

Employee Assistance

Orientation



canopy

Employee Assistance Program

A **FREE** and **CONFIDENTIAL** service for employees and their family members to get help for a wide range of personal problems.





Who Is Eligible

- All employees
- Spouse/Domestic Partner
- All family members living in employee's household
- Dependents living outside of employee's household, up to age 26

Family members can contact Canopy on their own. **Provide employee's name, job title, and birth date**

Flexible Points of Access

- Text support
- Online scheduling
- Live chat
- Video support
- Phone counseling
- A.I. well-being support
- Phone app





Confidential Assistance

Marital conflict

Relationship problems

Conflict at work

Depression/anxiety

Career changes

Stress management

Grieving a loss

Personal decision making

Alcohol/drug use

Referrals to community resources



Canopy Service Summary

Free and Confidential

Mental Health Counseling

Up to **five (5)** counseling sessions per incident, per year

Behavioral Coaching

Five (5) Coaching to support personal goal

Crisis Counseling

24/7/365

Member Site

Register with Company Name:
Infinity Rehab

Resources for Life



Childcare



Adult care



Unlimited financial coaching



Legal referrals and forms



Identity theft services



Fertility health support



Pet insurance discounts



Home ownership program



Wellness & gym membership discounts



Resource retrieval

Provider Diversity

Culturally Responsive Care



- Language
- Ethnicity
- Age
- LGBTQIA
- Racial trauma
- Religion
- Office accessibility
- Experience with front line workers

Learning



- Masters/PHD
- PsyD
- LPC
- LCSW
- LMFT
- 5+ years of experience on average

Expertise and Shared Lived Experience

39%
BIPOC

43%
LGBTQIA+

* Counselors that have reported data

Resources for Life

Childcare and Adult Care

Resources found based
on family's specifications

Resource Retrieval

Canopy will do the research and
report the resources





Identity Theft Services

- Consultation and guidance for victims of ID theft
- Preventative tips
- Information about how to restore your identity

Legal Help

- **Confidential 30-minute consultation with an attorney, 25% discount thereafter**
 - Family law
 - Real estate
 - Civil matters
 - Other
- **Will Questionnaire**
 - Complete the questionnaire and return it to Canopy
 - You will be connected to an attorney for review and, if you qualify, preparation of a simple will





Unlimited Financial Coaching

Building
savings

Reducing
debt

Improving
credit

Mortgage

Budgeting

College
planning

Joint
incomes

Buying a
home

Retirement





Home Ownership and Housing Support

- Assistance and discounts for selling, buying, and refinancing a home
- Savings for employee's average \$2,000-\$6,000 of their out-of-pocket expenses
- Housing resource retrieval
 - Locate resources for housing assistance, options in your area, temporary or emergency needs



Coaching

Canopy's professional coaches are available by phone or video sessions to support you with:

- Goal setting and planning
- Healthy habits
- Increased resilience
- Decision making
- Communication skills
- Career or personal development

Pet Parent Resources



Concierge support



Bereavement support



Pet insurance discounts



New pet parent resources



Wellness & Gym Membership Discounts



Exclusive membership discounts to gyms, fitness centers, and studios



Additional discounts on weight loss and healthy eating programs for the whole family





Fertility Health and Family Building

- Discounted Fertility Health Check
- Connection to Fertility Preservation, Care, and Donation Services
- Adoption Resources
- Counseling Support
- Legal and Financial Guidance
- \$350 Care Credit



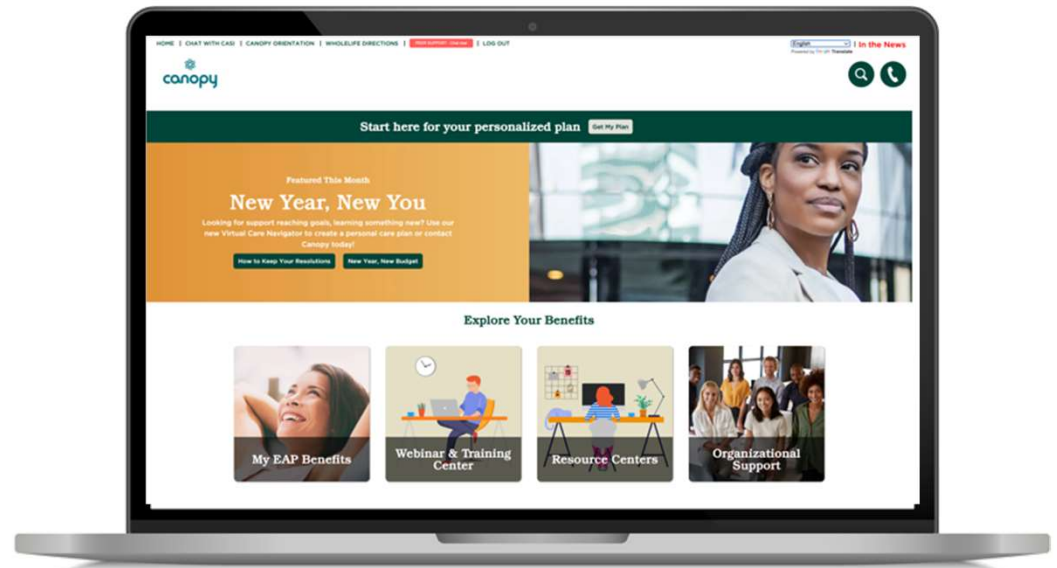
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FERTILITY

Your health plan may not cover Fertility Health and Family Growing services. Please refer to your health plan summary for more information.



Member Site

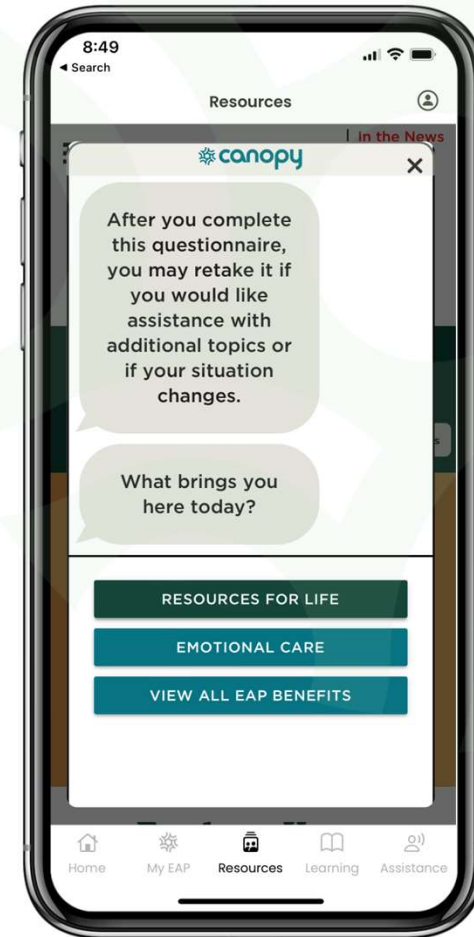
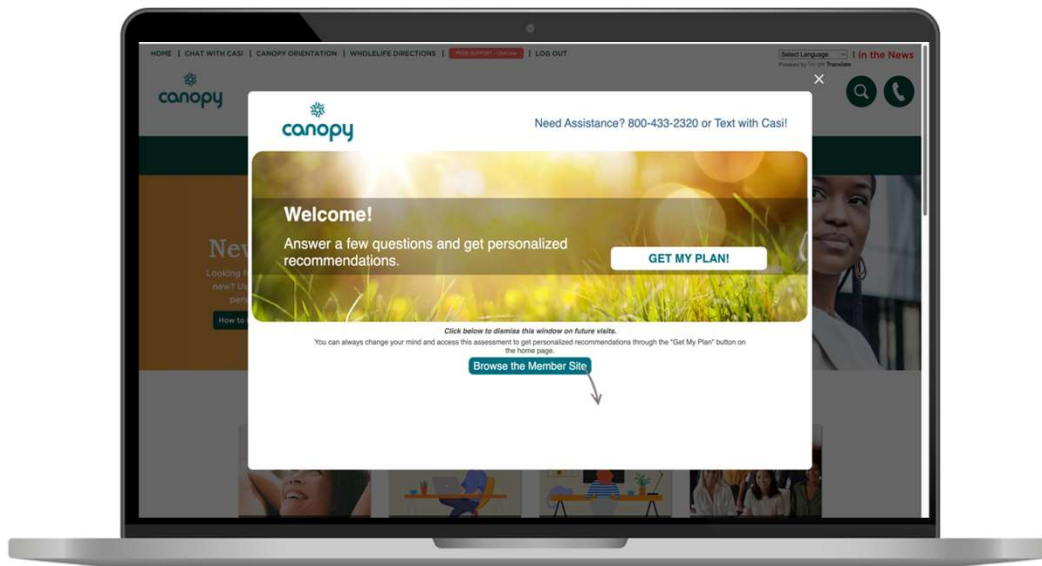
- Self-assessments
- Videos
- Quizzes
- Courses
- Webinars
- Legal and tax forms
- Resources to manage stress, work, family life, and more



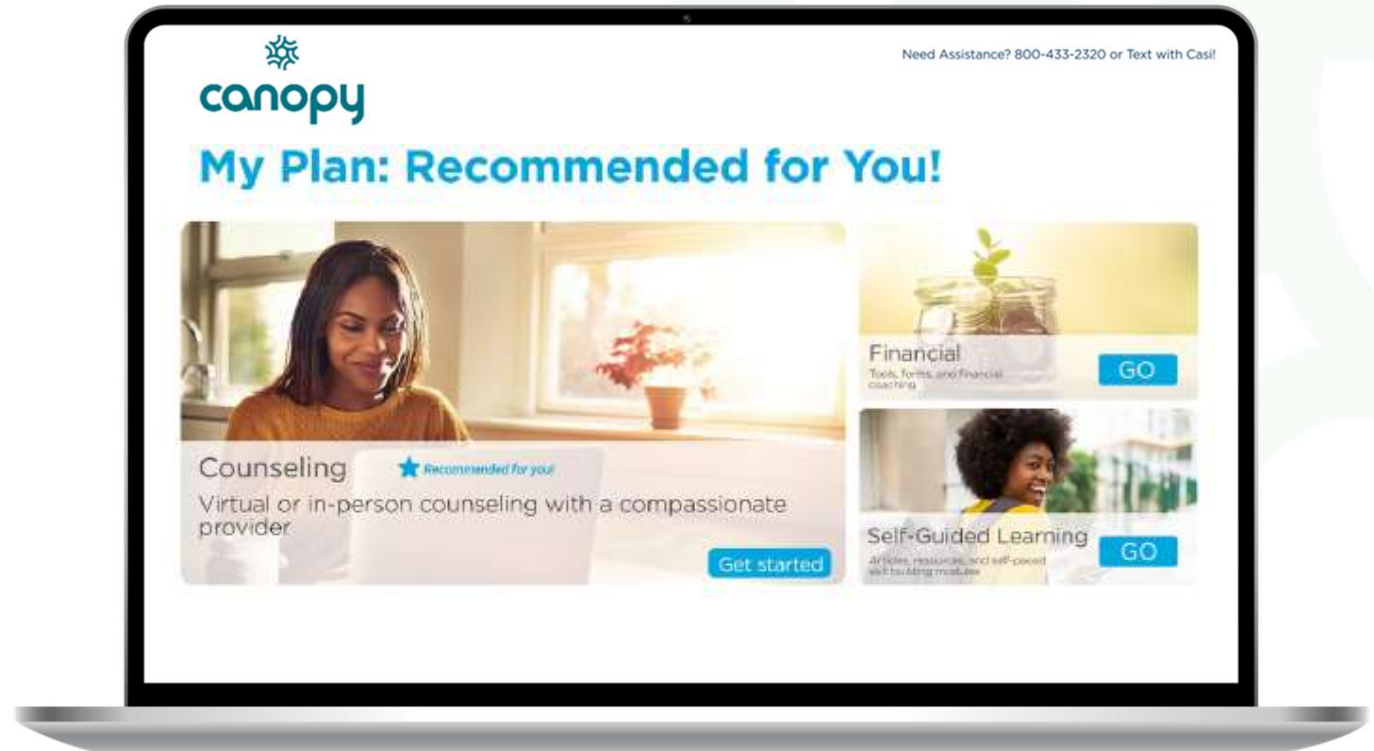
Login to the member site:
my.canopywell.com
Register with your company code

Member Hub:

Virtual Care Navigation

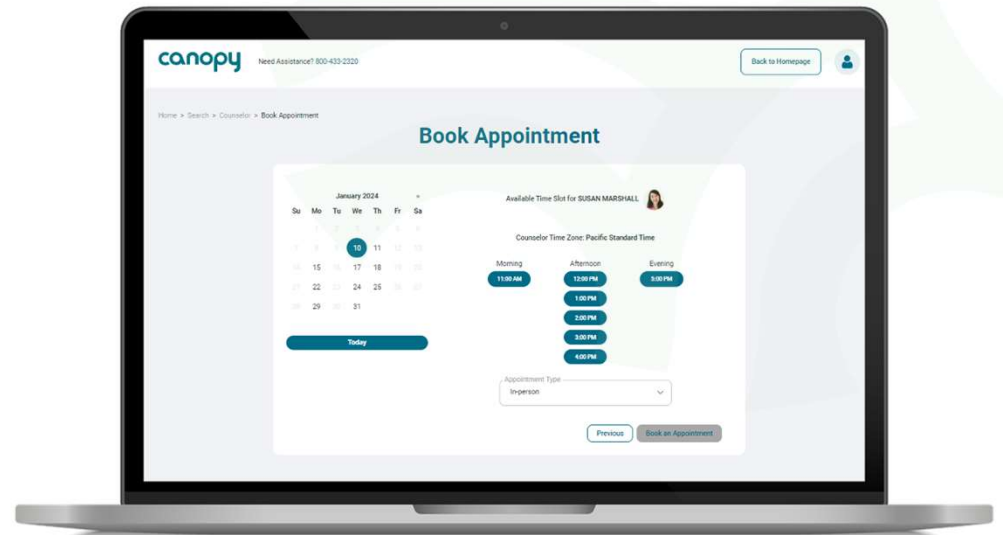
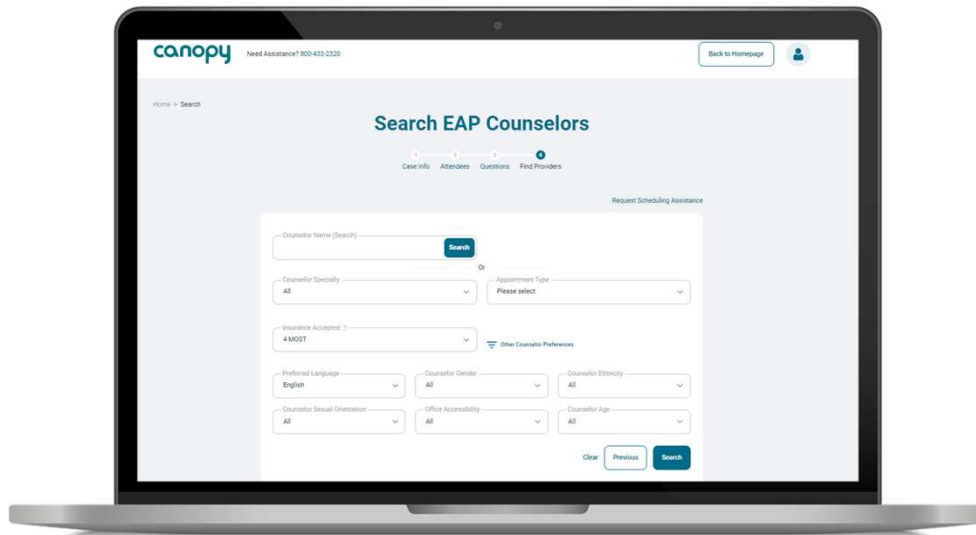


Member Hub: Customized Care Plan



Member Hub:

Provider Search & Scheduling

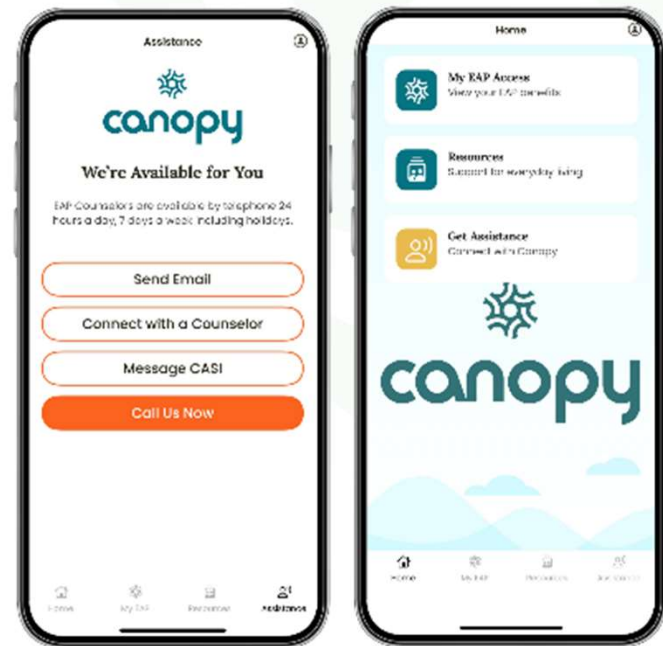
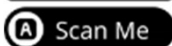


Canopy EAP App

Emotional Wellbeing Care

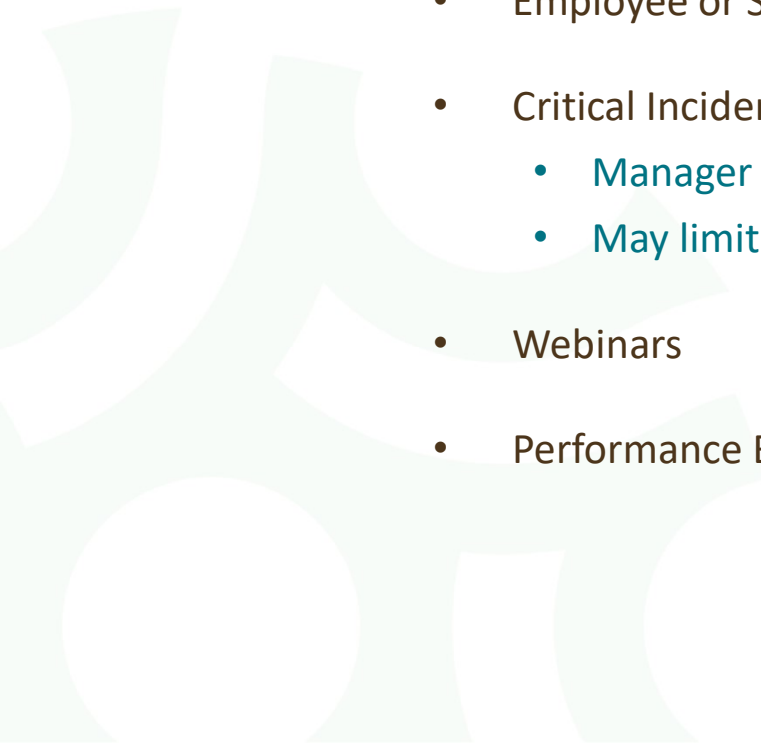

- Free and confidential mental health support and resources to navigate life and work
- Browse your Canopy benefits and connect with coaches, counselors, digital tools and resources for life

Download the Canopy app:
Search “Canopy EAP”





Organizational Support

- Employee or Supervisor Orientations
 - Critical Incident Response
 - Manager consultation available 24/7
 - May limit access to this service to specific managers or HR
 - Webinars
 - Performance Based Referrals (must be approved by your HR department).
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Leadership Support

- Unlimited consultation
- 24/7 access
- Web-based resources
- Microtraining videos
- 1:1 Leadership Coaching
- Quarterly EAP communication





Key Components

- Free and Confidential
- Speed to care
- 24/7/365 crisis care
- Mobile App
- Member site



Questions?

If you have any questions or if you would like additional information, please contact Canopy.



800-433-2320



info@canopywell.com



my.canopywell.com



Thank you