

Canopy Wellbeing

Employee Assistance Program (EAP)

Member Services Overview

Who Can Access Services?

- Employees
- Spouse/Domestic partner
- Family members living in household
- Dependents up to 26 years old, regardless of location
- Family members can contact Canopy on their own
- Ex-employees can access up to 30 days post separation

Services to Support Basic Needs

- Food support
- Transportation
- Housing
- Community services, including rural areas
- Guiding members to health plan resources
- Child care
- Language-specific providers

Services to Support Basic Needs

Examples

Example 1 – Housing Needs:

- **Member Situation/Request:** A member called requesting resources (a service where Canopy gathers information on organizations that can provide the kind of services the member needs). He was living in his car with his toddler and needed urgent housing resources.
- **Canopy Response:** Canopy provided him with a curated list of housing resources suitable for him and his toddler, and financial assistance options. Due to the urgency of the situation, resources were delivered within 3 hours of his call.

Example 2 Transportation Needs:

- **Member Situation/Request:** An elderly woman needed transportation assistance after her surgery. She lived alone and also needed help finding a caregiver for her post-surgery recovery.
- **Canopy Response:** Canopy compiled transportation options and caretaker resources tailored to her needs, ensuring she had the support necessary for a smooth recovery.

Services to Support Basic Needs

Examples

Example 3 – Domestic Violence:

- **Member Situation/Request:** A domestic violence survivor called seeking urgent support. She needed clinical support to cope with the trauma, a safety check to ensure her immediate well-being, and resources for safe housing and legal assistance.
- **Canopy Response:** Canopy's intake counselor provided immediate clinical phone support to address her emotional needs. A safety check was conducted to assess her current situation and ensure she was not in immediate danger. Additionally, Canopy provided the client with resources for safe housing, legal assistance, and ongoing counseling.

Example 4 – Food and Financial Needs:

- **Member Situation/Request:** A member called seeking food and financial resources in their area. They reported being able to pay rent but struggled to afford groceries and other necessities.
- **Canopy Response:** Canopy researched local resources and emailed the member a list of several options, including nonprofit agencies, churches, and resource centers in their county. These agencies offer food boxes, clothing, toiletries, and utility assistance.

Services to Support Basic Needs Examples

Example 5 – Life Supports:

- **Member Situation/Request:** A member called needing resources for their adult son with disabilities who was struggling to meet his needs independently and required assistance getting to and from medical appointments.
- **Canopy Response:** Canopy connected the member with an adult care advisor who had contact with local nonprofit organizations that worked with people with disabilities. Canopy also provided a list of other resources for the member and their son. The list included several agencies that assist people with disabilities and provide case managers, in-home care, financial resources, housing assistance, and free and discounted transportation assistance within the member's county.

Example 6 – Low Income Housing:

- **Member Situation/Request:** A member facing eviction called seeking resources for low-income housing. The member, at risk of eviction, lacked savings for a deposit or first and last month's rent. Their budget for rent was low and their credit score was low. The member also needed financial resources for food, utilities, and living expenses.
- **Canopy Response:** Canopy researched local housing options and provided a list of eight studio apartments within their rent budget. The member also received a list of local food banks, rental and utility assistance programs, and nonprofit agencies in their county. Additionally, the member was provided a Financial Referral for budget creation and financial coaching.

Services to Support Basic Needs Examples

Example 7 – Language and Culture Match:

- **Member Situation/Request:** A member's mother, a non-native English speaker, who lived with them and who spoke Spanish, was depressed and feeling lonely. The member and their mother requested a Spanish speaking counselor for the mother.
- **Canopy Response:** Canopy provided a referral to a Spanish speaking counselor. The member reported that their mother connected well with the counselor and her mother opened up about her situation and feelings about being in a new country, and found ways to help her feel better and make friends. The member and their mother expressed deep appreciation for the support provided by the counselor.

Example 8 – Financial Need:

- **Member Situation/Request:** A member called to request help with finding financial resources to help pay for their child's dental work.
- **Canopy Response:** Canopy provided a referral to a financial coach and to non-profit agencies and foundations that provide financial assistance. Canopy also included information about the 211 website which offers a database of local resources.

Canopy Service Summary

Free and Confidential

Mental Health Hotline 24/7/365

In-the-moment phone consultations from a mental health professional

Counseling

Counseling to address a wide range of issues, to feel better and move forward. Able to match based on diversity criteria and health plan participation.

In-person or virtual. (**8 sessions per incident**)

Behavioral Coaching

Coaching to support personal work goals

Virtual Peer Support

24/7/365 moderated anonymous online peer support and resources

Resources for Life

- Childcare
- Adult care
- Resource retrieval
- Unlimited financial coaching
- Legal referrals, will kit, and forms
- Identity theft services
- Fertility health support
- Home ownership program
- Gym and pet insurance discounts

Member Hub and Digital Tools

Virtual Care Navigator and

Direct-to-Care access portal

Self-care courses, tips, forms, videos, and self-guided skill building modules

Coaching

Canopy's professional coaches are available by phone or video sessions to support you with topics such as the following:

- Setting personal or work goals
- Thinking about ways to achieve goals
- Encouragement to achieve goals

Virtual Peer Support

- Anonymous support from peers around the country at different organizations who are dealing with similar struggles
- Occupation-specific matches are available
- Monitored 24/7 by licensed clinicians
- Referrals to content, services and clinical care as needed

Confidential Counseling Assistance Examples

Marital conflict

Relationship problems

Conflict at work

Depression/anxiety

Career changes

Stress management

Grieving a loss

Personal decision making

Alcohol/drug use

Connection to community
resources

Provider Diversity

- Diverse Network of Counselors: Canopy has a diverse network of counselors with varied backgrounds, experiences, and expertise.
- Personalized Matching: During intake, Canopy inquires about members' preferences for counselor diversity and works to match them with an appropriate counselor.
- Flexible Provider Options: Members can request a new provider if the initial referral doesn't meet their needs. Counseling sessions will be reset in such cases.

Speed to Care

- **Phones are answered** live 24/7 by mental health professionals in **less than 10 seconds**, on average. **No phone trees.**
 - **Immediate phone consultations** for pressing needs **available.**
- **Coaching appointments** available within **1 or 2 days** (on average).
- **Counseling appointments** within **5 to 7 days** (on average), taking into account member preferences such as such as schedule, insurance, and provider diversity.

Resources for Life

- **Childcare and Adult Care**

Resources found based on member's specifications

- **Resource Retrieval**

Canopy will do the research and report the resources

Identity Theft Services

- Consultation and guidance for victims of ID theft
- ID Theft prevention tips
- Information about how to restore your identity
- Cross references to various services are provided if needed

Legal Help

- You can get a free and private 30-minute talk with a lawyer, and after that, you'll get a 25% discount on their services.
 - 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 free simple will

Unlimited Financial Coaching

- Budgeting
- Building Savings
- Reducing Debt
- Improving Credit
- Major Purchases
- Retirement

Gym Membership Discounts

- Membership discounts to gyms, fitness centers, and studios
- Additional discounts on weight loss and healthy eating programs for the whole family

Pet Parent Resources

- Pet insurance discounts
- Resource retrieval for pet services
- Grief support

Fertility Health and Family Building

Exclusive access for Canopy EAP members:

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



ORM
FERTILITY

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

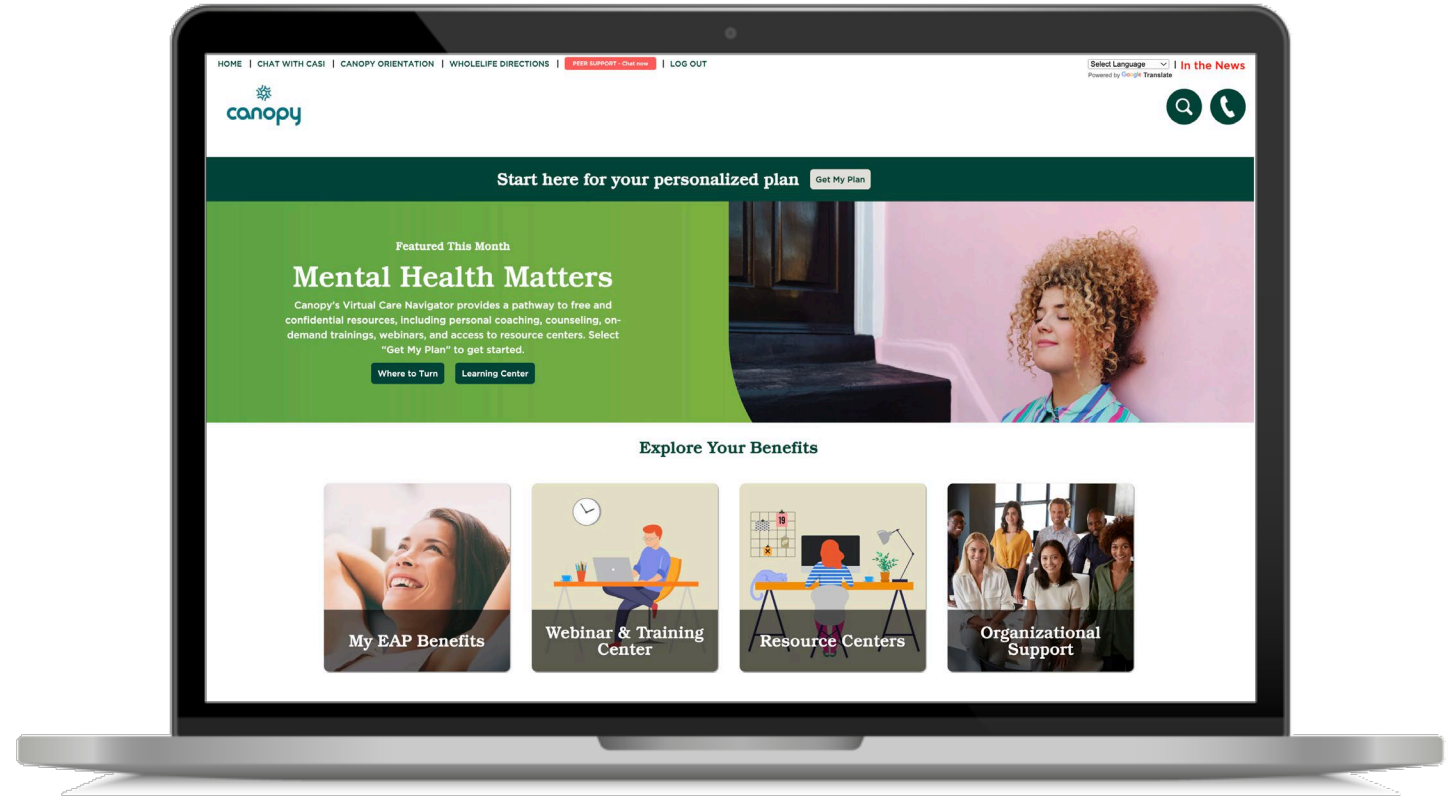
Visit: canopywell.com/Fertility-Health

Member Hub

The Member Hub includes free and unlimited use of resources such as:

- Self-assessments
- Videos
- Courses
- Articles
- Recorded webinars
- Resources to manage stress, work, family life, and more

Questions about the member hub? Call the Canopy Call Center at 800-433-2320 or write to info@canopywell.com



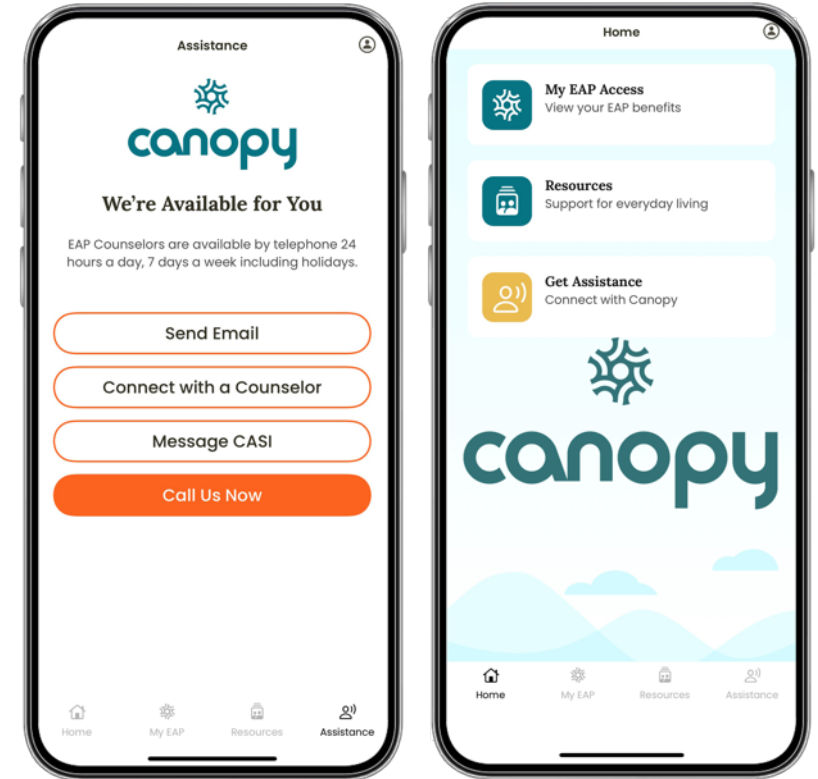
Login to the member site:
my.canopywell.com

Register with organization name:
OEBB
(Individual agency names are not available)

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 for Managers and Leaders

- Critical Incident Response
- 24/7 Unlimited Manager Consultations
- Performance-based Referrals
- Web-based Resources

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