

INFONOTE

Group insurance

December 18, 2020

Supporting you is our priority

We know that many plan members are finding it hard to manage as the pandemic situation continues into 2021. We're here to support them. We are extending the free psychological consultation service we introduced earlier in the year, and we'd also like to highlight some helpful services our mental health and wellness providers are offering free of charge to help Canadians get through the difficult days and months of the pandemic.

Free psychological consultation service extended

The psychological consultation service we introduced in April gives plan members and their families free access to four hours of telephone or online psychological consultation through our Employee Assistance Program 360°, regardless of whether their group plan offers the program or not.

This service is still a very important resource for employees and their families. Therefore, we are extending it into 2021. Plan members and each of their family members still have until the end of the year to use their four-hour credits for 2020. Then, starting on January 2021, they will be given another four hours of free consultation.

Beacon Stronger Minds platform

Beacon, one of our mental health service providers, has made its [Stronger Minds](#) mental health resource platform available to all Canadians. The platform gives concise and easy-to-follow advice on issues such as anxiety, depression, sleep, work, parenting and many more. It includes specific situations, like managing money worries and preparing for a very different kind of holiday season, as well as more general advice. It's an excellent resource to help people manage stress and build resiliency.

Health is Cool 360° wellness platform

For plan members whose plans include the Health is Cool 360° platform, our wellness provider, Novus Health, has created a new COVID-19 micro-site. Plan members and their families can access helpful information about COVID-19, such as:

- Understanding COVID-19
- What if I have symptoms?
- Local updates and services in my province
- COVID-19 assessment

We'd like to remind plan members of the Health PACT program, also available on the Health is Cool 360° platform. Managing a health problem can be difficult at the best of times, but during a pandemic it's particularly challenging. Health PACT gives plan members personalized guidance by phone to help them cope with health problems that are worrying them. A healthcare professional will support them and help them manage symptoms of:

- Stress and anxiety
- Depression
- Pre-diabetes
- Type-2 diabetes
- High cholesterol
- High blood pressure
- Muscle and joint conditions
- Back and neck pain

We have posted a communication similar to this one on the plan members' secure site.

If you have any questions, please feel free to contact your group insurance representative.

Marketing
Group and Business Insurance

