

EAP Summary of Services

STARTING
October 1, 2024

The Employee Assistance Program (EAP) is a **FREE** and **CONFIDENTIAL** benefit for you and your family members provided by your employer.

Mental Health Hotline 24/7/365

In-the-moment consultations and assistance from a mental health professional.

Counseling

Eight (8) sessions in-person, on the phone or virtually for concerns such as:

- **Depression**
- **Anxiety**
- **Relationships and family**
- **Workplace challenges**
- **Stress management**
- **Alcohol or substance misuse**
- **Grief and loss**
- **Professional development**

Coaching

Eight (8) phone or video sessions with a Coach for goal setting, healthy habits, and personal development.

Anonymous Virtual Peer Support

A safe place to connect, share and discuss what's on your mind.

Member Site

Personal and professional development videos, webinars, self-assessments, legal tools and more.

Canopy EAP App

Access digital therapy and wellness tools to improve the way you feel.

Self-Scheduling Portal

Register with your work email address for online provider search and appointment management.

Resources for Life

Adult and Childcare Services

Assistance in finding childcare, adult care, caregiving resources, and more.

Legal Consultations/Mediation

Free 30-minute consultation and a 25% discount on services thereafter.

Financial Coaching

Unlimited guidance to improve spending, debt reduction, credit enhancement, savings, and retirement planning.

Identity Theft

60-minute consultation with a Fraud Resolution Specialist™ to restore identity and credit.

Home Ownership and Housing Support

Aid and discounts for home transactions and housing assistance resources.

Pet Parent Resources

Information, support, and discounts for pet owners.

Wellbeing Tools


Fertility health support, wellness resources, and gym discounts.

Canopy is committed to creating a safe, inclusive, and equitable society for all.





**Canopy Wellbeing
EAP - Employee Assistance Program
2024-25 Plan Year**

EAP Services (Covered under PEPM Rate)	
Member Services	
	
Behavioral Health Support	
24/7 Mental Health Hotline	24/7/365 Immediate access to professional support.
Counseling (8 visits per incident)	Fast matching to a licensed counselor based on member needs and preferences (virtual or in-person appointments, diversity, specialty, and other criteria).
Behavioral Coaching (8 visits per incident)	Support for goal setting, planning for healthy habits, career and personal development.
Anonymous Virtual Peer Support	Unlimited , 24/7 moderated peer-to-peer chat support among members sharing similar struggles, plus relevant digital resources.
Therapy Chatbot	24/7 personalized suggestions to help navigate life's challenges.
Career Counseling and Layoff Support	Support for career transitions, including EAP access for 30 days post-layoff.
Resources for Life	
Legal and Mediation Services	Free 30-minute consultation and a 25% discount on services thereafter.
Financial Services	Unlimited guidance to improve spending, debt reduction, credit enhancement, savings, and retirement planning.
Adult and Childcare Services	Resources, referrals, and information related to childcare, adult care, and caregiving.
Will Kit	Free simple will kit.
Identity Theft Resolution	60-minute consultation with a Fraud Resolution Specialist™ to restore identity and credit.
Home Ownership and Housing Support	Aid and discounts for home transactions and housing assistance resources.
Pet Parent Resources	Information, support, and discounts for pet owners.
Fertility Health and Family Building	Discounted fertility health check, care credit for treatment, fertility preservation, care, donation services, adoption resources, and guidance.
Gym and Wellness Discounts	Proactive wellbeing with exclusive gym discounts, healthy eating programs, and wellness education.
Concierge Resource Retrieval	EAP Specialists provide resources to members based on their unique needs.



**Canopy Wellbeing
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Digital Tools	
Virtual Care Navigator	Answer a few questions to receive personalized recommendations and fast connections to services.
Direct-to-Care Self Scheduling	Search for providers based on need, view bios, request or schedule an appointment, cancel or change appointment time.
Member Site	Innovative educational tools, self-assessments, videos and webinars, courses, documents and more.
Canopy EAP App	Browse through EAP benefits and effortlessly connect with services using the Canopy app.
Digital Cognitive Behavioral Therapy (dCBT)	Designed to help enhance wellbeing and support a healthier lifestyle through goal setting, tracking tools, mindfulness, and more.
Organizational Support	
Training and Organizational Services	
Critical Incident Response (CIR)	Unlimited , provided when severely stressful events occur. Trained facilitators perform timely CIR's onsite or virtually.
Employee and Supervisor Orientations	Virtual , employee and supervisor orientations.
HR Webinars	Free , quarterly webinars designed for Human Resource Professionals. Each webinar is approved for one (1) SHRM credit.
Micro Trainings for Leaders	Explore a wide range of insightful topics such as supporting employees facing mental health challenges, effectively overseeing remote teams, and more.
Monthly Promotional Topics	Planned and sustained promotion with monthly service flyers in English and Spanish.
Promotional Material	Promotional materials in English and Spanish, including brochures, posters, wallet cards, and flyers.
Regular Communication	Regular e-communication to support leaders and organizational success.
Worthwhile Webinars	Free monthly webinars, topics include mental/emotional concerns, relationships, finances, legal concerns, wellness, communication, and more.
Webinars for OEBB Members	Up to 48 hours annually for OEBB-requested webinars from Canopy's catalog.
Leadership Support	
Management Consultations	Unlimited telephonic consultation and support to supervisors and managers included.
Performance-Based Referrals	Unlimited management referrals and case management included.
Layoff Support	Unlimited consultations, tip sheets, and on-site or virtual support.
Digital Resources	Online resources to empower leaders in achieving organizational success.



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Entity Services (Purchased Separately)	
Trainings	
Entity-requested, catalog-based training	Seminars on wellbeing and work/life topics: \$315/hr + \$95/hr for travel. Financial and legal webinars: \$550/hr.
Entity-requested, custom training	Customized trainings \$425/hr + \$95/hr for travel
Organizational Development	
Mental Health Support and Response	Eight hour employee training to recognize and support employees in need. \$3,400/flat fee (virtual only, up to 20 people)
Mental Health Support and Response for Leaders	Eight hour leadership training to recognize and support employees in need. \$3,400/flat fee (virtual only, up to 20 people)
Leadership Skills 101	Interactive 4-hour training designed for leaders of all levels. \$1,600/flat fee (virtual only, up to 12 people)
1:1 Leadership Coaching	Virtual leadership development coaching sessions with a leadership development specialist. \$175/hr (virtual only)