges.

People Connect EAP is **confidential**, **secure**, and **voluntary**. The information you share with these services is for your eyes only. It contains the following core elements:

Work, Health, and Life Services & Mental Health Support

Access to mental health care and treatment, booked in real-time with a therapist of your choice (all People Connect therapists are eligible under our paramedical benefits for you, and your dependents).

Your People Connect EAP provides you and your dependents with free counselling/coaching sessions per year with a counsellor of your choice. You have the ability to continue with the same counsellor should you need additional sessions beyond the sponsored sessions provided, at a reduced rate.

Access to **Work, Health, and Life Services** to help you reach your personal goals; whether it's managing your health, navigating your career, or accessing financial and legal advice. Virtual and in-person appointments available to meet your needs and preferences.

Self-Assessment Tool

Mental health self-assessment to help you and your dependents understand symptoms. After you complete the assessment, you can share the feedback with a therapist of your choice.

Self Help Works

A collection of self-led modules to help you improve various lifestyle behaviours, to help you be your best.

Resource Library

A comprehensive knowledge forum and library, including articles, and videos and current mental health topics.

[Access People Connect EAP](#)

How to Register

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



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.



Get Started

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



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.

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 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.

Frequently asked questions

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.

Simply visit <https://pcpeopleconnect.com/eap> and click on “Get Started” to reach the registration page.

- 1) First, complete your personal information (first and last name; gender; email and date of birth)
- 2) Under the Company/Union field, start typing your company name and select it from the drop-down list. In the Status field, select from the drop-down list whether you are an employee/member or a people leader.

People Connect EAP is available for all eligible dependents. Please select spouse or dependent if this is the case. People Connect is not meant to be a resource for young children.

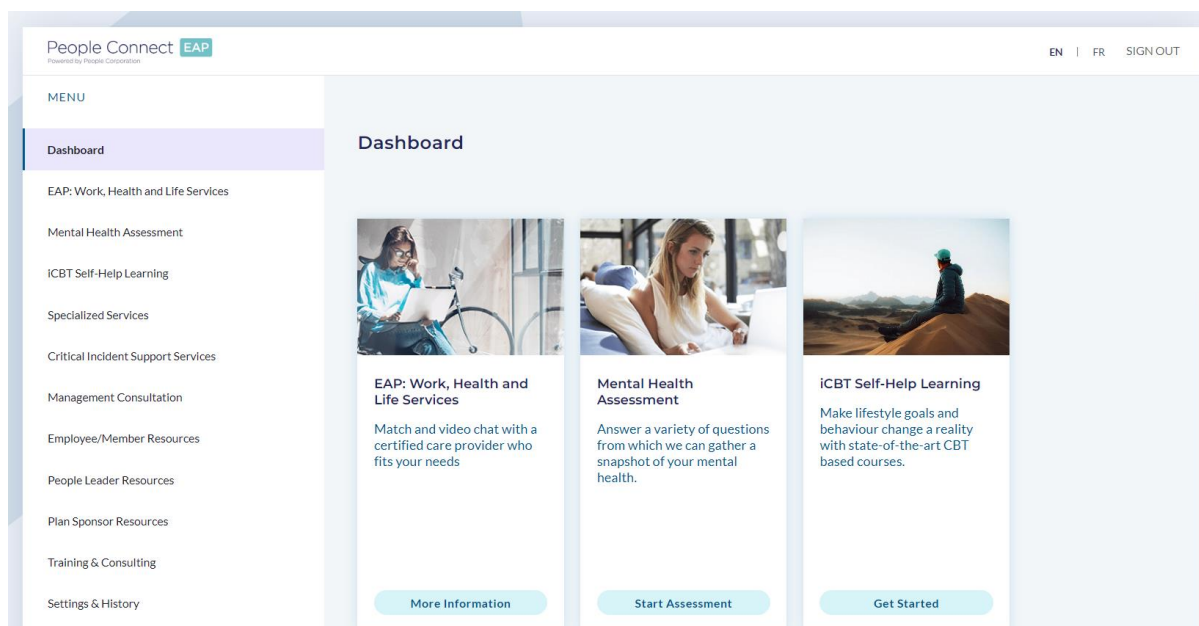
- 3) Create and confirm your password and accept the terms and conditions. To log in, click on Register.

Once your account is created, you will be able to log in directly by entering your email and password.

The registration form for People Connect EAP is shown with three numbered steps highlighted by red boxes. Step 1 (Personal Information) includes fields for First Name, Last Name, Gender (Male, Female, Custom), Email, and Date of Birth. Step 2 (Company/Union and Status) includes a search field for Company/Union and a dropdown for Status. Step 3 (Password and Terms) includes fields for Password and Confirm Password, a checkbox for terms and conditions, and a checkbox for newsletter consent. A 'REGISTER' button is at the bottom. To the right, an illustration shows a person sitting on a stack of books, looking at a laptop, with speech bubbles containing a question mark, a puzzle piece, and a heart.

Your Dashboard

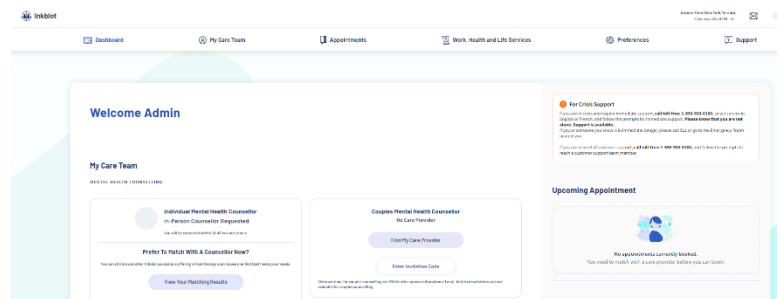
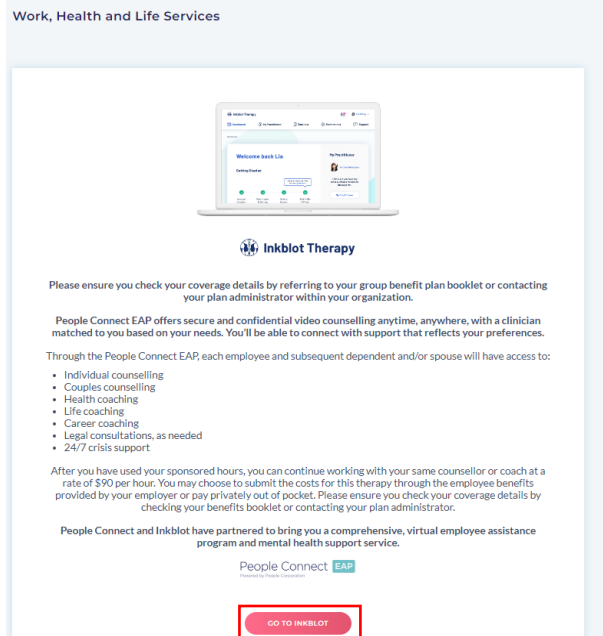
Once you are logged in, you will reach your “Dashboard” where you can access the self-assessment tool, employee resources and work/health/life services (counselling/coaching). If you have a question or need help, you can get help by clicking on the Support & FAQ tab or by using the chat function.



Access Work, Health and Life Services & Enhanced Mental Health Support

Your Inkblot program has two main components. One is mental health counselling and the other is work health and life services.

Once you click on the EAP: Work, Health and Life Services counselling tab, then Go To Inkblot, you will be re-directed to the Inkblot Therapy site. You can now access all People Connect EAP counselling/coaching services.



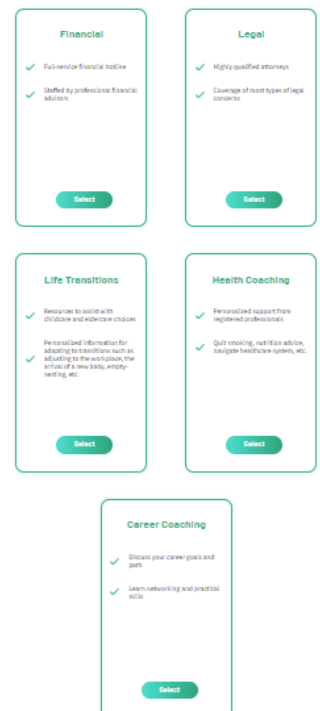
Accessing Work, Life and Health Services



- Select the type of counselling/coaching service of choice

Work, Health and Life Services

At Inkblot, we believe in comprehensive mental health supports. This includes services that make life less stressful. Our advisory services are comprehensive and based in science.



Enhanced Mental Health Services

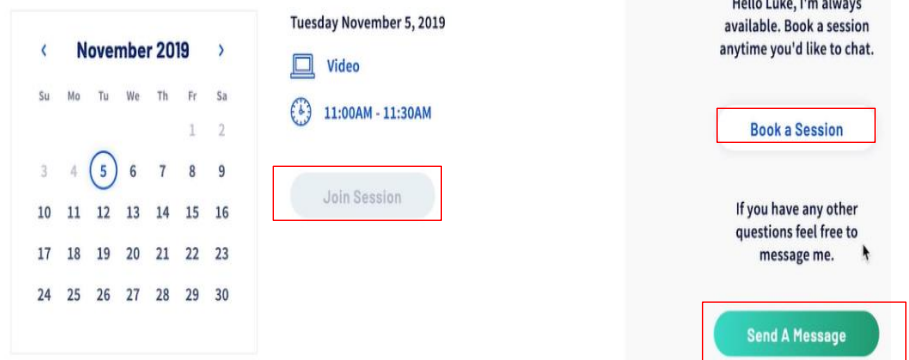
The Matching Process & Booking a Session

To access virtual mental health counselling, you will first need to be matched with your practitioner. This matching process only takes a few minutes and needs to be done only once unless you decide to change your answers later.

From your Inkblot Dashboard, access the matching process by clicking on [Find My Care Provider](#) on the right side of your screen. You will select the “Express” or “Comprehensive” matching path. The Comprehensive path provides a more detailed evaluation of your needs and preferences.

Once you complete the questionnaire, you will see a shortlist of practitioners who matched your preferences to choose from. You will see their details, approach to care and availabilities. Select a practitioner to book a session or you can un-match and change your answers to the matching questionnaire. All initial consultations are 30 minutes and free of charge.

- Subsequent sessions can be booked with the same practitioner by clicking on “Sessions” from your Dashboard.
- Once your session is booked you can send a message to your practitioner if you want.

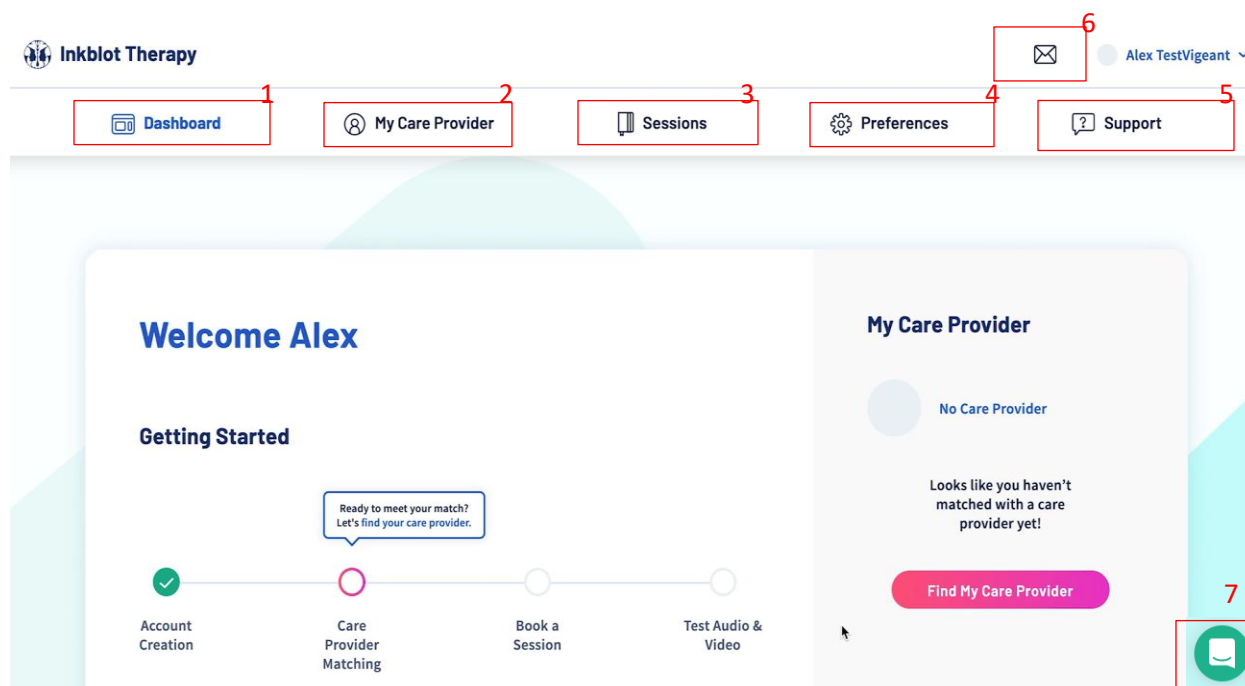


To join your session, log in to People Connect > click on virtual counselling tab > click on the “Sessions” tab from your Inkblot Dashboard > click on Join Session. You may want to test your internet connection first.

Cancelling a Session

You can cancel a session via the Sessions tab on your Inkblot Dashboard. You must provide at least 24 hours notice of cancellation.

Inkblot Dashboard Legend



- 1) Dashboard – Overview of your upcoming session and your care provider. Start the matching process by clicking on Find My Care Provider
- 2) My Care Provider – Information on your counsellor
- 3) Sessions – Information on your session history, upcoming sessions, previous sessions, booking and receipt option
- 4) Preferences – See and edit personal details, password, reminders, emergency contact and billing details. You can modify your credit card information by clicking on Modify Billing Details
- 5) Support – Email support, live chat from 8am to 11pm ET, help center and audio/video testing to test your internet connection
- 6) Message – Send and receive messages from and to your care provider
- 7) Live chat – Chat is a live agent if you need assistance