

# Your journey to healthier living is just a few clicks away.



Get the right care. Without the wait. Anytime anywhere.



The Employee and Family Assistance Program (EFAP) by GreenShield Health is here to help you and your dependents with comprehensive and personalized well-being support from our diverse network of care providers.

Access a wide range of treatment options based on your mental health and life goals through GreenShield+.



Log into your GS+ account to access all your services.

support can be reached at:  
1-833-707-4747

[app.greenshieldplus.ca/sign-up](https://app.greenshieldplus.ca/sign-up)



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# How to Access Individual and Couples Counselling Support

This program is completely confidential, voluntary, and accessible whenever you need it. Make your first secure and encrypted online counselling appointment within 24-72 hours.



## How to register on GreenShield+:

1. Scan the QR code below or go to **[app.greenshieldplus.ca](https://app.greenshieldplus.ca)**
2. Follow the instructions

Having trouble? Find help in our support centre at **[greenshieldplus.zendesk.com](https://greenshieldplus.zendesk.com)**



If you need further assistance, please call our support team at 1-833-707-4747 or email us at **[support@greenshield.ca](mailto:support@greenshield.ca)**



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# Booking Future Sessions



Are you happy with your counsellor?

## Yes

- Book your next appointment by clicking on your Counselling dashboard on GS+.
- Your next    hours of individual and    hours of couples counselling are covered.
- Once you have used your sponsored hours, sessions may be reimbursable through your benefits health plan. You will be asked to input your credit card information when booking subsequent sessions, and following the session, you will be emailed a receipt for reimbursement. Subsequent counselling sessions in Canada are \$90/hour for an individual or couples session.

Are you happy with your counsellor?

## No

- Click on your counsellor and select Unmatch.
- Reselect from the list of possible counsellor matches or do the assessment again. You will have another complementary consultation session with your new counsellor. Continue until you find your ideal match.



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# How to Access Work, Health and Life Services

It takes more than just therapy to live and stay well.

Our registered nurses, dietitians, coaches and trained professionals are here to help you navigate all aspects of life and achieve your personal goals. This includes access to career advice, health coaching support with transitions like pregnancy, help navigating legal issues, financial coaching and more!

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GreenShield means, collectively, Green Shield Canada (GSC), Green Shield Association, and Green Shield Holdings Inc., which houses health services and benefits administration businesses, including Green Shield Health Inc. and Green Shield Administration Inc.



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