

Health Solutions

People Connect **EAP**

For members and associates



Frequently asked questions

What is People Connect EAP for members and associates?

People Connect Employee Assistance Program for members and associates offers secure and confidential video counselling anytime, anywhere, with a clinician matched to you based on your needs. You and your family have access to health resources, an online mental health self-assessment, and a clinician matching process to make sure your preferences are prioritized.

What about confidentiality?

Only you and your practitioner have access to your health information. There are strict Canadian regulations for online health services and all information is fully encrypted on a regularly audited server. None of your personal information is shared with CAOT.

Can my family members use People Connect EAP for members and associates?

People Connect EAP for members and associates is available to you and your eligible family members (spouse/partner/dependant). Persons under the age of 15 can use the service at the discretion of the clinician.

How do I access People Connect EAP for members and associates?

Visit bbd.pchealthhub.com/eap to create an account. You'll need to provide your name, email, date of birth, name of your association (CAOT), indicate whether you're a member or an eligible dependant, and create a password. The main dashboard of the People Connect EAP for members and associates site features tabs that lead directly to the mental health self-assessment, mental health and work/life support, and the resource library. Members and associates facing an immediate personal crisis can call 1-855-933-0103.

How does this compare to other member assistance programs?

People Connect EAP for members and associates provides access to clinicians to meet all your work/life needs, through a personalized matching system. This allows you to select the clinician you wish to work with. Other EAPs typically provide short term support, but People Connect EAP for members and associates gives you the ability to continue with the same clinicians beyond your initial allotment at affordable rates.

**Dependent on plan design*

Do I get to meet the counsellor to ensure the right fit?

You'll have access to a complimentary initial consultation with a clinician of your choosing to determine whether they're an appropriate fit for your needs. If you decide to work with that clinician following the meet and greet, you can then schedule your first clinical session.

Who pays for the counselling service?

Through your CAOT membership you will have a six-session allotment each for mental health counselling, couples counselling, career coaching, health coaching, and life transitions (number of hours per category is indicated in the mental health and work/life support dashboard).

What if I run out of sponsored hours?

After using your allotted hours, you can easily continue mental health care with the same counsellor at the rate of \$90/hour. This can be paid by a credit card through the site.

How many languages and religions, are offered for coaching and counselling support?

You can choose from over 20 languages and over 10 religions.

How do advisory services work?

Financial services: You will be able to enter two date and time options for a financial advisor to contact you.

Legal consultations: You will be provided with a toll-free number and a unique consultation number to cite. On the platform, you will be able to add in more details regarding your request.

Health coaching / life transitions: When a request for either health coaching or life transitions is submitted, individuals will be provided with available times for an assessment by a registered nurse on our clinical team. The nurse will perform a thorough assessment and determine the best resources, referral, or health coaching to help individuals work through a variety of different health related goals. Depending on the need, this may involve a referral to a nutritionist, life coach, registered dietician, ergonomist, pediatric nurse, addiction specialist, sleep coach, naturopath etc.

Career coaching: When a request for career coaching is received, the request is reviewed and referred to an accredited career coach who can support career management, career transition and retirement transition.

What types of practitioners are available?

Clinicians include social workers, psychotherapists and psychologists, with a minimum master's level of education and are currently registered and in good standing with their discipline's professional regulatory college. They are all Canadian residents and have a minimum of five years of clinical experience. The Work/life Advisor Services team (life, career, etc.) includes a network of professional financial advisors, attorneys, career consultants, registered nurses, registered dietitians, kinesiologists, certified health coaches and more.

You'll be matched with a practitioner based on your needs, preferences, and coverage available through your group benefits plan. All practitioners are Canadian residents and are members of a college or association in good standing.

Do I also have access to a psychiatrist for mental health support?

Through ongoing work with your clinician, together you will determine if further support is necessary. It's up to your clinician to request a consultation or collaborative session which comes at no additional cost.

Who do I contact with questions regarding People Connect EAP for members and associates?

The People Connect EAP website features a chat function available for support from 11 a.m. to 8 p.m. ET. Click on the green chat button on the bottom right side of the page, and you'll be connected to someone to answer your questions. For any additional inquiries about People Connect EAP for members and associates, contact healthsolutions@peoplecorporation.com.

Getting started is easy and only takes a few minutes.
Visit bbd.phealthhub.com/eap or scan the QR code to register your confidential account.

