

The Mental Health Coach, provided by CloudMD

A proactive and personalized approach to mental well-being for you and your family.



When you're not feeling like your best self, it isn't always easy to know where to begin, or how to find help.

Our Mental Health Coach (MHC) can help you and your family get the mental health support you need. All our Coaches are licensed health-care professionals. They'll guide you with recommendations to help support the needs of you and your loved ones.

MHC is available to dependents 16 years of age and older. This is because at 16, your dependents are old enough to consent to treatment and complete a Mental Health Risk assessment.

How MHC supports you and your family

- Builds a custom action plan to support mental health and well-being.
- Provides check-ins, with feedback on progress through re-assessments.
- Can facilitate a supportive hand-off to higher intensity care if needed.

Dependents and confidentiality

All calls are all confidential; however, they're recorded for security, liability, and internal training purposes. If there's any immediate risk to self or others, CloudMD can break confidentiality for protection. CloudMD will meet every applicable privacy and data protection legislative requirement.

For all dependents under the age of 18 using MHC, the Coaches collect an alternative contact. If your dependent is in crisis, CloudMD will alert emergency services and the dependent's alternative contact. Otherwise, the alternative contact has no access to the individual's information.

Getting support in 3 simple steps:

There's no commitment and no charge. It's easy for you and your family to connect to MHC:



Do a mental health check-in. Complete a 10-15 minute online mental health assessment. Then, book an appointment with a Mental Health Coach – the online calendar shows you all available times.



Meet with your Coach by phone for a 60-minute session. Your Coach will talk to you about your assessment. They'll match your needs to what you have in your benefits plan and other available resources.



Start your individual mental health journey. Your Coach will work with you to create a personalized action plan. They'll also provide ongoing support throughout your journey to help you reach your goals.

Making an appointment

Visit sunlife.ca/mentalhealthcoach to start your mental health journey. Dependents can also access MHC through sunlife.ca/mentalhealthcoach. They'll need to register as a dependent, citing your employer when they create their own account.

Questions?

Read our Mental Health Coach [FAQ](#).

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. MC-9844-E 06-23 ng-cc

