

Employee & Family Assistance Program + Virtual Care

On-demand, comprehensive support for you and your family

With Homewood Health's easy access to personalized care via virtual, phone or in-person appointments, you can rest assured that support is available when and where you need it through your Employee and Family Assistance Program (EFAP).

Register for your online EFAP and virtual care benefits

HOMEWOOD HEALTH — EFAP

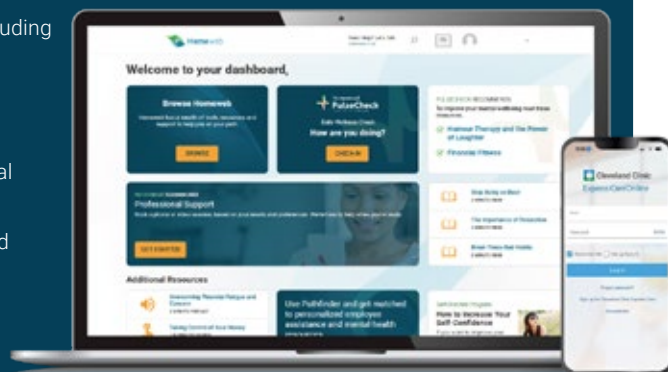
Visit homeweb.ca to set up and log into your Homewood Health EFAP account. Click "Sign Up", select your organization and fill out the required information to create your account.

Homeweb.ca is your base for all of your EFAP benefits, resources and support, including counselling services, Cognitive Behavioural Therapy, wellness coaching and more.

EXPRESS CARE ONLINE — VIRTUAL CARE

Express Care Online (ECO) allows you and your eligible dependents to securely connect with a Cleveland Clinic Canada nurse practitioner for non-emergent medical advice, diagnoses, prescriptions and more from anywhere in Canada.

Download the Cleveland Clinic Express Care Online app for your mobile device and register with the same email address you used for EFAP. Enter your invitation code and select "Virtual Care On-demand."



Scan to get started
on homeweb.ca



Homewood Health



Cleveland Clinic
Canada



CONVENIENT ACCESS TO CARE

No appointment needed
— instantly access
unparalleled health and
wellness resources and
virtual care 24/7/365
across Canada.¹



PERSONALIZED SOLUTIONS

Homewood's
comprehensive digital
health platform offers
interactive wellness
resources and programs
tailored to each user.



LIFE & WELLNESS COACHING

Life Smart coaching
provides practical
resources and advice
for empowering healthy
lives and encouraging
all-around balance.



EXPERT MENTAL HEALTH SUPPORT

Gain new self-help
strategies, get support for
various concerns and find
peace in personalized
solutions. Plus, utilize
Sentio iCBT — interactive
online Cognitive
Behavioural Therapy.

Your Employee and Family Assistance Program (EFAP) Plan

Homewood Health EFAP Benefits

Your coverage provides access to a variety of mental health and wellness supports for any challenge you may be facing. Your Employee and Family Assistance Program plan through Homewood Health provides confidential, professional services for a broad range of personal and family challenges by telephone, in person and online.

Counselling and coaching sessions are provided on a short-term, solution-focused model. When you seek out support from Homewood Health, they'll open a confidential case on your behalf. For each case, individuals receive an average of four counselling sessions per issue, with no limit to the number of cases for which you can seek support.

YOU AND YOUR DEPENDENTS HAVE ACCESS TO THE FOLLOWING SERVICES

Counselling services for challenges such as:

- Depression
- Anxiety
- Grief and bereavement
- Addictions
- Stress

Digital Cognitive Behavioural Therapy (CBT):

Sentio iCBT is an internet-based Cognitive Behavioural Therapy (iCBT) program designed to provide support for mild to moderate depression, anxiety and other mental health challenges.

Access three different streams:

- *Self-directed iCBT* — An entirely self-guided online experience
- *Counsellor-assisted iCBT* — An online CBT platform supported by unlimited chat with a counsellor for up to 12 weeks
- *Integrated iCBT* — An online CBT platform supported by video or phone sessions with a counsellor for up to 12 weeks

Online resources and tools:

- e-Learning courses
- Childcare resource locator
- Elder care resource locator
- Health risk assessment tools
- Health and wellness articles

ENHANCED MENTAL HEALTH CARE

In addition, *Enhanced Mental Health Care* provides coverage for mid- to longer-term mental health support and provides up to 20 sessions of specialized counselling, as determined on a per-case basis by Homewood Health. This coverage is offered to support individuals presenting with moderate to severe symptoms of anxiety, depression, trauma and/or substance use-related concerns.

If you have questions about your EFAP plan, contact Homewood Health:

1-800-663-1142 • homeweb.ca
International (Call collect): 604-689-1717

***Please note:** This document contains an overview of the Employee and Family Assistance Plan and Virtual Care as offered by Saskatchewan Blue Cross and facilitated through Homewood Health and Cleveland Clinic Canada. It is not intended as a contract or policy, nor is it a complete description of all benefits.

¹Québec Express Care Online services are available from 7 a.m. – 7 p.m. EST/EDT every day, with the exception of statutory holidays.

LIFE SMART COACHING SERVICES

Homewood Health's *Life Smart* coaching suite provides fast access to practical resources for personal and professional challenges. Get wellness solutions that promote integrated mental, physical, financial and social well-being.

WELLNESS COACHING IS OFFERED IN THE FOLLOWING AREAS

Life Balance Solutions:

- Childcare and parenting
- New parent resources
- Elder and family care
- Legal advisory services
- Financial advisory services
- Relationships
- Grief and loss
- Burnout and stress

Health Smart Coaching:

- Nutrition
- Lifestyle changes
- Smoking cessation

Career Smart Coaching:

- Career planning and coaching
- Workplace issues
- Pre-retirement planning
- Shift work support



Virtual Care Services with Cleveland Clinic Canada

Coverage for virtual care services through Cleveland Clinic Canada's *Express Care Online* (ECO) service. ECO connects you and your family securely with a Cleveland Clinic Canada nurse practitioner to receive a diagnosis and/or prescription for non-emergency medical conditions.

Confidential access is available 24 hours a day, seven days a week across Canada, except in Québec. You and your dependents can seek virtual care support as often as needed.

Available virtual care services may include:

- Requisitions for labs and/or imaging
- Prescriptions for drugs, sent to your pharmacy of choice
- Referrals to a specialist
- Access to ECO services while travelling anywhere in Canada

The following exclusions and limitations apply, therefore no services are available:

- a. For medical emergencies;
- b. For prescription drugs designated as controlled drugs by Health Canada;
- c. For completion of long-term disability forms;
- d. For backdated sick notes;
- e. For any condition deemed by the nurse practitioner, at their sole discretion, to be inappropriate for online consultation; and
- f. While travelling outside of Canada.