

Employee & Family Assistance Program & Virtual Care



Comprehensive Support for You and Your Family

Prioritize your physical and mental health with comprehensive, personalized care. With easy access to care through virtual, phone or in-person appointments, we ensure that support is available when and where you need it.

Mental Health Counselling

Advantages of being a member:



• **On-Demand Counselling:** connect instantly with a mental health counsellor without having to book an appointment through our MeetNow feature.



• **Burnout and Stress Solutions:** gain practical strategies to help you manage stress, restore balance and enhance well-being.



• **Expert Network of Counsellors:** get support for anxiety, stress, depression or other mental health concerns anywhere across Canada.



• **Enhanced Mental Health Care:** longer-term support with up to 20 counselling sessions.



• **Sentio iCBT:** Online Cognitive Behavioural Therapy on an interactive, engaging platform.

Digital Mental Health Platform

A simple-to-use, smart platform that is personalized based on your unique needs and acts as a gateway to all of your employee assistance and mental health resources.

Wellness and Coaching

Proactive, Integrated Care



Coaching and resources that promote integrated mental, physical, financial and social well-being.

- Nutrition • Lifestyle Changes
- Jumpstart your Wellness
- Smoking Cessation
- Elder and Family Care
- Relationships • Financial • Legal
- Grief and Loss • Stress Solutions
- Career Planning • Workplace Issues
- Pre-Retirement • Shift Work

Diversity, Equity and Inclusion Support

Racially, Culturally and Socially Aware

Homewood Pathfinder provides diversity, equity and inclusion (DEI) informed support, DEI counsellor-matching and online DEI supportive content.



Contact Information

Contact us 24 hours a day, 7 days a week

1-800-663-1142

International (Call collect): 604-689-1717

Homeweb.ca

Virtual Care at Your Fingertips with Cleveland Clinic Canada



Our **Express Care Online** virtual care service lets you and your family to consult with a Cleveland Clinic Canada nurse practitioner to receive a diagnosis and/or prescription for non-emergency medical conditions. If needed, nurse practitioners can also prescribe medications to the pharmacy of your choice, make referrals to specialists, and provide a sick note. It's healthcare at your fingertips. You simply need to download the Express Care Online app to receive care.

The Express Care Online Difference



Unparalleled Convenience

- No appointment needed
- 24/7 across Canada, except in Quebec
- Low wait times



High Quality Care

- Cleveland Clinic credentialed nurse practitioners
- Secure, confidential employee access to medical records



Personalized Services

- Specialist referrals
- Prescriptions sent to the pharmacy of your choice

Commonly treated non-emergency issues

- COVID-19 Screening
- Mental Health concerns
- Back Strain
- Bronchitis
- Pink Eye
- Common Cold
- Asthma
- Minor Burns
- Painful Urination
- Rashes
- Sinus Infections
- Upper Respiratory Illness

