

# Lumino Health Virtual Care's Employee Assistance Program, *powered by Dialogue*



**Continuity of care**, with the option to continue with the same counsellor, and follow-ups after each session



**Proactive** approach through our integrated health platform drives adoption and reduces confusion



Appointments within **24 hours**, at a time that works best for the employee



**Easy, quick** access to professionals through our best-in-class patient app



On-demand access to **self-guided articles** and tips for a variety of wellness topics

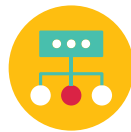


Live **virtual coaching** to avoid travel for in-person appointments, without compromising the personal approach



## For Employees

- **Integrated health & wellness** support for:
  - Mental health
  - Legal
  - Financial
  - Work & career
  - Manager consultations
  - Family & relationships
- **Personalized** support based on an unlimited consultation for concerns\* model
- Option to **continue** with same specialist for an additional fee



## For Organizations

- **Transparent** reporting on program adoption, member satisfaction, and other key metrics
- Educational materials and onboarding toolkit to ensure high **engagement**, plus manager referral service
- On-site or virtual **critical incident response** service, plus 24/7 in-app access for immediate assistance



Sun Life

Lumino  
Health

# Essential services all in one place



## Stress & Wellness

- Includes access to internet-based cognitive behavioural therapy iCBT. iCBT offers additional mental health support access 24/7, with no barriers to getting started
- Access to mental health specialists for screening, short-term coaching and referrals as needed
- Live virtual coaching for stress, anxiety, depression, substance use, grief and loss, and more
- Up to 4 sessions per concern\*, option to continue with the same mental health specialist for an additional fee



## Legal

- Access to a lawyer for short-term support and referrals as needed
- Support for all legal fields, except for employment and immigration law
- Up to 2 hours of support per concern\*, with same or next day appointments



## Financial

- Access to a financial planner for short-term support and referrals as needed
- Support for financial planning
- Up to 2 hours of support per concern\*, with same or next day appointments

*\*A concern is defined as a distinct case. If there are multiple cases identified during intake, they'll be considered as separate cases. Plan members can access the service for an unlimited number of concerns.*



## Work & Career

- Access to career counsellors for short-term coaching and referrals as needed
- Live virtual coaching for career planning, work conflict, performance, harassment, manager consultations, and more
- Up to 4 sessions per concern\*, option to continue with the same counsellor for an additional fee



## Family & Relationships

- Access to family and relationship specialists for short-term coaching and referrals as needed
- Live virtual coaching for relationship conflicts, separation or divorce, family dynamics, child care, and more
- Up to 4 sessions per concern\*, option to continue with the same specialist for an additional fee



## 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. VC-9327 03-22 ry-mp



**Sun Life**

**Lumino**  
Health