

# Frequently asked questions

for plan sponsors

## People Connect - People Corporation's mental health resource centre

What is People Connect?

A mental health micro-site designed to add support to workplace and individual mental health. Responding to ever increasing number of mental health challenges faced by Canadians, we have built a proprietary solution for our Plan Sponsors to add to their employee benefits. People Connect offers a customized resource library, tools and webinars that focus on workplace mental health such as destigmatizing mental illness, accommodating employees returning to work and supporting the Canadian Standard for Mentally Healthy and Safe Workplaces.

Employers and Employees can log in to join the micro-site to download and interact with our services. The site is secure and confidential and available in both English and French. Employees can access a virtual mental health assessment using the Diagnostic and Statistical Manual (the DSM) to identify a potential diagnosis. This can be shared with their family physician or with a therapist on our site. The therapist will receive the assessment and help the employee formulate a treatment plan that is best suited for them. If the employee chooses, they can continue to see the therapist using their paramedical coverage. The therapists on our site have access to psychiatric collaboration should the diagnosis, pharmacological and therapeutic treatment plan need review and input.

What are the legislative implications? Do organizations have legal risks associated with Psychological Health and Safety in the Workplace?

**Human Rights** – Courts and tribunals across the country are increasingly adding scope and definition to an employer's obligation to reasonably accommodate mental illness in the workplace.

**Workers' Compensation** – Workers' compensation boards across Canada accept claims for chronic mental stress and bullying.

**Occupational health and safety (OHS)** – There is an increasing recognition that mental health and psychological safety fall within the scope of responsibility to provide a safe system of work under OHS legislation.

How does this compare to an Employee Assistance Program? Which service should employees use?

EAP is utilized for everyday concerns, work conflict, bereavement, stress and life balance. EAP is brief and solution focused therapy, on average 2 to 4 sessions. EAP is for access to childcare, eldercare, legal, nutrition and financial self help options and workbooks. People Corporation's People Connect offers mid-term therapies, support for workplace programs and tools for managers. People Connect provides access to affordable virtual therapy, in one on one professional sessions, that can be invoiced through your mental health, paramedical benefits. People Connect offers a digital assessment and the virtual video therapy includes psychiatric collaboration. You can use the EAP and then use this program if you need longer term therapy. You can use People Connect to help find good and affordable therapists.

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How do people leaders and employers access consultation and training?

People leaders and employers have access to information, videos and quarterly webinar training via the People Connect site. Consultation for customized programs like building a peer program and de-stigmatizing mental health with executive champions, can be ordered online and delivered onsite or virtually.

How do employees access the assessment and the therapy?

Employees and their family members who are covered on your benefit plan can access the assessment, resources and therapy via the People Connect site <https://pcpeopleconnect.com>. They will be asked to register by indicating their name, email (personal or work), company name (they will need to start typing their company name and it will auto populate and they can select from the list), status (if they are a people leader they should select this option, as they will have access to the employee resources as well) and then password (which they will create). Once complete they can access the assessment, resources, therapy network, choose their therapist and book their appointment immediately and virtually. Their assessment can be seamlessly sent before the first session. The first session is at no cost to them. Subsequent appointments can be paid online and the employee can remit to their insurance plan.

How do they access psychiatry?

The therapist has access to psychiatry as a collaborative session and for consultation as needed. The therapist simply makes this request through the site. This will usually be when clinically indicated by function or potential diagnosis. This will not be needed for everyone. There are no additional fees.

Can the assessment be used to adjudicate an employees claim?

The assessment can be used with the employee's family doctor, or if they are already in therapy the assessment can be used with their therapist. The assessment can be part of the information used by a care team for a disabled employee; it can help with treatment planning. It is not an Independent Medical Examination, which is an assessment used to help in adjudication of claims.

Who pays for subsequent therapy sessions?

You pay for all additional sessions via credit card. Each 1 hour session is \$75 and each 30 minute session is \$37.50. You will be provided with a receipt. Depending on the coverage available through your employer's group benefit program, some or all of the costs associated with this therapy could be an eligible expense. If you are planning on submitting these services for reimbursement, please ensure that you are covered PRIOR to starting any therapy treatment.

How many languages, religions and conditions are offered for the therapy?

Therapy is offered in 20 languages, 5 religions and covers 20+ conditions.

What are the different types of therapists available?

The available therapists are psychotherapists, social workers and psychologists. All therapists are Canadian residents, and a member of a College or Association in good standing.

Who do I contact with questions regarding People Connect?

Contact **Benefit Partners** for any inquiries related to the People Connect Mental health resource centre.  
[dan.millar@benefitpartners.com](mailto:dan.millar@benefitpartners.com) toll free **1877-417-6735** ext 1