

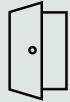
Case study: Lakeside Process Controls Ltd.



Fostering employee health through Sun Life virtual care services

Lakeside Process Controls Ltd. is a long-time group benefits client of Sun Life. The company prides itself on its focus on employee well-being. This focus includes the introduction of their award-winning wellness program in 2010.

Continuous improvement is a key corporate value. They “walk the talk” when it comes to employee wellness and work-life balance.



The opportunity

As the COVID-19 pandemic set in, Lakeside saw a clear employee need emerge. They needed greater accessibility to health care.

The pandemic highlighted the importance of accessible and innovative services, which prompted the company to explore virtual health-care options. It was also an opportunity to improve a key facet of their employee support: their employee assistance program (EAP). While the company offered EAP services, they recognized the need for a more user-friendly and accessible solution.

In July 2021, Lakeside implemented the full suite of the Sun Life virtual care services, provided by Dialogue¹. This included primary care, Stress Management and Well-Being, and the EAP.

“We listen to our employees. Every year we ask for feedback: what went well, what would you like to see done differently, and things to consider for the following year. So, year over year our programs evolve and grow. Employees really appreciate that we listen and take action accordingly.

We’re really big on innovation. So when we partner, we want to make sure that what we have to offer is also equivalent to that. That’s why we chose Sun Life as our virtual care services partner.”

Cindy Seth, Manager, Human Resources



The approach - using best practice initiatives to drive engagement

The company had long recognized that employees were their biggest asset and wanted high participation in all employee programs.

Lakeside hosted information sessions for current employees during business hours, making it convenient for them to attend. These sessions introduced the service, encouraged app downloads, and guided employees through the registration process.

For new employees, Lakeside integrates information about the virtual care services into various touchpoints of the employee life cycle:



Offer letter conversation.

Human Resources introduces prospective employees to the virtual care services and their benefits during the initial offer discussion.



Day-one orientation.

This is when new employees choose their benefits. Lakeside uses this time to remind them about the supports available through the integrated virtual care platform. The platform is available online or through the app, including the EAP.



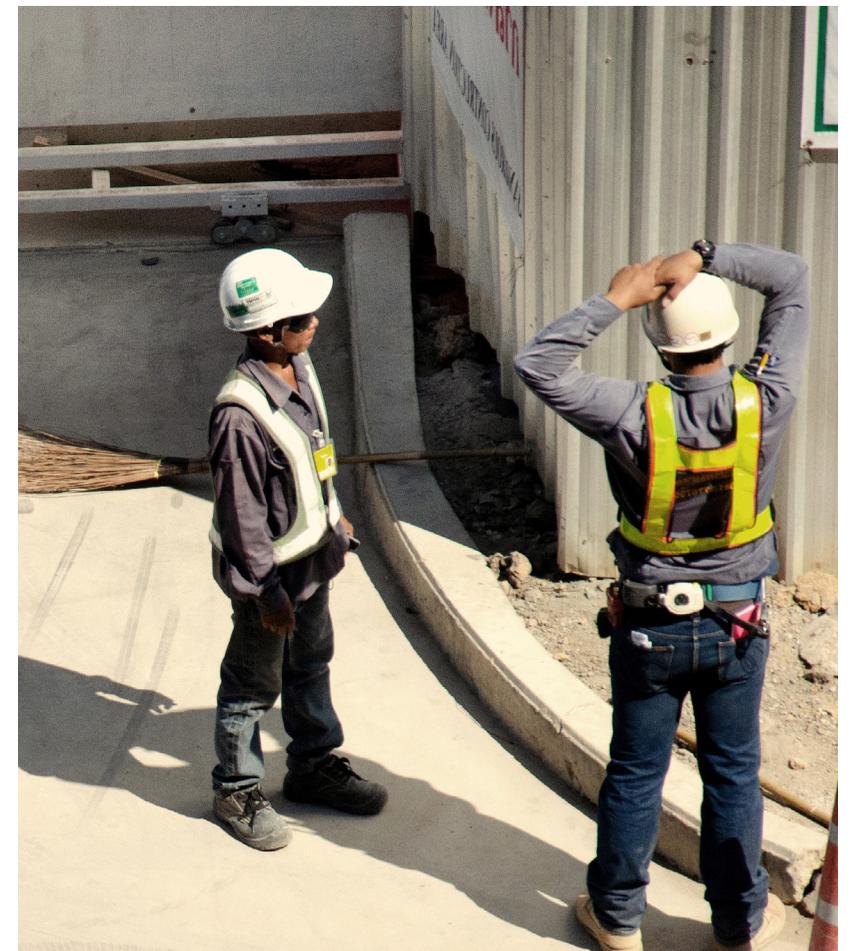
One-month check-in.

All new employees have a one-month check-in to ensure their integration into the company is going smoothly. Human Resources uses this touchpoint to help employees set up the virtual care app if they haven’t already.



90-day check-in.

New employees meet with Human Resources and their manager at the 90-day mark. At that time, they review all employee supports, including the Sun Life virtual care services.

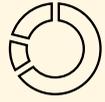


About Lakeside Process Controls Ltd.

Lakeside Process Controls Ltd. was founded in 1952. They’re a market leader in providing automation solutions across a variety of industries. With its headquarters in Mississauga, Ontario, and branch offices across Canada, Lakeside now employs more than 450 people.

They have a diverse workforce, across ages and various occupations. These include engineers, service technicians, and sales professionals – and functional teams like HR, business operations, warehouse, and compliance.

¹Dialogue is a wholly-owned subsidiary of Sun Life Assurance Company of Canada operating as a stand-alone entity.



The results – high engagement

The multi-layered engagement approach for new and existing employees ensured high awareness and encouraged higher participation rates. That approach continues to this day.

The overall registration rate for the Sun Life virtual care services is significant at 64%². Usage is also high, with 68.6%³ of registered employees having used the service.



By the numbers – the benefits of virtual care

The Sun Life virtual care services translate into a clear return on investment for employers – and Lakeside’s results⁴ are no exception. For example, in 2024, mental health was just the fifth leading cause of extended leaves at Lakeside. At Sun Life, mental disorder disability claims accounted for the largest proportion of claims in 2024.⁵

Here are other key metrics of success:



Average self-reported time away from work saved by using virtual care: **4.3 hours.**⁶



Effectiveness of primary care: **88.2%.**⁷



Time response to therapy for the Stress Management and Well-Being program: **32 and 31 days** for depression and anxiety respectively.⁸

Year-over-year improvements



In 2024, **100% of employees on leave went back to work** within the salary continuance period. This compared to just 71% in 2023.



The average duration of return to work **decreased from 12 weeks in 2023 to 6 weeks in 2024.**



Lakeside employee use of the Stress Management and Well-Being program (10.26%⁹) remains higher than the benchmark for comparable organizations. This reflects a proactive approach to mental health, with employees getting the help they need before a crisis emerges.

² As of April 17, 2025.

³ Ibid.

⁴ Sun Life data as of December 2, 2024.

⁵ Sun Life data, 2024.

⁶ As of April 5, 2025.

⁷ Percentage of cases involving a medical appointment where Lakeside Process Controls Ltd. members indicated feeling better when prompted by an automated follow-up. As of April 5, 2025.

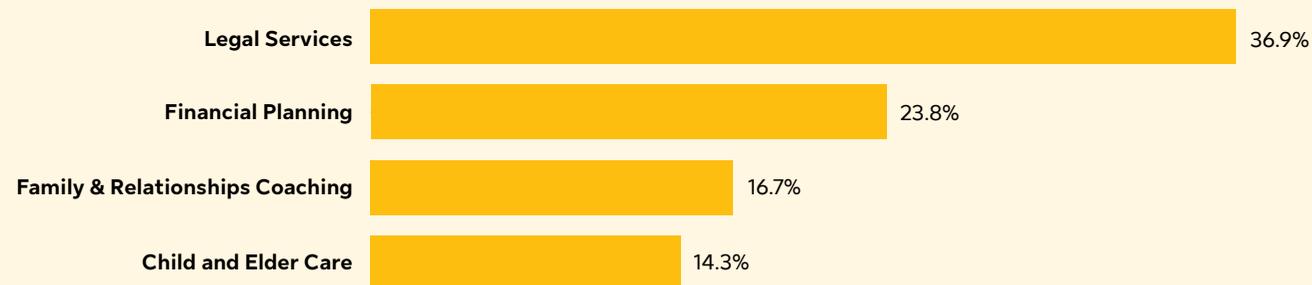
⁸ The median time in days for a member to reach a decrease of at least 40% in their depression or anxiety symptoms, for the first time during their treatment. Based on Lakeside Process Controls Ltd. plan members' responses to the PHQ9 and GAD7 questionnaires, as of April 5, 2025.

⁹ 12-month mental health utilization rate as of April 5, 2025.



Broad areas of support – EAP utilization¹⁰

The Sun Life EAP provides a selection of key services to help members when life gets complicated. For Lakeside employees, mental health concerns are addressed by the Stress Management and Well-Being service. As a result, Lakeside’s employees focus their EAP usage on other important life and work-related challenges.



Boost productivity – with faster access to mental health care

A study found that Canadian workers diagnosed with depression lose 56 productive working days per year. And those with anxiety lose 55 productive working days per year.¹¹ Faster access to mental health care could translate into productivity savings for organizations.

The Sun Life virtual care services deliver tangible benefits:



With the virtual platform, employees have access to a mental health evaluation within 24 hours. This compares to the average Canadian wait time of 25 days.¹²



For employers using the mental health solution, leaves of absence average 30 days. This compares to an industry average of 65 days.¹³



“Employees have been surprised by what is available through the Sun Life EAP. They’re also surprised by the quality of care they’re getting and the fast response times. So, we train our managers to ensure they can guide employees to the EAP. It’s a valuable free resource for employees that we want them using when they need support.”

Cindy Seth,
Manager, Human Resources

Lakeside employees have reacted positively to the implementation of the Sun Life virtual care services, with usage remaining high. The offering has also helped Lakeside achieve several key objectives:



Employee attraction and retention. By offering comprehensive health and wellness services, Lakeside has strengthened its position as an employer of choice. Its evolving and innovative approach to employee well-being sets it apart in the job market.



Alignment with company values. The virtual care suite of services reinforces Lakeside’s commitment to employee wellness and continuous improvement.



Supporting work-life balance. The accessibility of virtual care services helps employees manage their health needs more efficiently.

Looking to the future

Lakeside Process Controls Ltd. is seeing the positive outcomes of virtual care usage. Lakeside is continuing to use their engagement opportunities to promote the innovative supports available. This includes the management coaching service through the EAP and improved care for women’s health.

By leveraging innovative solutions, Lakeside has created a workplace culture that prioritizes health, work-life balance, and personal growth. As the company continues to grow and evolve, it remains committed to innovating in the realm of employee well-being. And the success of the virtual care offering has reinforced Lakeside’s belief in the importance of accessible health services.



Contact your Group Benefits representative for more information.

Life’s brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC1194 06-25 ri-cc

