



# inConfidence<sup>®</sup>

powered by Inkblot

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

## A step-by-step guide to your Employee and Family Assistance Program

*Confidential, voluntary, effective wellness services -anytime, anywhere.*

Your inConfidence Employee and Family Assistance Program is here to support you and your dependents with comprehensive and personalized treatment options based on your mental health and life goals.

### *How to access Individual and Couples and Family Counselling Support*

Make your first secure online or in-person counselling appointment in as soon as 24 hours.<sup>1</sup>

1. Click on the direct link sent to your work email to set up your account or go to [myinconfidence.ca](https://myinconfidence.ca) and click on '**Get Started**' to register. Dependents can use the URL to register.
2. Login, select whether you would like an individual or couples and family counsellor and click on **Find My Care Provider**.
3. Fill out a short assessment and a list of counsellors best-suited to your needs and preferences will be generated. Choose your counsellor based on clinical fit, communication method, cultural background, language, therapy approach and more.
4. Choose a counsellor and schedule a free 15-minute consultation to determine whether they are the right fit for you.<sup>2</sup>
5. Book your first session by going to **Your Care Provider's** calendar and clicking on the date desired to see what appointment time are available.

<sup>1</sup> In-person or telephone appointments can be booked using the steps mentioned with wait times between 24-72 hours or up to 7 days.

<sup>2</sup> Only available virtually.

[myinconfidence.ca](https://myinconfidence.ca)



## Booking Future Sessions

Happy with your counsellor?

1. Go to **Your Care Provider's** calendar and book your next appointment. Your next 5 hours of individual and 5 hours of couples counselling are covered.
2. Once you have used your sponsored hours, sessions may be **reimbursable** through your Extended Health Benefit. 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 are \$90/hour for virtual and \$110/hour for in-person individual, couples or family sessions.

Not happy with your counsellor?

1. Go to **My Care Provider** and click 'unmatch'.
2. 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.

If you need help while on the Inkblot site:

Use the online chat feature

Email [support@inkblottherapy.com](mailto:support@inkblottherapy.com)

## How to access Work and Life Support

Registered nurses, dietitians, coaches and trained experts are here to help you navigate all aspects of life and achieve your personal goals.

1. To book Work and Life Support services click on the **Additional Services** tab at the top of the Inkblot dashboard.
2. Select the **service** you want to access, and click **next**.
  - » Financial
  - » Legal
  - » Health Coaching
  - » Life Transitions
  - » Career Coaching
3. Select the **category** for your request and then click next.
4. On the contact screen proceed in one of the following ways:
  - » **Financial:** Enter your location and contact information, and select 2 timeframes that you could be available for a phone call. Then select **Submit**. A Financial Services representative will contact you directly to schedule your appointment.
  - » **Legal:** Call the hotline number that appears and use the Consultation Number to initiate your request.
  - » **Health and life:** Enter your Location Details and a description of what you would like advice for. Then select **Submit**.
  - » **Career coaching:** Enter your contact information and availability, as well as a description of what you would like advice for. Then select **Submit**. A registered nurse from our Inkblot Clinical Service team will refer you to a coach best suited to you.