

Need personalized support?

Sun Life Employee Assistance Program (EAP)*

Day to day challenges can be stressful. Your family and friends offer good advice, but you're still struggling. Do you need some financial planning support? Are you overwhelmed from caring for a parent in declining health? Or do you need coaching for a situation at work? Where do you turn for help?

The Sun Life EAP gives you immediate, confidential access to an expert across a variety of services. They'll work with you to assess your needs and arrange an appointment within 24 hours.

There's expert, confidential help at your fingertips.

also referred to as Lumino Health Virtual Care Employee Assistance Program, provided by Dialogue.*



How can the Sun Life EAP support me?

- You can connect to the mobile app or website 24/7.
- Receive personalized support for an unlimited number of concerns.
- Appointments are available within 24 hours at a time that works best for you.
- You'll receive a follow-up after each session to ensure your needs are being met.
- You can continue with the same mental health provider at an additional cost once session limits (per concern) are reached.
- Internet-based cognitive behavioural therapy (iCBT) is available to complement services provided by the care team.
- Get on-demand access to self-guided articles and wellness resources directly on the mobile app or website.
- You and your eligible dependents (aged 14+) can access the EAP anytime, anywhere in Canada, and at your convenience!
- Your eligible dependents age 14+ will register with their own email address. Simply add them to your profile once you create your account and send them an email invite.

How does it work?

The EAP includes support for:



Mental health: up to 4 sessions per concern



Legal: 1 session per concern



Finance: up to 2 sessions per concern



Family and Relationships: up to 4 sessions per concern



Work and Career: up to 4 sessions per concern

Read more about all of the services included in your EAP [here](#).



How do I register and use the Sun Life EAP?

The service is available via mobile and web. You can:

- go to luminovc.dialogue.co,
- download the Lumino Health Virtual Care app for **iPhone** and **Android**, or
- use the QR code.



When accessing the EAP via the app is not possible, immediate help is available by calling **1-844-342-3327**. A Member Service Specialist will assess your needs and coordinate care with the appropriate resources.

The **Registration and user guide** provides easy-to-follow steps to create your account and access services. Once you create your account, stay informed and get updates from the care team by turning on notifications.

If you are having trouble using the app or website or need help accessing your account, you can:

- **contact Dialogue by emailing sunlife-support@dialogue.co**, Monday to Friday 8 a.m. to 6 p.m. ET, or
- **visit help.dialogue.co** and use the chat feature for assistance, for after hours and weekend support.

For questions regarding your benefits plan information, you can contact the **Sun Life Client Care Centre (CCC)** at **1-800-361-6212**, Monday to Friday, 8 a.m. to 8 p.m. ET.

App Store is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play is a trademark of Google Inc.

What services are included in the Sun Life EAP?



Mental Health

- Access to mental health specialists, mental health therapists, psychotherapists, and psychologists for screening, short-term coaching, and referrals as needed.
- Live virtual coaching and therapy sessions for stress, anxiety, depression, grief and loss, and more.
- For substance use, live virtual sessions can include coaching for coping strategies and healthy habits. Also included is navigational support for external resources and in-patient treatment options.¹
- Includes 24/7 access to iCBT to offer additional mental health support, with no barriers to getting started.
- Up to 4 sessions per concern,² with the option to continue with the same mental health specialist.³



Legal

- Access to a lawyer for short-term support and referrals as needed.
- Support for all legal fields, except employment and immigration law.
- One initial session with follow-ups as needed.



Finance

- Access to a financial planner for short-term support and referrals as needed.
- Support for financial planning.
- Up to 2 sessions per concern,² with the option to continue with the same financial planner.³



Family and Relationships

- Access to family and relationship specialists for short-term coaching and referrals as needed.
- Live virtual coaching or therapy sessions for relationship conflicts, separation or divorce, family dynamics, child care, and more.
- Up to 4 sessions per concern² (one session per concern for child/elder care), with the option to continue with the same specialist.³



Work and 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,² with the option to continue with the same counsellor.³

Supporting women's health⁴

Women and families navigating various life stages have access to mental-health support and educational resources for areas of concerns such as:

- Infertility, pregnancy loss, baby blues and postpartum depression
- Premenstrual and menopausal disorders
- Parenting and family, children with disabilities
- Return-to-work coaching.

Additional EAP support includes:

- Health-care navigation for in-person services, clinics and specialists
- Financial planning for family building
- General nutritional counselling.

** Dialogue is a wholly-owned subsidiary of Sun Life Assurance Company of Canada operating as a stand-alone entity.

¹ Complete treatment of addiction or substance use disorder isn't supported by the EAP.

² A concern is defined as a case. You can use the service(s) for an unlimited number of concerns/cases, with session limits applicable to each concern/case.

³ For an additional fee.

⁴ While we refer to women, we are inclusive of all gender identities that may be uniquely or disproportionately affected by these health issues or topics.

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.
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