

# Introducing WeCare

## For employees

### We're delighted to offer you access to your new support service, WeCare

WeCare looks after your wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more. Using your phone, tablet or desktop, you and your family have 24/7 access to thousands of experts, all from the comfort of your own home.



### What are the benefits?



#### 24/7 GP

Both you and your immediate family can speak to a UK-based GP from the comfort of your own home. No doctors' surgeries or waiting for an appointment.



#### Get Fit Programme

Qualified nutritionists will support you with bespoke fitness programmes, ranging from diet and exercise plans to stopping smoking.



#### Mental Health Support

Prevent burnout, tackle major life events or learn to deal with stress and anxiety. You'll get up to 10 sessions with a mental health professional.



#### Financial and legal support

Over-the-phone support on issues ranging from how to budget more effectively and reduce bills to dealing with a divorce.



### Who can access WeCare?

It's free to use for:  
You and your immediate family.<sup>1</sup>

- 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.

<sup>1</sup> 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.



# Key Features



## Health



### GP Consultation

24/7 access to a UK-based GP, via video or phone call, with no usage limitations. You can even get private prescriptions delivered to your front door.

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### Second Medical Opinion

Get a second opinion on almost any diagnosis, from one of 50,000 leading consultants worldwide.

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### Stop Smoking

On-going support and tips from a team of specialists to help quit smoking.

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## Mental health<sup>1</sup>



### Mental Health Support

Qualified mental health counsellors provide therapy to guide you in the right direction. They specialise in anxiety, stress and depression.

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### Burnout Prevention

A counsellor will work with you to address the symptoms of burnout before it becomes overwhelming.

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### Life Events Counselling

Receive personalised counselling sessions when you're suffering after a life event.

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## Wellbeing and healthy living



### Healthy Diet

Hints and tips on how to improve your diet. From work lunches to inspired mid-week meals.

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### Get Fit Programme

Access to a custom four or eight week get fit programme, with a structured exercise and diet plan.

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### Diet Support

Receive guidance from a professional nutritionist, who will arrange a weekly diet plan, plus top tips when eating out.

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## Financial and legal support



### Financial

Guidance from a specialist on a range of issues, from budgeting tips and financial education to making the most out of your work benefits.

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### Legal

Legal experts will help simplify a range of legal issues from property law to consumer disputes.

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<sup>1</sup> All employees and their immediate family members receive up to 10 personalised counselling sessions (18+), per issue experienced or a 90 minute session for those under 18.



## Benefits

- + You can start putting your health first – both physical and emotional
- + Instant access from the comfort of your own home – the average wait for a physical GP is over 2 weeks<sup>2</sup>
- + It's free to use
- + You and your immediate family have unlimited usage
- + Available 24/7, 365 days a year

<sup>2</sup> <https://www.activequote.com/articles/average-wait-to-see-gp-passes-two-weeks-for-first-time/>



## How to access

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



- 2 On the 'Log In' page, click 'Create Your Account', where you'll be prompted to enter the access code. First time users will need to complete a quick online ID check to access the services.



Your unique access code is:

- 3 Select the service you want to use and follow the on-screen instructions. A specialist will be in touch, typically within two hours.

**Need help?**  
**Get in touch with WeCare on 0800 917 9330.**

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

Our forms are available to download from our website: [www.canadalife.co.uk/group](http://www.canadalife.co.uk/group)  
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