

Support for your employees

Sun Life Employee Assistance Program (EAP)*

Our Sun Life EAP provides your employees with personalized support and guidance from experts across a variety of services.

But there's more to our EAP than personal support for employees. It also provides short-term guidance and help to your people managers through our manager coaching service. This support can help them address a range of workplace issues related to team members who report to them.

also referred to as Lumino Health Virtual Care Employee Assistance Program, provided by Dialogue.*



An all-in-one digital health solution

Our Sun Life EAP is a digital-first EAP. A network of Dialogue's in-house professionals offers evidence-based therapies across a broad range of work and life areas.

EAP includes support for:

- Mental health
- Family and relationships
- Child and elder care
- Legal and financial services
- Work and career, including manager coaching services



Key benefits for your plan members



A **proactive** approach through our integrated health platform drives adoption and reduces confusion.



Appointments available within **24 hours**, at a time that works best for the plan member.



Personalized support based on a consultation for unlimited concerns¹ model.



Continuity of care, with the option to continue with the same mental health provider² and follow up after each session.



On-demand access to:

- Self-guided articles
- Internet-based cognitive behavioural therapy (iCBT)
- Tips for a variety of wellness topics.

The care experience

Plan members can easily connect to the EAP through the Lumino Health Virtual Care mobile app or **website** 24/7. When accessing EAP via the app is not possible, immediate help is available by calling **1-844-342-3327**. A Member Service Specialist will assess the need and coordinate care with appropriate resources.



Appointments are available within 24 hours.



The option to continue with the same counsellor is available when the plan member has completed the number of included sessions.²



Self-led educational material/internet-based cognitive behavioural therapy (iCBT) complements therapist-led care.



Follow-up helps ensure plan members get the care and support they need along the way.

All interactions with the care team and resources are clinically-backed, following standard care practices.

Critical Incident Response is also available to you at an additional cost if needed.

EAP services

All EAP services are accessible from our integrated health platform:



Mental health: up to 4 sessions per concern



Legal: 1 session per concern



Finance: up to 2 sessions per concern



Family and Relationships: up to 4 sessions per concern



Work and Career: up to 4 sessions per concern

For further information about each EAP service, review the **Services included in the Employee Assistance Program** section. A **scope of practice** summary explains each service in detail.

Access to transparent reporting will help demonstrate the impact the Sun Life EAP has on your organization.

How an EAP benefits your organization

- Virtual options lead to less time away from work and quicker health outcomes. This allows plan members to maintain their productivity levels.
- An outcome-focused approach leads to lower rates of absenteeism and positive impacts on presenteeism.
- Access to financial support can be a significant step in reinforcing financial and mental well-being.

Manager coaching services

Your people leaders often face challenging workplace issues. Through our manager coaching service, they can connect to an EAP expert for up to four sessions per concern. This gives them access to coaches to help them solve challenges in real time.

This service can help address a wide range of issues, including:

- Returns to work
- Challenging employee situations
- Managing employees remotely.

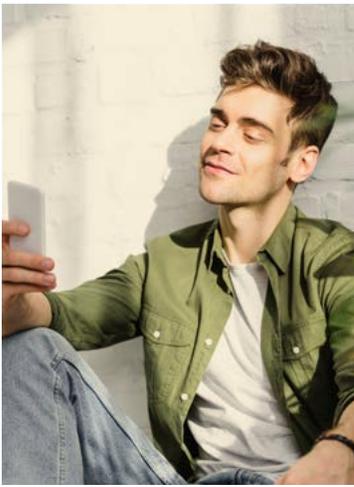
Supporting women's health³

Women and families navigating various life stages have access to mental health support and educational resources for areas of concerns such as:

- Infertility, pregnancy loss, baby blues and postpartum depression
- Premenstrual and menopausal disorders
- Parenting and family, children with disabilities
- Return-to-work coaching.

Additional EAP support includes:

- Health-care navigation for in-person services, clinics and specialists
- Financial planning for family building
- General nutritional counselling.



What services are included in the Sun Life EAP?



Mental Health

- Access to mental health specialists, mental health therapists, psychotherapists, and psychologists for screening, short-term coaching, and referrals as needed.
- Live virtual coaching and therapy sessions for stress, anxiety, depression, grief and loss, and more.
- For substance use, live virtual sessions can include coaching for coping strategies and healthy habits. Also included is navigational support for external resources and in-patient treatment options.⁴
- Includes 24/7 access to iCBT to offer additional mental health support, with no barriers to getting started.
- Up to 4 sessions per concern,¹ with the option to continue with the same mental health specialist.²



Legal

- Access to a lawyer for short-term support and referrals as needed.
- Support for all legal fields, except for employment and immigration law.
- One initial session with follow-up as needed.



Finance

- Access to a financial planner for short-term support and referrals as needed.
- Support for financial planning.
- Up to 2 sessions per concern,¹ with the option to continue with the same financial planner.²



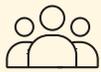
Family and Relationships

- Access to family and relationship specialists for short-term coaching and referrals as needed.
- Live virtual coaching or therapy sessions for relationship conflicts, separation or divorce, family dynamics, child care, and more.
- Up to 4 sessions per concern¹ (one session per concern for child/elder care), with the option to continue with the same specialist.²



Work and Career

- Access to a career counsellor 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 concern,¹ with the option to continue with the same counsellor.²



Who is eligible?

Plan members with family coverage can add their eligible dependents (aged 14+) and invite them to use this service.

- Plan members and dependents must be physically located in Canada to use the service.
- Dependents aged 14+ are required to register with their own email address due to medical privacy laws.
- Plan members determine who to add/invite.
- Plan members with single coverage cannot add dependents.

Contact your Group Benefits representative for more information.

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

¹ We define a concern as a distinct case. If there are multiple cases identified during intake, we consider them as separate cases. Plan members can access the service for an unlimited number of concerns.

² For an additional fee.

³ While we refer to women, we are inclusive of all gender identities that may be uniquely or disproportionately affected by these health issues or topics.

⁴ Complete treatment of addiction or substance use disorder isn't supported by the EAP.

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. VC9993 10-24 ri-cd

