



WeCare

Employee Guide

A close-up photograph of a hand using a large, dark metal key to unlock a heavy wooden door. The door has a prominent wood grain and a metal handle. The text "24/7 access to health and wellbeing" is overlaid in white, bold, sans-serif font. There are two red L-shaped graphic elements: one in the top right and one in the middle left.

**24/7 access
to health and
wellbeing**

Your guide to WeCare

Welcome to WeCare, your 24/7 online GP, mental health support service, get fit programme and more. Using your phone, tablet or desktop, you and your immediate family have 24/7 access to thousands of experts, all from the comfort of your own home. Whether you need counselling, want to quit smoking, or access a GP quickly, WeCare is here to help.



Who can access WeCare?

You and your immediate family.¹

Immediate family includes your spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on you because of disability.

Is the service confidential?

The service is completely confidential. No information will be shared with your employer.







Is there any cost to this service?

All services are completely free to use, but there is a cost for any private prescriptions ordered through the 24/7 GP consultation service.

* These services are non-contractual benefits provided through Canada Life and can be altered or withdrawn at any time.

¹ Available to UK-based employees of a Canada Life Group Income Protection or CLASS policyholder, and UK-based employees who have selected Canada Life's Partner Life Insurance cover.

What services are included?

Health	Mental health	Wellbeing and healthy living	Financial and legal wellbeing
 24/7 GP consultation	 Mental health support	 Get fit programme	 Financial guidance
 Second medical opinion	 Burnout prevention	 Diet support	 Legal guidance
 Smoking cessation	 Life events counselling	 Healthy diet at work	

How do I access WeCare?

- 1 Download the 'WeCare Programme app' or head to wecare-cl.com.
- 2 Create a profile and enter your company's access code. Please speak to your employer to find out your company's access code.

 Your unique access code is:

- 3 Complete a quick online ID check to access the services.

You can also call 0800 917 9330 to access the WeCare services by phone.

How do I download the app?

The app is available for both iOS and Android and is downloadable on the Apple Store or Google Play.





Available through a simple app, WeCare provides easy access to 24/7 GP consultations, mental health support, get fit programmes and much more.

Health

What's included?



24/7 GP consultation

Speak to a UK-based GP via video or phone call anytime it's needed

Through WeCare, you and your family have access to a UK-based GP anytime it's needed. Available through a video or phone call, the GP can help with a wide range of conditions, including cold and flu symptoms, infections, anxiety, stress, allergies and more. If the GP thinks a prescription is needed, you can also have private prescriptions delivered to your front door.



Second medical opinion

Get a second opinion from one of 50,000 consultants worldwide

Get a second opinion on your diagnosis, treatment or need for surgery. Our team of medical experts cover a wide range of conditions including back pain, cancer, digestive issues and more. You'll be supported by a UK-based GP throughout the process, who'll work with the medical experts to provide you with a confidential and in-depth report.



Smoking cessation

Stop smoking with support from experts

It's not easy to quit on your own, so beat the addiction with our team of specialists. The smoking cessation programme gives you access to the resources and support you'll need to help you quit smoking. Start today and reduce your risks of cardiovascular diseases and cancer.



How does it work?

1. Request a video consultation or phone call with a GP
2. Make sure your details are correct and provide the reason for your request
3. The GP will contact you at the requested time through your chosen method



How does it work?

1. Request a second opinion and you'll be put in touch with a GP who'll contact you to discuss your case
2. Our team will review your medical records and identify a specialist in your condition
3. The specialist will provide an in-depth report on your diagnosis or treatment - we'll share the report and contact you to review the content in detail



How does it work?

1. Join the smoking cessation programme through the WeCare app or website
2. A specialist will be in touch to set your goals - you'll receive tips and resources, and if appropriate, pharmacological advice that could help beat withdrawal symptoms
3. Our specialist will continue to support you, organising regular follow up consultations to see how you are progressing

Mental health

What's included?



Mental health support¹

Counselling and guidance from mental health professionals

Access up to 10 sessions with our team of psychologists, psychotherapists and counsellors. Our mental health professionals are here to give you a better understanding of your mental health condition, identify any treatment you need and help you on the road to recovery. They can help with a range of conditions including stress, anxiety and depression.



Burnout prevention¹

Tackle burnout before it becomes overwhelming

Addressing burn-out symptoms early can make all the difference. Our team of mental health practitioners can provide you with coping mechanisms and stress reduction techniques to help you prevent burn-out. They'll work with you to help you recognise the signs of burn-out and help you take action in your day-to-day life.



Life events counselling¹

Personalised counselling following a life event

Our mental health team can help you face a wide variety of situations. From being involved in an accident, facing a divorce, becoming a blended family, facing an upcoming retirement or the death of a loved one. Each case is approached confidentially and fully personalised by our team of mental health professionals.



How does it work?

1. Request a mental health consultation through the WeCare app or website
2. Our GPs or mental health team will review your consultation details to ensure your safety. They may contact you if they need more information or have any concerns
3. Our mental health team will determine the support you need and be in touch to help



How does it work?

1. Request a consultation through the WeCare app or website
2. Our GPs or mental health team will review your consultation details to ensure your safety. They may contact you if they need more information or have any concerns
3. Our mental health team will determine the support you need and be in touch to help



How does it work?

1. Request life events counselling through the WeCare app or website
2. Our GPs or mental health team will review your consultation details to ensure your safety. They may contact you if they need more information or have any concerns
3. Our mental health team will determine the support you need and be in touch to help

¹ All employees and their immediate family members receive up to 10 personalised counselling sessions (18+), per issue experienced. Those under 18 are entitled to a 90 minute session.

Wellbeing and healthy living

What's included?



Get fit programme

Your personalised four or eight-week get fit programme

Start a personalised four or eight-week get fit programme plan based on a balanced diet and workout regime, designed by our team of specialists in nutrition. You'll get a calorie-controlled meal plan to help structure your week, weekly lunch and dinner suggestions and suitable exercises to carry out each week.



Diet support

Improve your diet, lose weight and adapt your diet

Our team of nutritionists are here to help you improve your diet. Whether you simply want to lose weight, or better manage a condition such as Irritable Bowel Syndrome, our team is here to help. Speak to a nutritionist from our team and they'll provide you with personalised meal suggestions based on your preferences, your dietary needs and your routine.



Healthy diet at work

Hints and tips to improve your diet at work

Whether you're working from home or you're in the workplace, eating healthily at work can help improve your productivity and energy levels. Our team of nutritionists can help with nutritious meal ideas for lunchtime, ideal snacks for work and support for making healthy choices on the go. A nutritionist will design handy guides you can use when shopping or if cravings strike.



How does it work?

1. Select the get fit programme on the WeCare app or website
2. Complete a short questionnaire to help our team identify the best plan
3. If there are no medical issues, you'll be sent an email with your exercise and meal plan suggestions



How does it work?

1. Select diet support on the WeCare app or website
2. A nutritionist will be in touch to understand your background and determine your objectives
3. The nutritionist will provide guidance and personalised dietary recommendations



How does it work?

1. Select the healthy diet at work service through the WeCare app or website
2. A nutritionist will be in touch to understand your background and determine your objectives
3. Based on your requirements, you'll receive nutritional advice to support you when buying food to eat or prepare at work each day

Financial and legal wellbeing

What's included?



Financial guidance

Understand your finances and improve your financial wellbeing

Talk to our financial experts and get guidance on a range of financial issues including reducing your outgoings, budgeting advice and financial education, advice on reducing energy bills, trust funds, energy switching, reducing usage, advice on priority debts versus non-priority debts and where you can access debt management support.



How does it work?

1. Call 0800 917 9330 and select the option for financial guidance, available Monday to Friday between 9am and 5pm
2. Our team will discuss your issue and identify the right support
3. You'll be put in touch with a professional with expertise in that area



Legal guidance

Specialist guidance from our team of legal experts

Our team of legal experts can offer guidance on a range of legal issues including divorce, property, landlord and tenant rights, consumer disputes, probate and more. Simply call our team with your issue and you'll be put in touch with a specialist in that field.



How does it work?

1. Call 0800 917 9330 and select the option for legal guidance, available Monday to Friday between 9am and 5pm
2. Our team will discuss your issue and identify the right support
3. You'll be put in touch with a professional with expertise in that area



Also worth knowing



Who can access the WeCare services?

WeCare services can be used by you and your immediate family who live in the same household. If your family members want to use the app, they should download the app themselves and use your access code to register their account.

Immediate family includes your spouse, partner, parent or sibling living in the same household. It can also be used by any legal dependant under the age of 21 in full-time education or any other legal dependant who is dependent on you because of disability.

Where can I find my access code?

Ask your employer or HR team for your company's access code.

Is there any cost to the services?

All services are completely free to use, but there is a cost for any private prescriptions ordered through the 24/7 GP consultation.

Can all services be accessed through the app?

All services can be accessed through the app or website, aside from the legal and financial guidance which are telephone-based services available Monday to Friday, between 9am and 5pm.

Is the helpline available 24/7?

You can contact the WeCare helpline anytime and an agent will be available to take your call. Once you've given your details, you'll be contacted later by a relevant specialist at a time that suits you. The legal and financial guidance services are available Monday to Friday, between 9am and 5pm.

Can the WeCare GP share information with my normal doctors?

Yes, with your permission, the WeCare GP can share details of your appointment with your normal doctors.

Why do I need to complete an online ID check?

Teladoc Health is regulated by the Care Quality Commission (CQC). The ID check supports the safeguarding of people at risk and vulnerable children, as well as allowing for a seamless handover when communicating with other healthcare providers, including in emergency circumstances. Finally, it ensures that any medicines provided are suitable for you.



Get started with WeCare today



Download the app

The '**WeCare Programme app**' is downloadable on the Apple Store or Google Play.



Visit the website

Log in to WeCare using your desktop or laptop at **wecare-cl.com**



Get in touch

You can also call **0800 917 9330** to access the WeCare services by phone.



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