



Frequently asked questions (FAQ)

Sun Life Employee Assistance Program (EAP), by Dialogue

Overview

1. What is the Sun Life Employee Assistance Program (EAP), by Dialogue?

The Sun Life EAP provides your employees with personalized support and guidance across a broad range of work and life areas. For further information about each EAP service, review [this brochure](#).

EAP offers short-term support for:

- Mental health
- Family and relationships
- Legal and financial services
- Diet and nutrition
- Work and career (including manager consultation services)

Self-led educational material and coach or self-led internet-based cognitive behavioral therapy (iCBT) complements provider-led care. Critical Incident Response is also available to you for an additional fee if needed.

The EAP also includes short-term guidance and help to your people leaders through our manager coaching service. This support can help them address a range of workplace issues related to team members who report to them.

2. What hours can plan members access the service?

Members can easily connect to the EAP through the my Sun Life mobile app 24/7. If they prefer to speak over the phone, immediate help is available by calling 1-844-342-3327. As a first step on the call, a Member Service Specialist will assess the need of the member and coordinate care with appropriate resources.

3. What health-care providers are available through the Sun Life EAP?

The EAP care team includes:

- Mental health specialists
- Licensed mental health professionals
- Lawyers
- Registered dietitians

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.

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- Financial planners
- Family and relationship specialists
- Career counsellors

4. **What support is available through the manager coaching service?**

Through our manager coaching service, people leaders can connect to an EAP expert for up to four sessions per concern. This gives your people leaders access to coaches to help them solve challenges in real time. This service can help them address a wide range of issues, including:

- Returns to work
- Challenging employee situations
- Managing employees remotely
- and more.

5. **Are there other Sun Life Virtual Solutions, by Dialogue services available?**

In addition to the Sun Life EAP, there are three other services available through the app or website:

- Sun Life Virtual Care, by Dialogue
- Sun Life Stress Management and Well Being, by Dialogue
- Sun Life Medical Second Opinion, by Dialogue

Read more about these solutions [here](#).

Plan member access and experience

6. **How do we communicate to plan members about their access to the EAP?**

Sun Life has an email onboarding campaign once plan members have access to the Sun Life EAP. The onboarding emails inform plan members about what's available through the EAP.

Emails are the primary tool Sun Life uses to communicate with plan members to encourage them to enroll in Sun Life Virtual Solutions. We encourage you to give Sun Life access to communicate with your employees about the Sun Life EAP, even if you're on an exclusion list for other types of communications.

A variety of resources to promote the service within your organization are available on our [Group Benefits website](#).

7. **Where can plan members find more information about the EAP?**

Plan members can visit the EAP plan member site to learn more: sunlife.ca/member-eap.

8. **What information do plan members need to register and use the EAP?**

You can also share the [Registration and User guide](#) with plan members.



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9. **Can dependents also use this service?**

Plan members with family coverage can add/invite their eligible dependents to use this service:

- Dependents aged 14+ are required to register with their own email address due to medical privacy laws.
- Children 11 - 14 can access individual mental health virtual therapy through their guardian's Dialogue account with the guardian's consent.
- Plan members determine who to add/invite.

Plan members with single coverage cannot add dependents.

Plan members and dependents must be physically located in Canada to use the service.

10. **Are retirees covered?**

You can decide whether to include or exclude retiree groups when you add the EAP to your group benefits plans.

11. **What will cancellations look like from a plan member's perspective?**

If a plan member's coverage is terminated, they'll have three months to complete any open consults. However, they will be unable to initiate requests for new concerns. Plan members will retain ongoing access to their data and can reference notes as needed with or without an active subscription.

Adding the Sun Life EAP to your group benefits plan

12. **What if I already have a contract with Dialogue directly?**

Talk to your Account Executive if you want to transition to EAP through Sun Life. Details about the service will be discussed on a case-by-case basis. Our solutions-based approach ensures we bring exceptional service to you. If you already have an EAP provider, we'll make the transition from your current provider to Sun Life as seamless as possible.

13. **How will I be billed for the EAP?**

A separate monthly invoice is issued for the EAP. It can be paid via electronic funds transfer (EFT) or cheque.

14. **Can I keep the service for certain group benefits plans only? Or will the choice be at the contract level?**

You can choose the group benefits plan level to which you would like to add this service.



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Reporting

15. **What type of reporting will I receive?**

Patient confidentiality around use of the service is paramount. Reporting for the EAP is on an aggregate basis, not on any individual's situation. To protect the anonymity of users, we provide reporting to organizations with:

- over 35 lives, and
- over 10 registrants, and
- over 10 cases.

Questions?

Contact your Sun Life Group Benefits representative