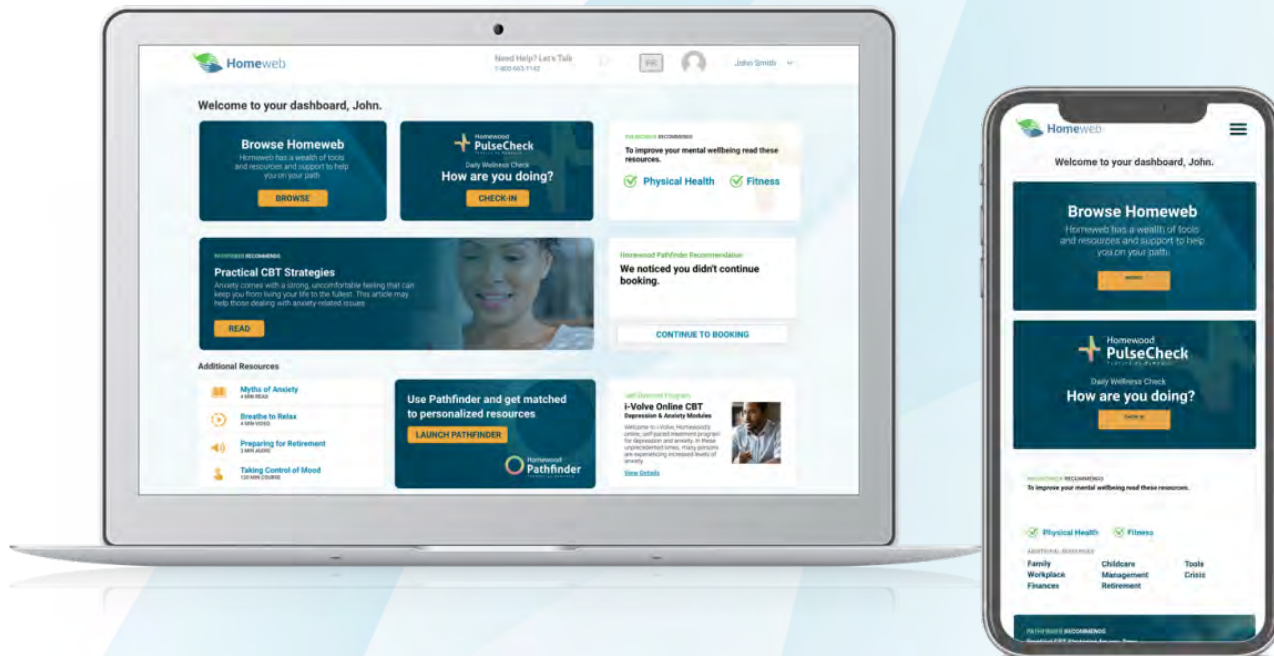


Welcome to the Homewood Pathfinder Suite. We trust you've heard of the new Homeweb experience, with intuitive functionality that enhances your EAP experience.

**Please note the invitation code you will need to register- it is LSN687.**



The new platform is seamless and simplified - supported through a wealth of tools and resources available with a simple click.

Empower yourself and engage in your own Pathfinder journey. It tailors personalized care plans and service recommendations based on your unique needs. Pathfinder assesses the severity, understands your preferences, and delivers the clinically appropriate service or solution instantly.

**Pathfinder offers you unique and personalized tools, resources, and support.**

As you navigate and discover the extent of Pathfinder's capabilities, you may have questions from time to time. Here is a summary of common questions often raised.

## Homewood Pathfinder | Frequently Asked Questions

### **Why do I have to register with an invitation code?**

It identifies you as belonging to an organization that has made Pathfinder available to its employees and their dependants. It is LSN687.

### **Why are you asking for my cell/mobile number?**

Having your mobile number allows us to support you with proactive engagement and timely recommendations. In certain scenarios, having your cell number enables Pathfinder to send you reminders or information relevant to your case.

### **How does Homewood MeetNow differ from a regular counselling case?**

These support sessions are one-at-a-time, and just-in-time. The service is there to help people who don't necessarily need multiple sessions and also those that wish to forgo booking and waiting for a specific individual. If you have a MeetNow session, you may also benefit from the wealth of tools and information found on homeweb.ca.

### **What do I need to know about my privacy & confidentiality?**

Homewood takes regular steps to ensure client privacy and confidentiality and our Homeweb platform, including Homewood Pathfinder has been fully examined, tested and validated by a leading national cybersecurity organization.

*We guarantee your confidentiality.* We have always focused on your confidentiality, and nothing has changed. Your privacy is foundational to our core business values and ethical practices. Homewood Pathfinder delivers professional, confidential, and proactive services to support you with a wide range of concerns. Everyone can expect confidentiality within the limits of the law. You won't be identified to anybody — including your employer.

### **What is Homewood PulseCheck and how does it work?**

It's an industry leading process that allows us to tailor services, delivering both timely and effective support to meet your individual needs. PulseCheck is a simple slider that asks how you're doing and based on your response; it lets us know whether you're at risk and in need of support or if you're feeling good. Wellness is a journey. We all experience good and bad days from time to time, pulse check looks at your trends and adapts service and support recommendations based on your overall progress.

### **How do you arrive at recommendations?**

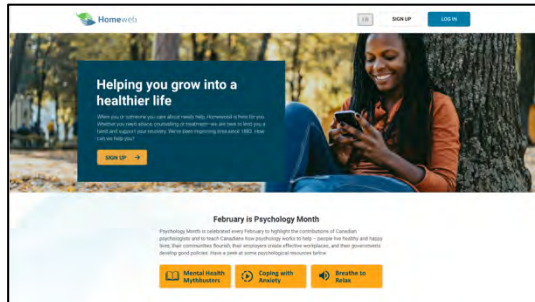
Our recommendations are evidence-based and encompass the learnings achieved through our multi-disciplinary teams. Through proprietary algorithms, Homewood Pathfinder combines the power of technology with clinical knowledge supported by 40 years of EAP experience and almost 140 years of mental health leadership and expertise to deliver the most appropriate service or resource at the right time.



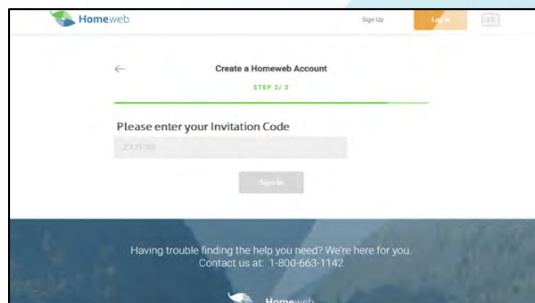
## How Do I register?

If you are not registered, you will be prompted to register when logging into Homeweb.ca now that you have transitioned to Homewood Pathfinder. To register, follow these simple steps:

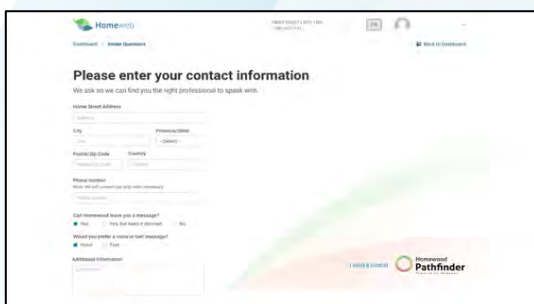
### 1: Visit: Homeweb.ca



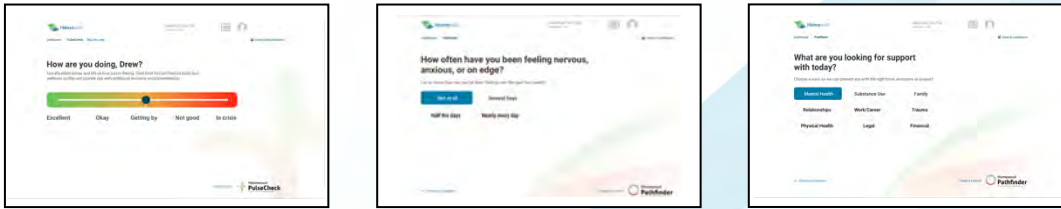
### 2: Click create an account and enter your invitation code (LSN687)



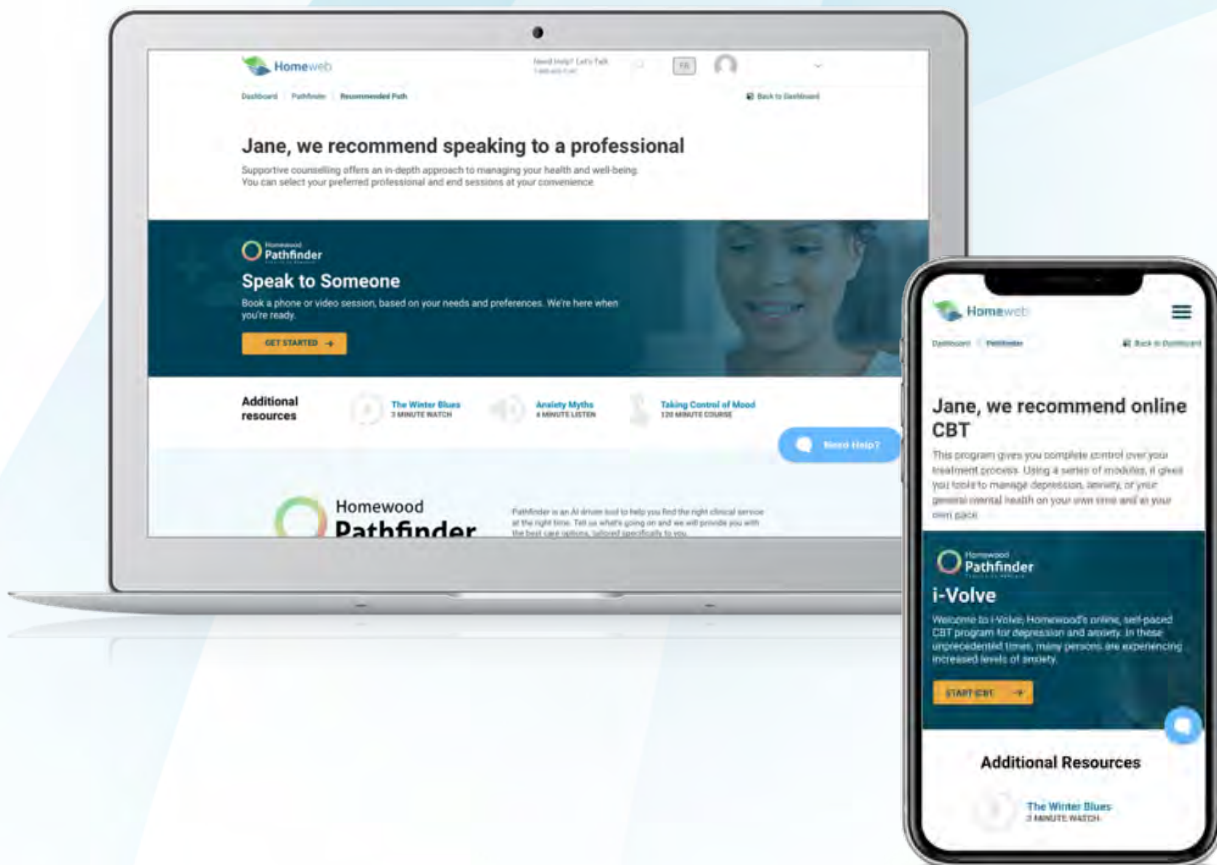
### 3: Enter your name, preferred email address and a few other pieces of information to create your profile



**4: A key component of Pathfinder, Homewood PulseCheck will ask for a few additional details including how you're feeling and your primary area of interest or concern**



**5: That's it. Welcome to Homewood Pathfinder and the start of your simplified and innovative EAP journey**



# how Are you doing?

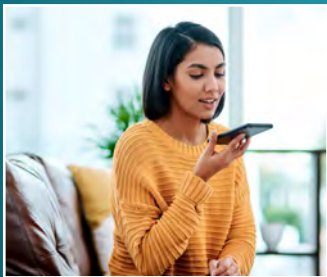
EAP Evolved



## Homewood PulseCheck

Powered by Homeweb

Get Started Today



### check-in

Tell us how you are - using a simple slider. We use this information to track how you are feeling over time. Receive resource recommendations tailored to your response.

#### How are you doing, Lukas?

Use the slider below to describe how you're feeling.



Homewood  
PulseCheck  
by Homeweb



- CHECK-IN WHEN YOU VISIT
- QUICK & EASY
- SIMPLE SLIDER
- PERSONALIZED FOR YOU
- RESOURCE RECOMMENDATIONS
- DESKTOP, MOBILE, APP OR ANY DEVICE
- TELL US HOW YOU'RE DOING



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Homeweb.ca

# what Are you looking for?

# EAP Evolved



## Homewood Pathfinder

Powered by Homeweb

Get Started Today



### guided journeys

Through triage, assessment and service offerings based entirely on your unique needs and preferences. A new way to get help just for you and only we can do it.

### Lukas, we recommend this resource

Sometimes, engaging in an online course is all that's needed or may be all you're looking for. Check out a few resources and if you feel you need more support, come back and use Pathfinder again for additional guidance.



- NEW DIGITAL HOMEWEB EXPERIENCE
- DAILY CHECK-INS
- CUSTOM TRIAGE
- EXPERT ASSESSMENTS
- PERSONALIZED SERVICE OFFERINGS
- ADDITIONAL RESOURCES
- INDIVIDUALIZED DASHBOARD



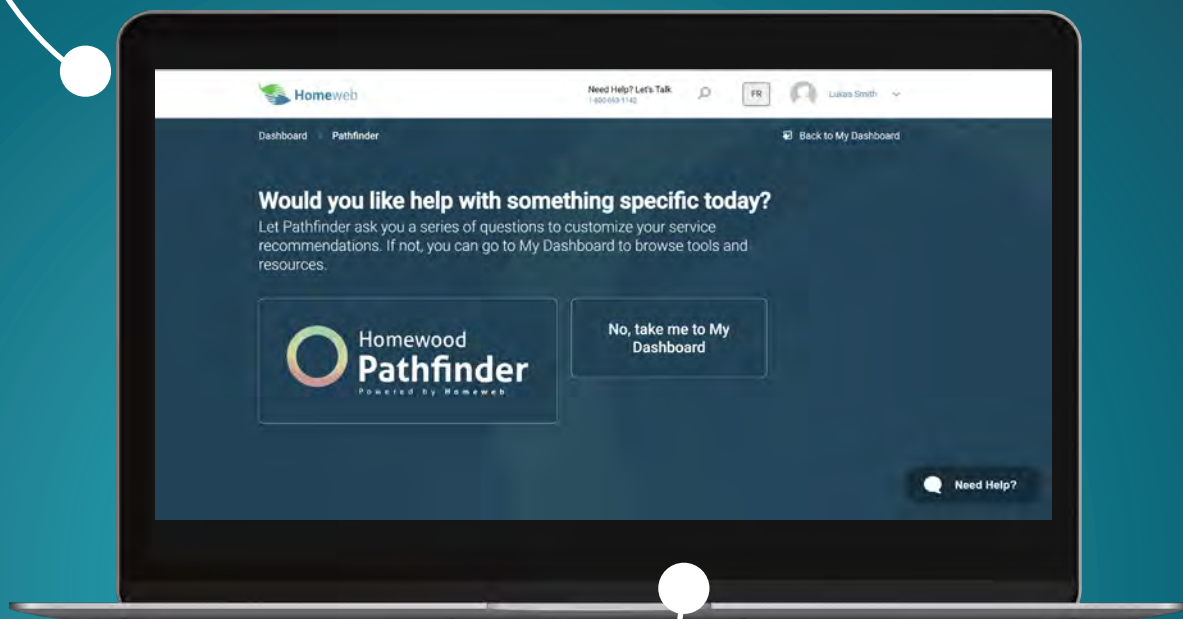
Homewood  
Health | Santé

Homeweb.ca



# how Can we help you?

## EAP Evolved



Get help online



- VALIDATED ASSESSMENTS
- GIVE YOUR FEEDBACK
- BOOK A PROFESSIONAL COUNSELLING OPTIONS
- FAST & EASY
- CALL US FOR SUPPORT

### screeners & online booking

We use validated screeners for depression, anxiety, and trauma as well as for other presenting issues. Booking a professional is smooth and fast. You always have access to our professional Intake consultants 24/7 if you want a hand.

### Select a date and time with a professional of your choice

Note: Days with a blue circle have open appointments

April						
MON	TUE	WED	THU	FRI	SAT	SUN
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Dev note: when date is selected, we need to jump down to the list of counsellors, or find a way to make the calendar smaller so both fit on screen.



For users who speak a language other than English or French please call at 1-800-431-1143. If you are in English and French please use the screen.

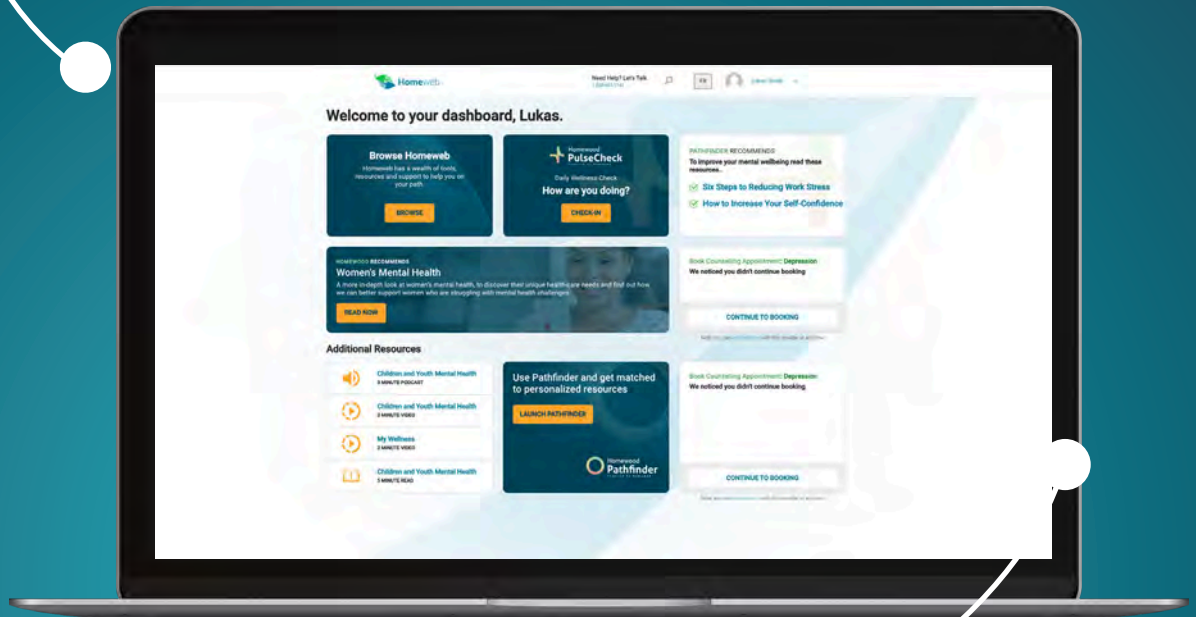


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# how Do you know what's next?

## EAP Evolved

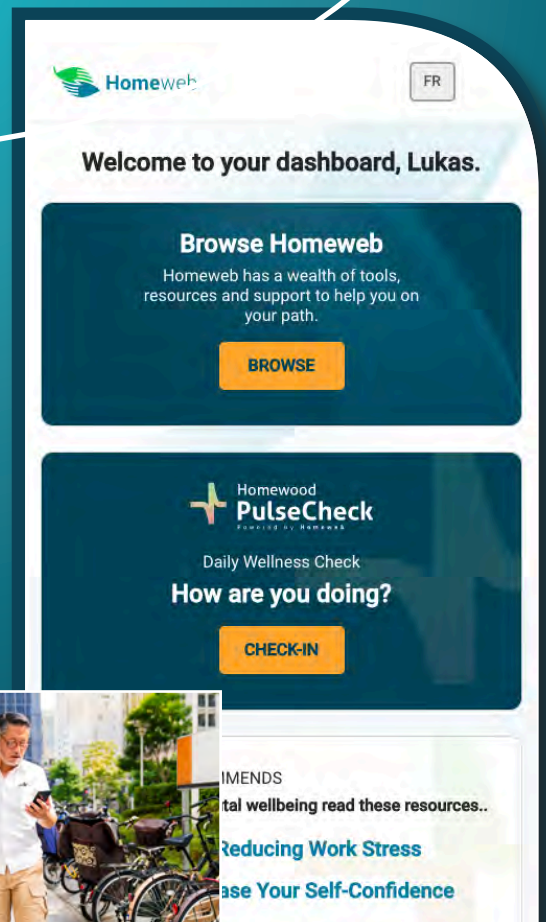


Your access hub



### My Dashboard

the heart of the Pathfinder experience. It's a place to start new Pathfinder journeys, access specific resources, check-in on counselling appointments or simply browse Homeweb.



- BROWSE HOMEWEB
- ACCESS PULSE CHECK
- FOLLOW HOMEWOOD RECOMMENDATIONS
- USE PATHFINDER
- BOOK OR CHANGE COUNSELLING
- ADDITIONAL RESOURCES
- SELF-DIRECTED PROGRAMS



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IMENDS  
tal wellbeing read these resources..  
**Reducing Work Stress**  
**ase Your Self-Confidence**