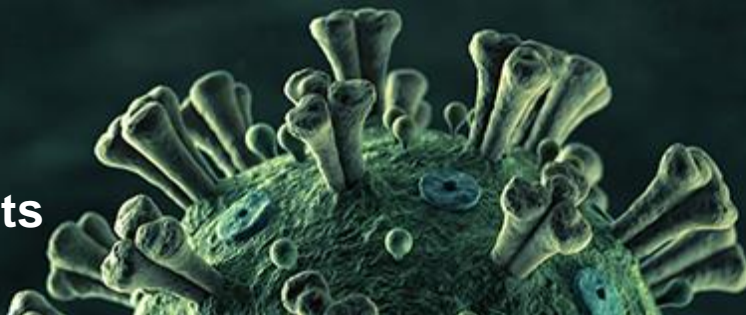




COVID-19 Latest Insights



Understanding Virtual Care and Mental Health Resources in the Time of COVID-19

The rapid pace of information in today's environment can be challenging to keep up with. Self-isolating or working from home can lead to stress, anxiety and depression. Now, more than ever, it's important for individuals to take care of their physical and emotional well-being.

We're here to address some of the programs that can help plan sponsors navigate the various tools and resources available.

Helping Employees Stay Strong

Many employers offer Employee Assistance Programs (EAPs) or Employee and Family Assistance Programs (EFAPs) as an effective way to support their employees' health and well-being. These act as an initial access point for people to get confidential support with short-term therapy and counselling available along with trauma/crisis management, and provides options for managers to support their employees.

Maintaining strong mental health is extremely important, particularly as we deal with changes in our daily routines, anxieties around the virus spreading close to home and fears of the economic impact it may have on our families. There have been a number of tools introduced to support mental health, and although these will not replace a strong EAP program, there may be opportunities to enhance the support available to employees through cognitive behavioral therapy (CBT) or guidance on how to build coping and resilience skills. CBT is often an effective treatment for depression and PTSD, and aims to improve anxiety and mood within weeks through a focus on challenging unhelpful thoughts and behaviors and developing of personal coping strategies.

Taking Advantage of New Developments

Employer-sponsored virtual care, which provides access to medical staff such as nurse practitioners or physicians, has grown in popularity due to the COVID-19 pandemic. The number of virtual care implementations among private health plans has accelerated and some providers are presenting patients free offers to help ease the workload on hospitals and physicians' offices.

There are also government programs – some of which have been in place for a period of time, and others more recently introduced – that provide a level of virtual care support for Canadians. These services are not necessarily as instantaneous as private plans but broaden the ways in which people can obtain health care assistance and support.

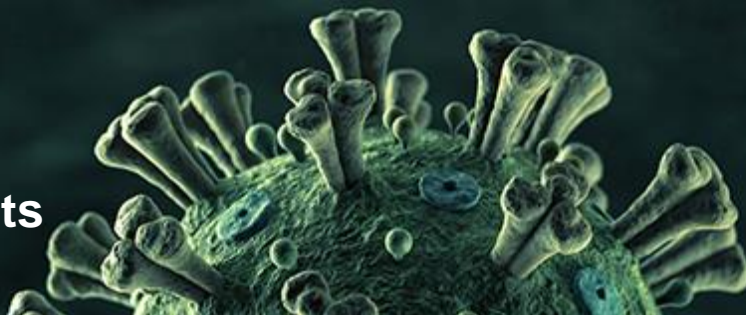
Minding the Details

The resources below can assist you in navigating the services available.

The first table outlines virtual care or telephone support provided by each province. This is most helpful for plan sponsors whose employees don't have access to a privately funded virtual care platform.



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The second table provides informative mental health resources. These links offer a variety of material, including tips on how to cope and manage stress and anxiety, myth busters surrounding the coronavirus, provincial health resources, a guide to knowing the virus’s symptoms and much more.

This information has been provided as an informational resource for clients and business partners of NFP. It is intended to provide general guidance, and is not intended to address specific risk scenarios. Regarding insurance coverage questions, each specific policy must be reviewed in its entirety to determine the extent, if any, of coverage available for the impact of the Coronavirus. If you have questions, please reach out to your NFP contact.

Virtual Care and Mental Health Related Resources

Province	Information
British Columbia	EQ Virtual (government funded with health card) – https://accessvirtual.ca/british-columbia/en/ Vivacare.ca (government funded with health card) – https://vivacare.ca/telehealth.html Babylon (government funded with health card) – https://www.telus.com/en/on/health/personal/babylon
Alberta	Babylon (government funded with health card) – https://www.telus.com/en/on/health/personal/babylon
Saskatchewan	Lumeca (government funded with health card) – https://lumeca.com/
Ontario	Maple (OHIP covered) – https://www.getmaple.ca/covid-19-screening/ Dial-a-Doc (OHIP covered) – https://dialadoc.ca/ Cover Health (OHIP covered) – https://cover.health/ Appletree Medical Group (OHIP covered) – https://appletreemedicalgroup.com/medical-services/virtual-care/ Babylon (OHIP covered) – https://www.telus.com/en/on/health/personal/babylon
Newfoundland and Labrador	Medicuro (government funded with health card) – https://www.medicuro.ca/
New Brunswick	Access Point Health (government funded with health card) – https://www.accesspointhealth.ca/
Yukon	Doxy.me – patients may be able to access their physician virtually through Doxy.me

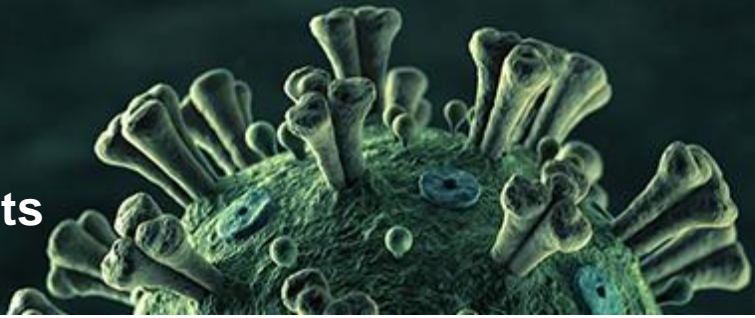
* Current government-funded virtual care options were not found for provinces not listed above.

* Telehealth is available across Canada and services are provided by registered nurses 24/7. Physicians/nurse practitioners are not available through this service and therefore individuals won’t receive a diagnosis, prescription, lab referrals, etc. However, they can assist with guiding individuals to appropriate services, community supports, etc.

*Individuals are also encouraged to contact their family physicians directly (if they have one) since many are now offering virtual appointments over virtual care platforms.



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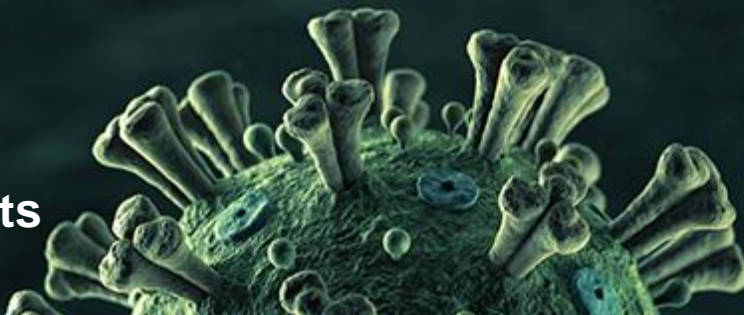


COVID-19 Information and Mental Health Related Resources and Programs

Organization	Information
Public Health Agency of Canada	https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html
Canadian Mental Health Association	https://www.camh.ca/en/health-info/mental-health-and-covid-19#coping
Canadian Psychological Association	https://cpa.ca/new-covid-19-factsheet/
Kids Help Phone	https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/
Anxiety Canada	https://www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19/ https://www.anxietycanada.com/resources/mindshift-cbt/
Beacon (Stronger Minds)	https://www.mindbeacon.com/strongerminds
Shoppers Drug Mart (SilverCloud Stress Program)	https://shoppers.silvercloudhealth.com/onboard/shoppers/stress/
World Health Organization	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters
Government of Canada Provincial Health Resources	British Columbia – http://www.bccdc.ca/health-info/diseases-conditions/covid-19 Alberta – https://www.albertahealthservices.ca/ Manitoba – https://www.gov.mb.ca/covid19/index.html New Brunswick – https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html Newfoundland & Labrador – https://www.gov.nl.ca/covid-19/ Northwest Territories – https://www.hss.gov.nt.ca/en/services/coronavirus-disease-covid-19 Nova Scotia – https://novascotia.ca/coronavirus/ Nunavut – https://gov.nu.ca/health/information/covid-19-novel-coronavirus Ontario – https://www.ontario.ca/page/2019-novel-coronavirus?_ga=2.30258871.981923195.1584888590-1531294485.1581447086 Prince Edward Island – https://www.princeedwardisland.ca/en/information/health-and-wellness/government-pe-i-contact-information-covid-19 Quebec – French: https://www.quebec.ca/sante/problemes-de-sante/a-z/coronavirus-2019/ English: https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/ Saskatchewan – https://www.saskatchewan.ca/government/government-structure/ministries/~link.aspx?id=6C6BF971659346E0B8E9DE4AE3B2AFF9&z=z Yukon – https://yukon.ca/novel-coronavirus



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Additional Resources

Organization	
American Psychological Association	https://www.apa.org/practice/programs/dmhi/research-information/pandemics
Centers for Disease Control and Prevention (US) – Manage Anxiety & Stress	https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html
National Alliance on Mental Illness	https://www.nami.org/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus

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