

# Support for plan members facing mental health or substance use challenges



Lumino Health Virtual Care Employee Assistance Program (EAP), by Dialogue



Workplace Referral is an optional service that may be accessed within the EAP at an additional cost. It supports plan members experiencing mental health issues and/or substance use challenges. People leaders or Human Resource managers can request this service if they notice a plan member whose workplace behaviour, performance and relationships are affected by these challenges. By offering targeted support, Workplace Referral aims to help plan members overcome these difficulties and improve their overall well-being.

An additional fee will apply, and the cost is billed directly to the employer by Dialogue.<sup>1</sup>

## When a plan member needs support

Workplace Referral is a confidential support program. It offers mental health counselling, therapy and coaching for plan members, and provides support for:



Anger and emotional regulation



Adjustment disorder



Workplace stress and burnout



Mental health



Managing substance use, including smoking cessation



Social isolation, loneliness, self-esteem and more

# How the program works: step-by-step process

As a people leader or HR manager, you may sometimes notice changes in a plan member's behavior or performance at work that's cause concern. When you observe signs that a plan member is struggling, Workplace Referral can be a valuable resource. Here's the steps you can take to provide support.



Refer to [Dialogue's Workplace Referral for Partners page](#) to download and complete the required forms to initiate a Workplace Referral request for the plan member you're concerned about.



→ Discuss the Workplace Referral program with the plan member and obtain their written consent to participate in the program. This conversation should be conducted with empathy and clarity, ensuring the plan member understands the support being offered and feels comfortable with the process.



→ If this is your first time requesting Workplace Referral, please review and sign the workplace referral terms framework. This step only needs to be completed and submitted once, if you've already submitted the signed terms, please skip this step. Submit all required documents to [partnerWPR@dialogue.co](mailto:partnerWPR@dialogue.co) in a password-protected email.



→ Once your email is received, within 72 hours, an intake agent will:

- contact the plan member by phone to gain verbal consent for the sessions. The sessions will continue until completion.



→ You'll receive an email confirming intake and receive a case ID.

## What isn't covered by Workplace Referral



Medical Consults



Leave of absence prescriptions



Long term counselling



Providing diagnoses



Group Coaching



Complete treatment for mood disorders, substance use disorders

Maintaining a healthy and productive workplace is important. The Workplace Referral program offers swift and accessible support to plan members when they need it most. If you need support for a plan member, you can get in touch any time by emailing [partnerWPR@dialogue.co](mailto:partnerWPR@dialogue.co).

For more information, please contact your **Sun Life Group Benefits representative**.

<sup>1</sup> Workplace Referral is available upon request. An hourly rate applies.

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