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 behaviourial 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

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

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.

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