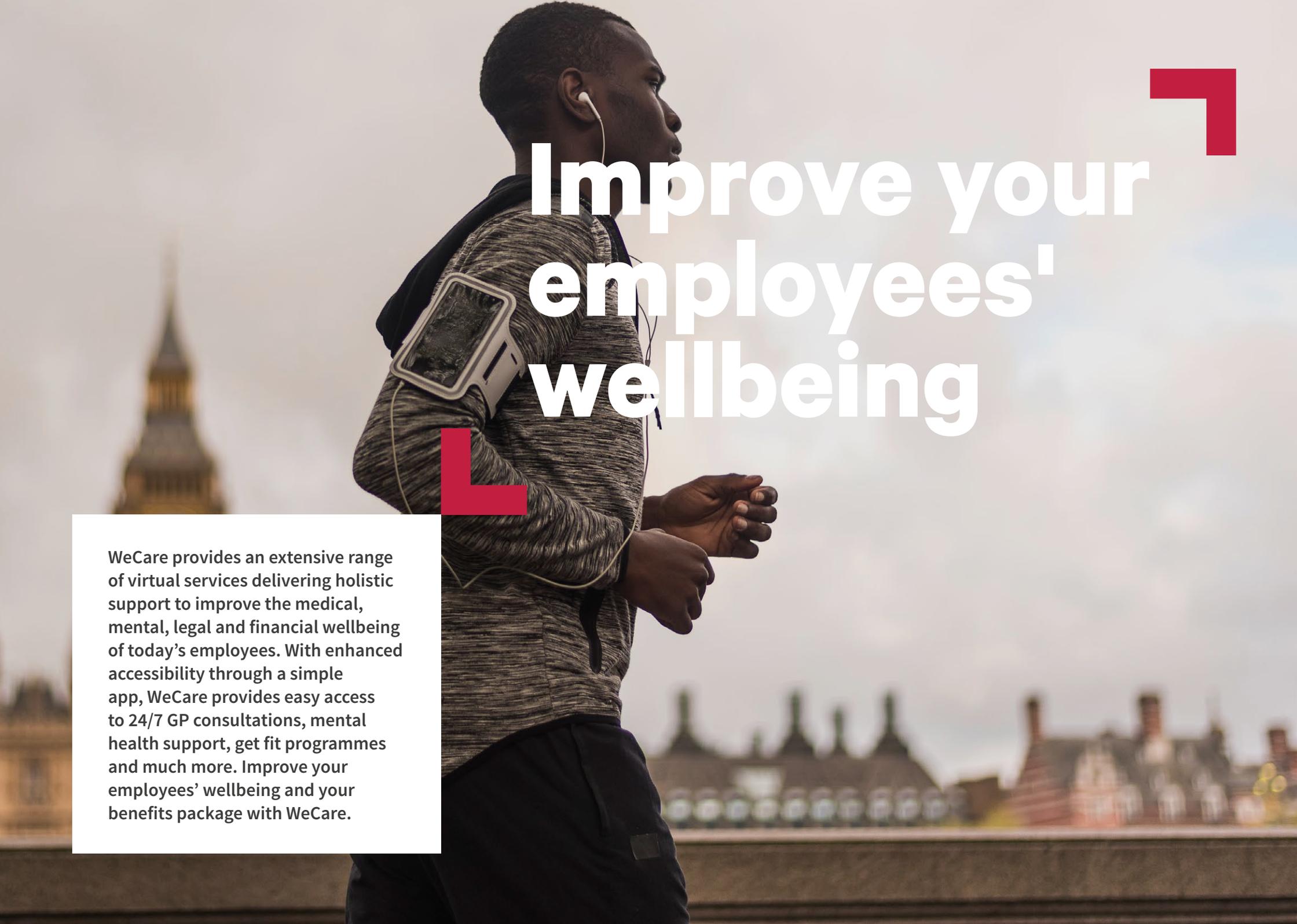




**WeCare**

**Employer Guide**



# Improve your employees' wellbeing

WeCare provides an extensive range of virtual services delivering holistic support to improve the medical, mental, legal and financial wellbeing of today's employees. With enhanced accessibility through a simple app, WeCare provides easy access to 24/7 GP consultations, mental health support, get fit programmes and much more. Improve your employees' wellbeing and your benefits package with WeCare.

# Introducing WeCare

At Canada Life, we want to support today's workforce with high-quality services that are genuinely valued by both employers and their employees. That's why we're proud to provide access to WeCare, which gives employees a modern and easy way to access to a wide range of virtual health and wellbeing services. Using their phone, tablet or desktop, employees and their immediate family have 24/7 access to thousands of experts, all from the comfort of home.



## Who can access the WeCare services?

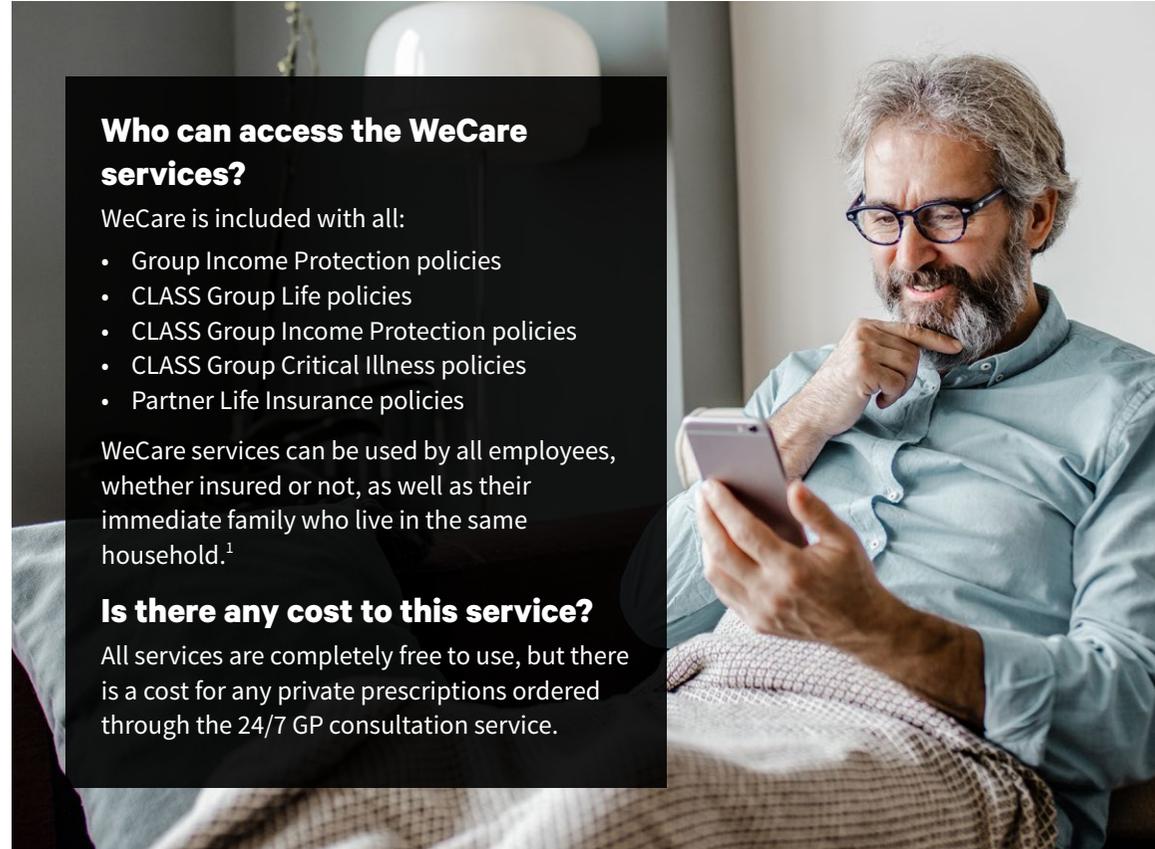
WeCare is included with all:

- Group Income Protection policies
- CLASS Group Life policies
- CLASS Group Income Protection policies
- CLASS Group Critical Illness policies
- Partner Life Insurance policies

WeCare services can be used by all employees, whether insured or not, as well as their immediate family who live in the same household.<sup>1</sup>

## 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.



<sup>1</sup> Immediate family includes an employee's 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 the employee because of disability.

# What services are included?

## Health



**24/7 GP  
consultation**



**Second medical  
opinion**



**Smoking  
cessation**

## Mental health



**Mental health  
support**



**Burnout  
prevention**



**Life events  
counselling**

## Wellbeing and healthy living



**Get fit  
programme**



**Diet  
support**



**Healthy diet  
at work**

## Financial and legal wellbeing



**Financial  
guidance**



**Legal  
guidance**

## How do employees access WeCare?

**1** Download the 'WeCare Programme app' or visit head to [wecare-cl.com](https://www.wecare-cl.com).

**2** Create a profile and enter your company's unique access code:



Your company's access code is your Canada Life scheme number. You can find this on your policy particulars or by asking your adviser. It should be a letter followed by a series of numbers.

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

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

[Visit our website](#) to download our WeCare guide and flyer for employees.

## How do employees download the app?

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

# What's included?

## Health



### 24/7 GP consultation<sup>1</sup>

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

Available through a video or phone call, our UK-based GPs 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, employees can also have private prescriptions delivered to their front door.



### Smoking cessation<sup>1</sup>

Stop smoking with support from experts

The smoking cessation programme gives employees access to the resources and support they need to quit smoking. They'll have access to an expert throughout, who'll be in contact throughout the process to support their progress.



### Second medical opinion<sup>1</sup>

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

Get a second opinion on a diagnosis, treatment or the need for surgery. Employees are supported by a UK-based GP throughout the process who'll work with the medical experts to provide a second opinion through a confidential and in-depth report.



**98%**

OF USERS WOULD  
RECOMMEND THE  
GP SERVICE<sup>2</sup>



**97%**

WERE SATISFIED OR  
VERY SATISFIED WITH  
THE GP SERVICE<sup>2</sup>



**62%**

OF PATIENTS STAYED  
AT HOME AFTER  
SPEAKING TO A GP<sup>2</sup>



<sup>1</sup> All employees and their immediate family members receive up to 10 personalised counselling sessions, per issue experienced.  
<sup>2</sup> Data taken from Canada Life and Teladoc UK Internal MI across 191 patient responses, April to December 2020.

# What's included?

## Mental health



### Mental health support

Counselling and guidance from mental health professionals

Up to 10 sessions with our team of psychologists, psychotherapists and counsellors. Our mental health practitioners are here to give employees a better understanding of their mental health condition, identify any treatment and help them on the road to recovery. They can help with a range of conditions including stress, anxiety and depression.



### Life events counselling

Personalised counselling following a life event

Our mental health practitioners can help employees 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 expert team.



### Burnout prevention

Tackle burnout before it becomes overwhelming

Addressing burn-out symptoms early is proven to be effective. Our team of mental health practitioners can provide employees with coping mechanisms and stress reduction techniques to help prevent burn-out. They'll help employees recognise the signs of burn-out and support them to take action in their day-to-day life.



**97%**

WERE SATISFIED OR  
VERY SATISFIED WITH  
THEIR THERAPY<sup>3</sup>



**10**

SESSIONS WITH A  
CLINICAL PSYCHOLOGIST,  
PSYCHOTHERAPIST  
OR COUNSELLOR



**24h**

EMPLOYEES  
CONTACTED WITHIN  
24 HOURS



<sup>3</sup> Data taken from Canada Life and Teladoc UK Internal MI across 42 patient responses, April to December 2020.

# What's included?

## Wellbeing and healthy living



### Get fit programme

Your personalised four or eight-week get fit programme

Employees can 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. They'll get a calorie-controlled meal plan to help structure their 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 people improve their diet. Whether it's losing weight, or better managing a condition such as Irritable Bowel Syndrome, our team is here to help. Employees can speak to a nutritionist from our team and they'll provide them with personalised meal suggestions based on their preferences, dietary needs and routine.



### Healthy diet at work

Hints and tips to improve your diet at work

Whether your people are working from home or they're in the workplace, eating healthily at work can help improve their 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 employees can use when shopping or if cravings strike.



# What's included?

## Financial and legal wellbeing



### Financial guidance

Understand your finances and improve your financial wellbeing

Our financial experts provide guidance on a range of financial issues including reducing 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 employees can access debt management support.



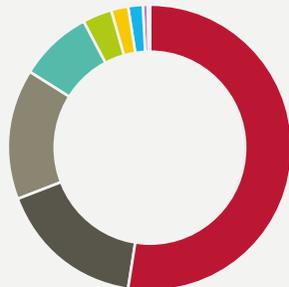
### Legal guidance

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. After a call with an agent to discuss their issue, the employee will be put in touch with a specialist in that field.



## Why do people use the service?



■ GP CONSULTATION	52.6%
■ MENTAL HEALTH SUPPORT	16.7%
■ GET FIT PROGRAMME	14.7%
■ DIET SUPPORT	8.2%
■ LIFE EVENTS COUNSELING	3.4%
■ SECOND MEDICAL OPINION	1.9%
■ BURNOUT PREVENTION	1.7%
■ SMOKING CESSATION	0.7%
■ HEALTHY DIET AT WORK	0.2%

Data taken from Canada Life and Teladoc UK Internal MI, April to December 2020.



# How to get the most out of WeCare

Communicating workplace benefits effectively is key to increasing employee engagement and take-up. Based on our experience, here are some tips to help your organisation get the most out of WeCare.

## Message from the top

When introducing a new benefit or trying to increase engagement, a message from a senior leader in your organisation can help drive awareness. Ask a senior leader to send an email promoting WeCare or provide them with wording to send out. This wording should explain the service and provide details of how to register.

## Inductions

When bringing new people on board, mention WeCare as a key benefit and provide full details on the service including how to register. You can find employee guides to share on our website.

## Line manager training

Make sure line managers are aware of the service and can confidently articulate it to team members. Line managers will often be the first to hear about health issues and are well-placed to recommend services such as WeCare when they're needed most.

## Include WeCare in your remuneration and benefits booklet

Make sure you update your remuneration and benefits guidance to include WeCare. This could be in a PDF format or hosted on your company intranet. Sometimes, employees may not want to ask a manager for this information. Having the information available elsewhere means the employee can access the service without asking their line manager.

## Employee testimonials

Ask employees in your organisation if they'd be prepared to do a testimonial for the rest of your staff. This can be a great way to personalise the service and bring it to life for other employees. This testimonial should include how and why the employee accessed the service.

## Link to national health awareness days

Link internal activity and relevant services with national health awareness days. These awareness days provide a great platform on which to promote health and wellbeing, as well as promoting benefits that can help. For example, on World Mental Health Day, spend the week promoting the counselling services included with WeCare.



# Frequently Asked Questions

## Who can access the WeCare services?

WeCare is included with all:

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WeCare services can be used by all employees, whether insured or not, as well as their immediate family who live in the same household. Immediate family includes an employee's 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 the employee because of disability.

## 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.

## Is the helpline available 24/7?

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

## Where can we find our access code?

Your company's access code is your Canada Life scheme number. You can find this on your policy particulars or by asking your adviser. It should be a letter followed by a series of numbers.

## 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.

## Why do employees 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.



Speak to your adviser or account manager to find out more about WeCare today.



Visit our website at [canadalife.co.uk/wecare](https://canadalife.co.uk/wecare)

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

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