

# Employee Assistance Program

**Consult+** by canada   
Powered by  Dialogue

**CADA**  **360**®

Your Employee Benefit Program sponsored by CADA 360, proudly partnered with Canada Life

May 6, 2026

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# EAP Refresher and Recent Updates

EAP Overview For Plan Administrators

**Maria O'Reilly**

Canada Life Partnership Manager at Dialogue



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# Walking the walk, and proving it

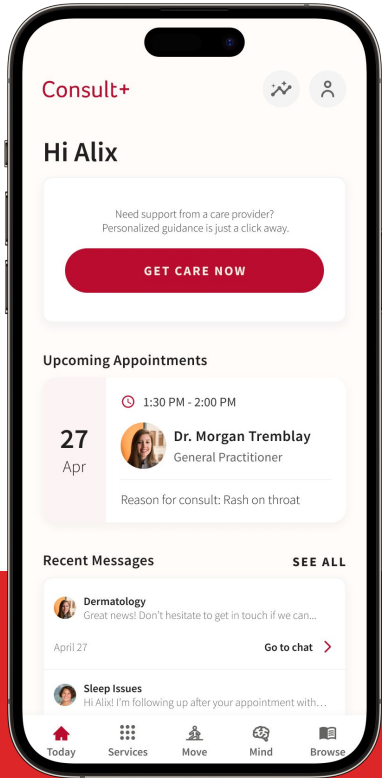
Dialogue is Canada's **first and only virtual care provider** to be recognized by Accreditation Canada, a third-party validation of Dialogue's safety and high-level quality of care.

In 2025, we were accredited with Exemplary Standing, the highest level awarded only to those who meet over 95% of the eligibility criteria —**we met 100%**.

This recognition is proof that we're not just meeting industry standards; **we're redefining what great care looks like.**



# Programs offered to CADA members



## Employee Assistance Program

Short-term solution-focused counselling for a wide array of life and work issues.

## Workplace Referral

### Critical Incident Responses

▼  
*Add-ons accessible to EAP plan administrators*

## Primary Care

Simple and timely, everyday medical care

▼  
*Optional add-on program*

**83K** Eligible Members  
Satisfaction Score: **8.83**



# EAP offering



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## Reimagined for an ideal employee experience

- **Fast and efficient** access to a variety of certified professionals through the secured Dialogue platform
- **24-hour or next-day** appointments at your own convenience
- **Live virtual consultations/coaching** that avoid the need to travel to face-to-face appointments, without compromising the human approach
- **On-demand access** to tips and articles on a variety of wellness topics
- A **real continuity of care** and the possibility of continuing the sessions with the same specialist, and follow-ups after each session

# Member journey: more ways to access

Initiate



Intake + Consultation



Continuity of Care



MOBILE OR  
WEB APP

Opens the **Consult+** app to initiate a consult

▶ **Intake ~1 mins**

Establishes member is not in an emergency before proceeding to complete their profile and assessment via chat

▶ **Profile/Assessment ~5 mins**

Member completes an assessment to book a consultation with the right practitioner and schedule appointment

▶ **~24 hrs**

▶ **Consultation by video call**

Member has their appointment. Full scope of services and case manager follow-ups accessible on the virtual platform

**Available in-app** regardless of channel used:

- Care plans and other reference documents
- Articles and other wellness resources

CALL  
CENTRE

Dials **1-844-594-0367** to initiate a consult

▶ **Intake ~1 mins**

Establishes member is not in an emergency before proceeding to complete their profile with a Member Service Specialist

▶ **~1 min**

▶ **Profile/Assessment ~5 mins**

with a Member Service Specialist to complete eligibility and assessment to book a consultation with the right practitioner and schedule appointment

▶ **~24 hrs**

▶ **Consultation by phone call**







Member has their appointment. Majority of services accessible via the call centre channel (some exceptions apply)

In both channels, in case of an emergency, the member is connected to our team within minutes for immediate assistance.







# What services are included?

All the services you'd expect in a leading EAP

## For all employees

-  **Mental Health (including substance use and trauma)**
-  **Family & Relationship**
-  **Child and Elder Care**
-  **Work & Career**
-  **Legal & Financial Services**
-  **Nutrition and Weight Management\*\***

## For people leaders

-  **Critical Incident Response\***
-  **Manager Coaching**
-  **People Leader Orientation\*\***
-  **Workplace referral\* (including substance use support)**
-  **Health and Wellness Sessions\***
-  **Crisis Services for Managers**

\*Fee for service

\*\* Recent enhancement



Consult for an **unlimited** number of conditions/issues

**Seamless** virtual and/or phone experience

**Family and dependants** included

**On-demand access** to self-guided articles & tips

**Follow-up** after each session

# Nutrition and Weight Management – Now Included!

We will evaluate your needs to help you manage your situation safely and effectively. Our multidisciplinary team can help you with navigation to specialized or longer-term support (clinics, specialists, community resources, etc.). We will also always conduct follow-ups to ensure you are supported and engaged.

## WHAT WE SUPPORT

Including but not limited to:

- General healthy eating and disease prevention
- Weight management (weight loss, weight gain)
- Meal planning strategies, eating on a budget
- Type 2 diabetes, pre-diabetes and gestational diabetes
- PCOS nutrition management
- Cardiovascular disease (cholesterol, hypertension)
- Osteoporosis/bone health, thyroid health, menopause
- Vegetarian, vegan, or plant-based diet
- Nutrient deficiencies (Anemia/iron deficiency, B12, vitamin D)
- Digestive issues (IBS, IBD, celiac disease, diarrhea, constipation, bloating, acid reflux, gastritis, fatty liver, gallstones, diverticular disease)
- Mild kidney disease, gout
- Nutrition for preconception/fertility, throughout pregnancy and post-partum
- Introducing solids for infants
- Picky eating, food allergies or intolerances
- Nutrition for recreational physical activity, hydration, optimizing energy levels
- Mindful and intuitive eating, emotional eating and developing a positive relationship with food

## NOT SUPPORTED

Including but not limited to:

- Diagnosed eating disorders
- Nutrition for rare diseases or requiring specialized nutrition care (e.g. epilepsy, Cystic Fibrosis, Type 1 diabetes, CKD stages 4-5)
- Fad diets, Ketogenic diet
- Pediatric cases impacting growth and development, chronic disease management in children
- Lactation consultation
- Peri-op bariatric surgery
- Nutrition for competitive sports/athletes
- Dysphagia assessments
- Longer-term nutritional follow-up
- Analysis of food journals, building or providing a calculated/restrictive meal plan



# PRODUCT UPDATE

**We listen to client feedback:** Dialogue is expanding mental health support for children

**NEW:** Since January 2026, Dialogue supports children aged 11 years or older through individual virtual therapy (previously 14 years old or older), in addition to the previously available parental counselling and coaching.

**Why?** About 1/3 of lifetime mental health conditions first appear around the ages 11 to 14.<sup>1</sup> This expanded service helps children of this age get timely support to reduce the chance of challenges worsening later.

*This is offered at no additional cost in our Employee and Family Assistance Program (EFAP)*



<sup>1</sup>Solmi, M., Radua, J., Olivola, M., Croce, E., Soardo, L., de Pablo, G. S., ... Fusar-Poli, P. 2022. [Age at onset of mental disorders worldwide: Large-scale meta-analysis of 192 epidemiological studies](#).





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## Who is eligible?

- Members and their immediate family (limited to spouse and children from 11 to 21 years old).
- Members cannot consult on behalf of someone else for legal reasons (exception for children under 11).
- Children under 11 years of age cannot consult the service on their own (book an appointment and speak to a practitioner on their own). A parent/guardian can consult on behalf of their child or about issues related to their child and will be supported with resources/coaching to address the child's needs (i.e. in order to receive support on the impact of their child's mental health/nutrition on themselves or to be provided strategies/resources to get their child the help they need).
  - A parent or guardian may choose to invite their child under 11-year-old to an appointment. The mental health specialist will assess each case individually to determine the most appropriate approach for engaging with the child.
  - If both parents want to be present, they can.
- Children aged 11-13 may consult the service on their own through their guardian's Dialogue account, with their guardian's consent. Children aged 14 and older are required to have their own Dialogue account and cannot use their parents' accounts.
- Members are required to be physically located in Canada when using Dialogue. It is not possible to use our services from elsewhere except for administrative tasks (e.g. booking appointments).

# Choose the therapist that's right for you

Dialogue cares deeply about DEI and allows members to personalize their mental health journey with our new Provider Selection capability

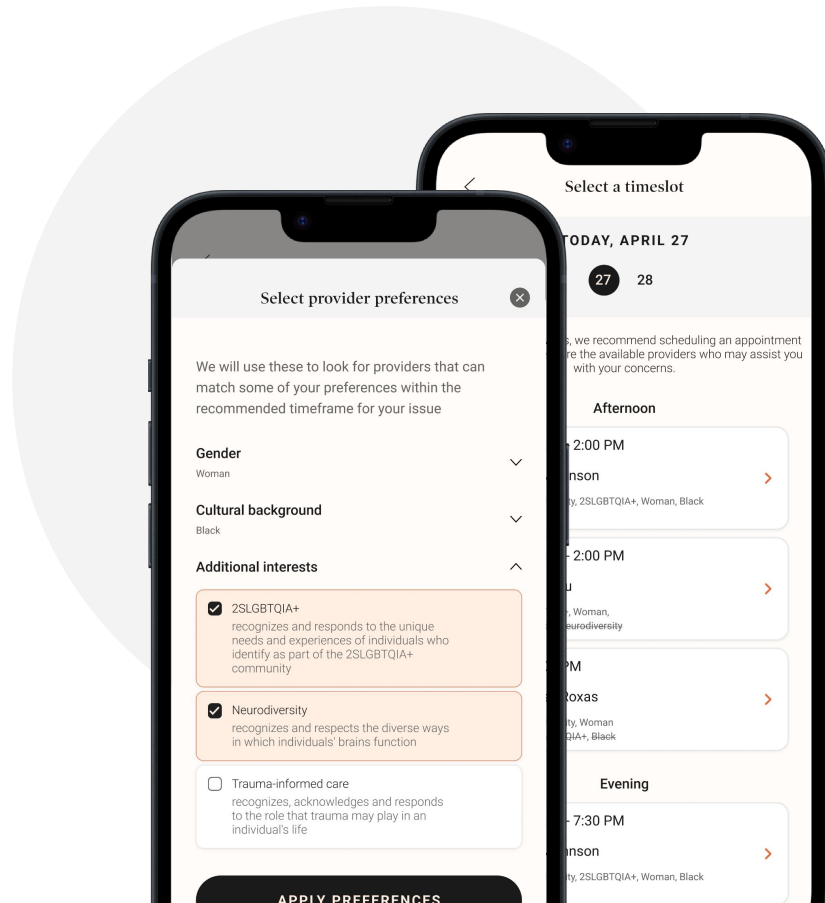
Members can choose their own **mental health provider** based on their unique needs and preferences\*, including:

- Gender
- Cultural background
- Additional areas of focus, such as:
  - 2SLGBTQIA+
  - Neurodiversity
  - Trauma-informed care

Mental health providers include Mental Health Specialists, Mental Health Therapists, Psychologists, and Psychotherapists

[WATCH THIS FEATURE IN ACTION](#)

*\*We cannot guarantee a 24h SLA for this offering. Members can still choose to book an appointment with the earliest available provider.*





# Workplace Referral

# Workplace referrals

Service to enable people managers to actively refer their members for the help they need

## **100% VIRTUAL EXPERIENCE**

Easy, fast and convenient member experience

## **SECURE AND CONSENT-BASED**

A secure portal + verbal and written consent gives HR administrators peace of mind, and ensures an engaging experience for members

## **FREQUENT REPORTING**

Regular and confidential reporting to HR administrators and people manager on member session attendance, progression, and treatment completion

*Add-on service. Conditions apply.*



**12 sessions**  
per case for all members

# Workplace Referral process flow – service delivery

## Member

Workplace Referral team makes initial contact with member and begins intake.

## Member

Follows treatment path as determined by the specialist on the Dialogue app (max 12 sessions)

Referral

Evaluation

Treatment

## HR Admin

HR Leader requests [forms](#) from Canada Life, completes them and send directly to Workplace Referral team  
[mental-health@dialogue.co](mailto:mental-health@dialogue.co) via password-protected PDF within email.

## HR Admin

Dialogue reports whether we have successfully reached the member or not and if we have, when their first session will take place.

## HR Admin

Receive confirmation of member attendance and progression by email after each session, and confirmation of treatment completion in the final report.

# Substance Use and Workplace Referral

## WHAT WE SUPPORT

### Substance Use

The following topics (but not limited to):

- Substance use screening and assessment
- Education about substance use disorder
- Recommendations for treatment and navigation to specialized treatment centres
- Short-term counselling sessions for motivational interviewing, coaching, coping strategies and symptom monitoring

### Workplace Referral

The following topics (but not limited to):

- Support for mental health issues as covered in our EAP's Mental Health scope of practice (see relevant slides for specific scope of practice)
- Support for substance use disorder (as per above)

## NOT SUPPORTED

- Direct treatment for substance use and addiction, including the prescription of medication
- Detox
- Drug testing
- Diagnosis
- Non-substance related addictions (e.g. gambling, sex addiction, cyber dependency)
- Same exclusions as our EAP's mental health scope of practice (see relevant slides for specific exclusions)
- All other work-life services included in the base EAP (i.e., financial, legal, etc.)

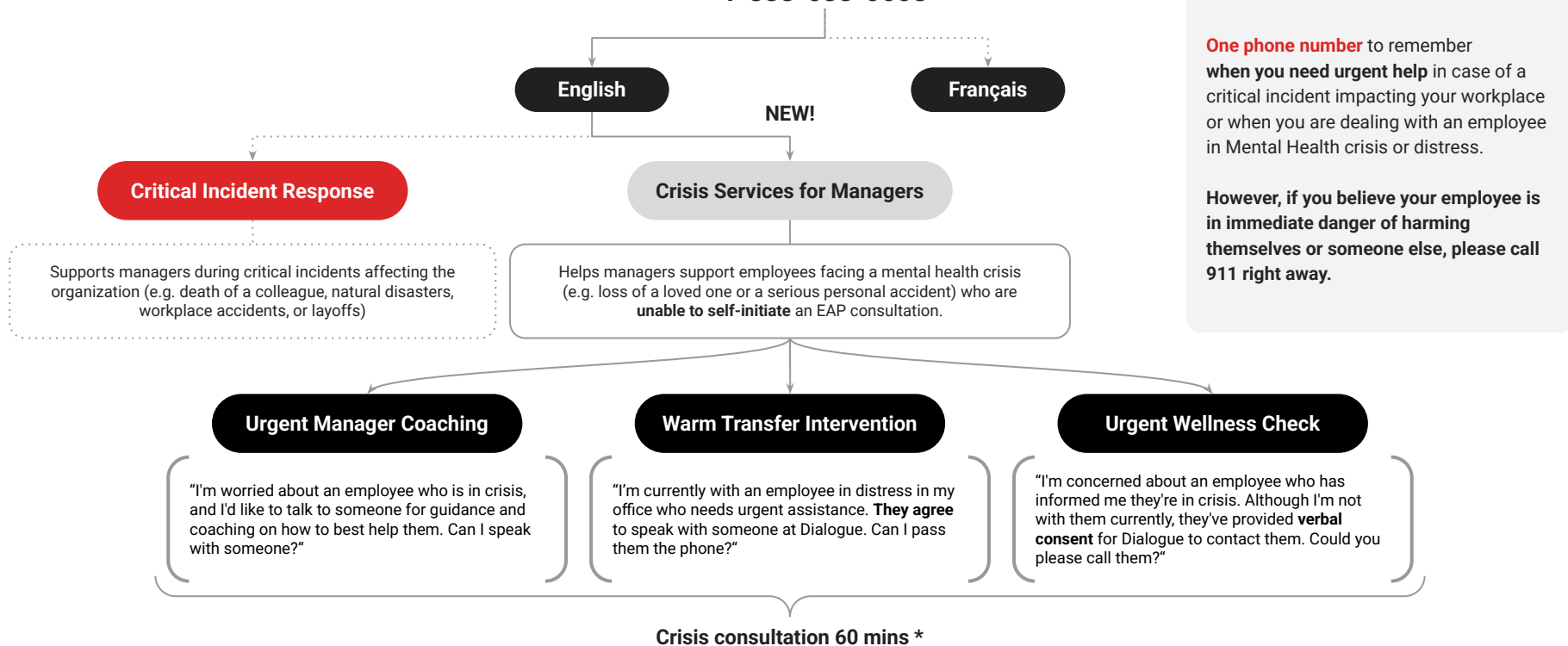


# Critical Incident Response & Crisis Services for Managers

# Dialogue's Crisis Support for Managers

Urgent services for managers

1-833-633-0608



**One phone number** to remember **when you need urgent help** in case of a critical incident impacting your workplace or when you are dealing with an employee in Mental Health crisis or distress.

**However, if you believe your employee is in immediate danger of harming themselves or someone else, please call 911 right away.**

\* **Urgent definition:** When the employee appears to be in emotional or psychological distress that affects their ability to function, but there's no immediate risk to their life or of serious injury.

\* **When an employee is safe and not in crisis during our triage call,** we'll connect them with our regular EAP services. We'll then arrange for them to see a Mental Health Specialist or Therapist at a time that works best for them.

\* **If the employee is in danger or experiencing a mental health emergency (imminent danger),** (manager) hang up and call 988 or 911 immediately.

# Critical Incident Response – Scope of practice

Available 24/7 should your organization face a crisis situation requiring urgent and short-term intervention. Our multidisciplinary team can help your members with navigation to specialized or long-term support (clinics, long-term therapists, community resources, etc.). We will also always conduct follow-ups to ensure members supported and engaged.

## WHAT WE SUPPORT

Psychological first aid that is flexible to your organizational needs for:

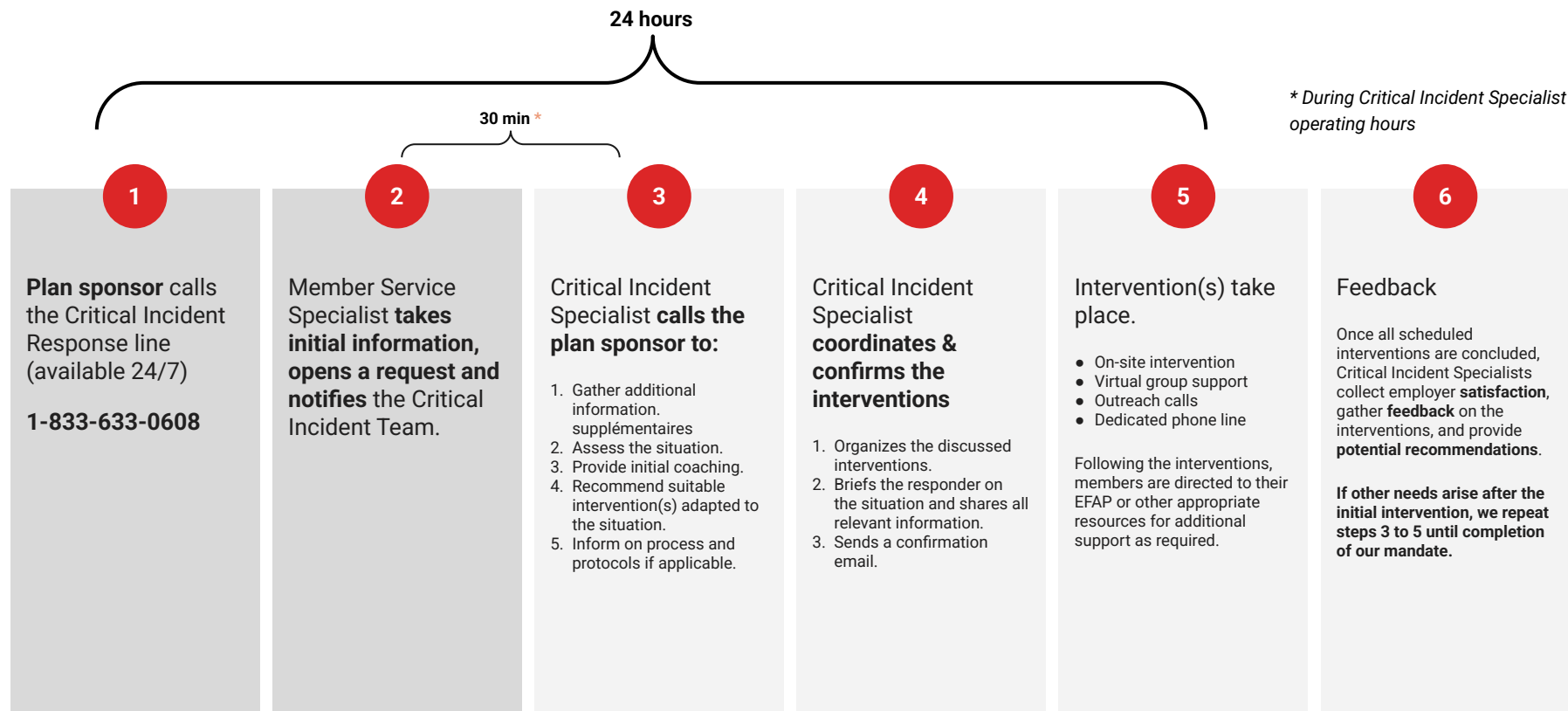
- Natural disasters that impact your organization (e.g. forest fires)
- Crisis at the workplace (e.g. accident at the workplace)
- Traumatic events affecting one or more of your employees (e.g. death of a coworker)
- Incidents that have a significant impact on your company (e.g. layoffs)

## NOT SUPPORTED

- Individual manager coaching unrelated to trauma
- Long-term counselling
- Psychiatric assessments

This service can only be initiated by the **HR/plan sponsor**. Please do not share with your members.

# Critical Incident Response process



This service can only be initiated by the **HR/plan sponsor**. Please do not share with your employees.

# Types of interventions

1



## On-site intervention

An experienced Critical Incident Responder visits the workplace for a predetermined number of hours, (minimum of 3 hours), as coordinated with the Critical Incident Team.

Typically, an on-site intervention begins with group support, after which the counsellor remains available to offer individual support in a confidential setting.

Depending on the nature of the critical incident, the on-site intervention can be group-focused or provide individual support only.

2



## Virtual group support

Virtual group support sessions last 60 minutes and are designed for up to 15 individuals who have been similarly affected by a critical incident.

These sessions are organized by the requesting managers using their company's preferred video platform (Teams, Zoom, Meet), through which they will invite our Critical Incident Specialists.

3



## Outreach call(s)

Individual support is offered to consenting employees\* who express significant needs triggered by the incident, as identified by the requesting managers.

The length of the call varies depending on the needs of each individual but will not exceed 60 minutes. If deemed clinically relevant, a subsequent session can be scheduled within a few days but cannot replace the service offered in the EFAP.

*\*The manager must get verbal or written consent from the person(s) before sharing their contact information with the Incident Response Team.*

4



## Dedicated line

A dedicated phone line is available to employees during pre-scheduled hours, coordinated with the Critical Incident Team. Employees who call this line will have direct access to an experienced responder who is already briefed on the details of the critical incident.

Employees can call directly for support without informing HR or their manager.

This service can only be initiated by the **HR/plan sponsor**. Please do not share with your employees.

## Crisis Services for Managers (CSM)

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We have set up an **expanded crisis phone line** dedicated to managers. This phone line allows managers to either request support for a **critical incident** or receive support for an **employee in crisis**.

This phone line is **exclusively reserved for managers** requiring rapid assistance in critical situations. It is not **intended for non-urgent issues and is not an EAP referral service**. Such requests must follow standard protocols. Our team of employee services specialists will ensure rapid triage and response, with crisis specialists providing interventions.

# Crisis Services for Managers (CSM)

## Urgent Manager Coaching

*“One of my employees is currently going through something difficult, and they are **visibly in distress**. They are unusually withdrawn and crying. I’m unsure how to approach the situation without overstepping or saying the wrong thing. I want to be coached on how best to help them.”*

We'll conduct a quick intake. A Mental Health Specialist will contact you within 60 minutes.

## Warm Transfer Intervention

*“I’m currently with my employee in my office. They are **visibly distraught, crying**, and has confided they are going through a significant personal crisis. At the moment, he is unable to seek help himself and has asked for my assistance. I want to connect them to immediate support from Dialogue.”*

We'll invite you to warmly pass the phone to your employee so we can continue the conversation with them.

We'll conduct a quick intake and if they're still experiencing crisis symptoms, we'll ensure a Mental Health Specialist contacts them within 60 minutes.


## Urgent Wellness Check

*“My employee is told me they’re experiencing intense anxiety and had a panic attack. **They don’t feel able to manage things on their own** right now. They’ve given me consent for Dialogue to reach out to them.”*

We'll first confirm you have your employee's verbal consent for Dialogue to contact them and that they understand the purpose of this call.

After that, we'll make three attempts to reach the employee and we will then let you know if we successfully connected.

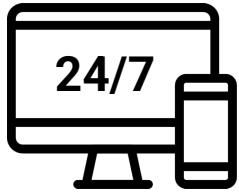
If we connect with your employee, we'll conduct a quick intake. If they're still experiencing crisis symptoms\*, we'll ensure a Mental Health Specialist contacts them within 60 minutes. If we were unable to connect with your employee, we'll offer you our Manager Coaching services.

 **What constitutes verbal consent:** A clear, positive affirmation by the employee that they want Dialogue to contact them to help them with their crisis. The member must understand what Dialogue is and the service offered.

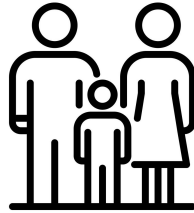


# Physical Health offering

# What does physical health include?



Unlimited, 24/7 access to a professional medical team



Family coverage



Reference to specialists  
if medically needed



Prescription renewals

**70-80%** of in-person medical consultations can be safely treated virtually.

# Scope of practice

Our team of general practitioners **can safely assess and treat a wide range of health issues via virtual care**. This includes, but is not limited to:

Counselling, diagnosis, treatment, lab / imaging investigations, and referrals to specialists for:

- Upper respiratory tract infections (e.g. common cold, sinus infections, sore throat)
- Skin conditions (e.g. superficial infections, rashes, moles, minor cuts, burns, and bites)
- Genitourinary infections (e.g. UTIs in people without a prostate, vaginitis / vaginosis)
- Minor eye issues (e.g. allergic or infectious conjunctivitis, subconjunctival hemorrhage)
- Minor stomach and digestive issues (e.g. viral gastroenteritis, pinworms)
- Snoring and sleep apnea
- Minor musculoskeletal injuries (e.g. shoulder and elbow injuries)
- Reproductive and sexual health (e.g. contraception, STI screening, PrEP)
- Fertility investigations and pregnancy counselling
- Postpartum and breast/chest-feeding support, lactational mastitis
- Travel health (e.g. counselling, preventative medication and vaccine prescriptions)

Medication renewal for most known and stable chronic conditions (e.g. high blood pressure, high cholesterol, diabetes, hypothyroidism, asthma and allergies, reflux, common mental health issues, insomnia) as well as menopause hormone therapy and gender-affirming treatment renewal

We can also help find **clinics, laboratories, imaging centers, specialists, and allied health practitioners** with specific criteria, thanks to our updated and extensive database of providers.

*Please note that we respect Canadian medical guidelines on fragmentation of care, and for safety and continuity may not provide follow-up or renewals for chronic conditions for which a primary care practitioner or specialist is already responsible.*

An in-person visit is required for:

- Prescription of controlled substances (e.g. stimulants, opioids, benzodiazepines, cannabis)
- Life-threatening conditions
- Conditions requiring a neurological, eye, ear, lung, heart, abdomen, or genital examination
- Assessment of ADHD, ASD, learning and other developmental disorders
- Traumatic or severe musculoskeletal conditions, car accidents, or workplace injuries

**Note:** even in cases that require an in-person visit, our nursing and care coordination teams can **always** provide counselling, guidance, follow-up, and navigation to local resources.



Thank you

