

Mental health concerns?

There's expert, confidential help at your fingertips

Sun Life Employee Assistance Program (EAP)*

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



Everyone needs mental health support from time to time, and talking to friends and family is often step one. But what if you're still struggling, and not quite yourself? Where do you turn for help?

The support you need is right at your fingertips. Our Sun Life EAP gives you immediate, confidential access to an EAP expert. They'll assess your need and arrange an appointment within 24 hours with one of our mental health providers. These include mental health specialists, mental health therapists, psychotherapists, and psychologists. You can receive live virtual coaching and therapy sessions for stress, anxiety, depression, substance use, grief, and more. Depending on your request, our team can also help you find clinics, specialists, and community resources to support you.

How to connect

You can easily connect to the EAP through the Lumino Health Virtual Care mobile app or website 24/7. When it's not possible to access the EAP via the app, you can get immediate help by calling **1-844-342-3327**.

If you have group benefits family coverage, you can invite your eligible dependants (14+) to use the Sun Life EAP. They'll enjoy the same fast, confidential access to our EAP experts.



Immediate response by app or phone

When you connect, an EAP expert will assess your need immediately and coordinate care with the right resources.



Fast, confidential access to a specialist

You'll receive an appointment with a mental health provider within 24 hours, at a time that works best for you. All EAP services are 100% confidential. No information about contacting the EAP or engaging in therapy is shared with your employer.



Continuity of care

You have up to four confidential therapy sessions for any mental health concern.¹ You also have the option to continue with the same mental health provider if you need additional support. While additional sessions come at a cost, the psychological services benefit under your group benefits plan may cover it. Check your benefits plan for details about your coverage.



Follow-ups every time

When your sessions end, an EAP expert will follow up to ensure you've received the care and support you need.



Additional self-led supports

Your EAP also provides 24/7 access to internet-based cognitive behavioural therapy (iCBT). This can complement your therapist-led care.

Get the mental health support you need

For any mental health issue or challenge, one of our EAP experts is there to help you, 24/7.

You can read more about the services included with your Sun Life EAP by visiting sunlife.ca/lumino-eap

¹ 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.

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC1092 08-24 ri-cd