



SupportLinc

Your NEW employee assistance program!

Hydro North America

September 13th, 2022



What is SupportLinc?

A mental health benefit offer by your employer, separate from your medical insurance.

Emotional wellbeing resources

- ✓ In-the-moment support by phone or live chat
- ✓ Face-to-face or virtual (video) counseling sessions
- ✓ Coaching
- ✓ Self-guided resources

Work-life balance support

- ✓ Expert consultations
- ✓ Convenience referrals

Who is eligible for SupportLinc?

- ✓ The employee
- ✓ The employee's spouse or dependent partner
- ✓ The employee's immediate family members



In-the-moment support

From a licensed clinician

For guidance to cope with and resolve a variety of issues including:

- Depression, anxiety or stress
- Grief and loss
- Relationship problems
- Family or parenting issues
- Substance abuse



Short-term counseling

In-person or virtual (video)

- Comprehensive assessment by a SupportLinc clinical professional
- Identification of your primary concern
- Recommended next steps
- Referrals to conveniently-located, local providers with available appointments or other appropriate resources

Access up to **8** short-term counseling sessions per concern at no cost!



Work-life benefits

What services are included?



Legal referrals

- Expert consultation



Financial referrals

- Guidance to financial planners and budget specialists



Dependent care resources

Child care referrals

- Daycare centers
- Home child care
- Nannies
- Recreational programs

Elder care referrals

- Adult day care
- Assisted living
- Home health care
- Retirement communities



Convenience and concierge resources

Expert referrals for everyday needs

- Home improvement
- Entertainment services
- Pet care
- Auto repair
- Wellness
- Travel
- Plumbers and handymen
- Volunteer opportunities

SupportLinc is always online



Your one-stop
shop for support,
resources and more

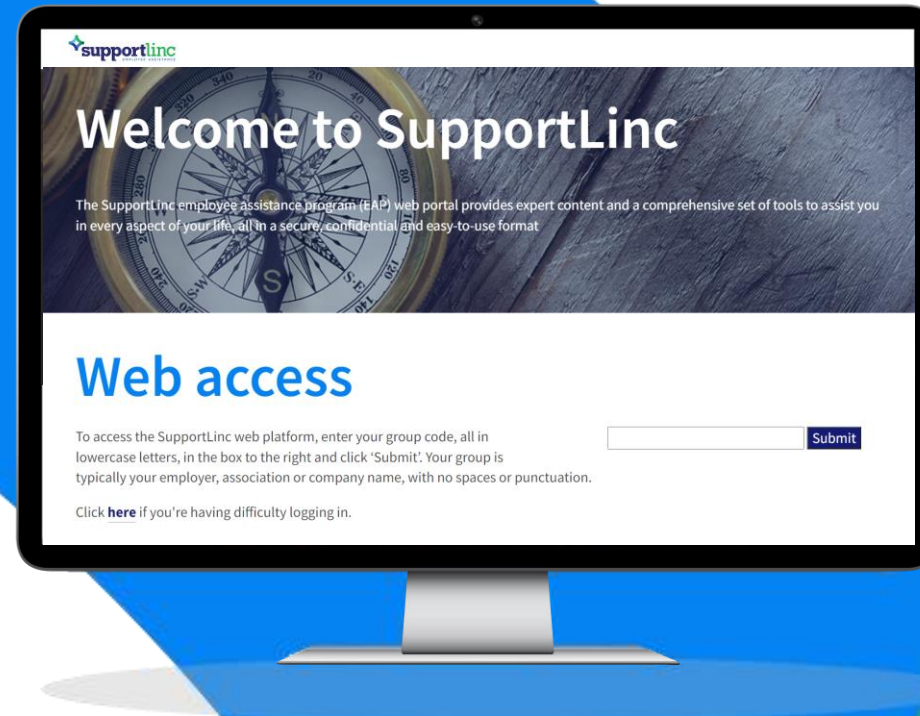
Visit your SupportLinc web portal to
connect with counseling services,
plus search thousands of articles,
videos and tip sheets to support
your emotional wellbeing.

United States

www.supportlinc.com
Group code: **hydroena**

Canada

Global.supportlinc.com
Group code: **hydroena**



Support at your fingertips

with mobile access anywhere

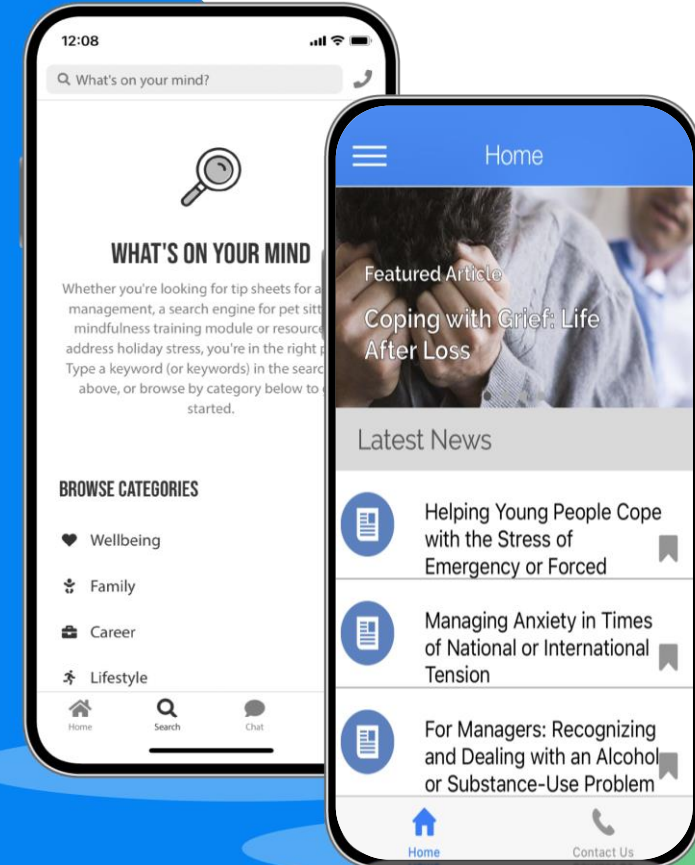
Get help navigating life's challenges with confidential support from a licensed counselor as well as expert content – all from the convenience of your phone or tablet.

Use the QR code to download the mobile app

United States
eConnect®



Canada
iConnectYou



SupportLinc access

Video Counseling

- ✓ US – Schedule Care on the web portal
- ✓ Canada – Can always be requested by member

Digital Cognitive Behavioral Therapy (dCBT)

- ✓ US – Animo
- ✓ Canada – In my Hands

Coaching

- ✓ US – Text therapy available through Textcoach
- ✓ Canada – Telephonic coaching available through AWARE Mindfulness program



Virtual Support Connect (US ONLY)

Confidential group support can offer perspective, encouragement and most importantly, the reassurance that you are not alone.

✓ Virtual Support Connect session topics include:

- ✓ Avoiding addiction
- ✓ Caregiver support
- ✓ Coping with stress
- ✓ Grief
- ✓ Mindfulness
- ✓ Preventing burnout
- ✓ Self care
- ✓ Sleep fitness



supportlinc.com
group code: **hydroena**



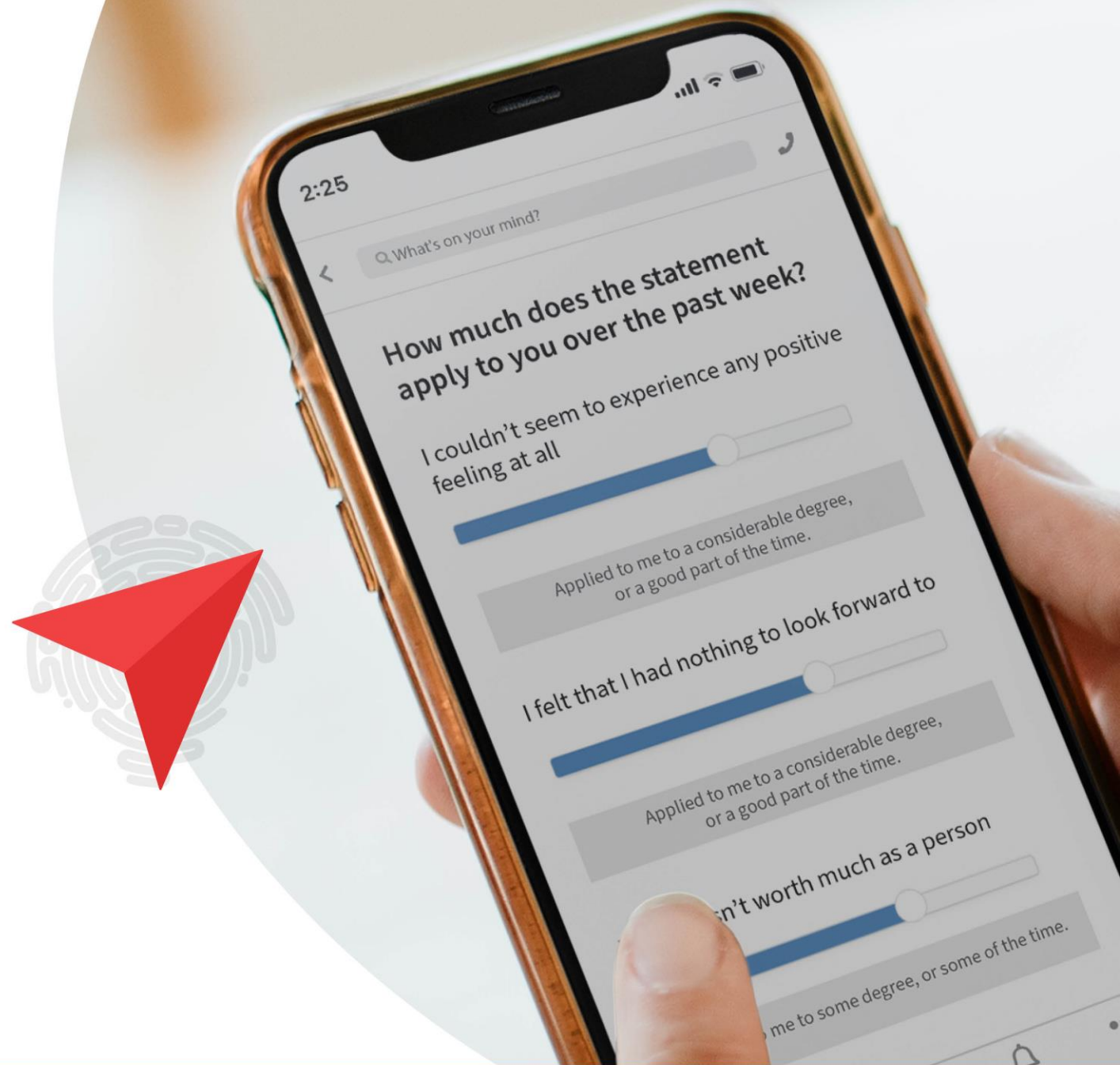
Mental Health Navigator (US ONLY)

Take the guesswork out of your mental health

You'll start by completing a short survey and telling us a little about yourself – your emotions, your feelings and how they're impacting everyday life.



supportlinc.com
group code: **hydroena**



Manager consultation

SupportLinc provides HR, managers and supervisors with expert consultation related to a variety of workplace issues, including:

- ✓ Employee personal problems that interfere with work performance, attendance or attitude
- ✓ Concern for employee safety
- ✓ Drugs and alcohol in the workplace
- ✓ Return-to-work strategies for employees returning from a leave of absence
- ✓ Organizational change
- ✓ Promoting the availability of SupportLinc services
- ✓ Training and education
- ✓ Critical incident response services

Referrals to the SupportLinc program

Informal (soft) referral



Formal referral



Critical Incident Response (CIR)

Reduce the impact of traumatic events

- ✓ Death, accident, workplace violence, natural disaster, RIF, robbery
- ✓ Around the clock access
- ✓ Expert consultation/assessment of need
- ✓ Individualized response plan created for each event
- ✓ Educational materials
- ✓ Individual support
- ✓ Onsite facilitation of group process
- ✓ Local team of CI response professionals
- ✓ Post-event reporting, recommendations and referrals



Training

Professional organizational development modules delivered by subject matter experts

- ✓ Worldwide team of training professionals

Comprehensive training catalog


- ✓ Reducing risk and liability
- ✓ Management training
- ✓ Supervisor and employee development
- ✓ Personal growth
- ✓ SupportLinc (benefit) training

Comprehensive training catalog

- ✓ Live (onsite) or webcast delivery



Connect with us

Country	United States	Canada
Telephone	888 881 5462	Freephone: 877 847 4525 Direct dial: +1 416 956 2979
Web Portal	www.supportlinc.com Use the group code hydroena to create an account	global.supportlinc.com Group code: hydroena
Mobile App	eConnect Use the group code hydroena to create an account 	iConnectYou Use the passcode 234466 to register 



Thank you!