

Your wellbeing. Our priority.



Support for you and your family with GreenShield Health

You and your eligible family members can access flexible, personalized and confidential support for mental health and overall wellbeing. The Employee and Family Assistance Program with GreenShield Health is designed to help you get support in a way that works for you.

What you can access



Free 15-minute introductory session



5 hours of individual counselling



5 hours of family counselling



5 hours of life transitions counselling



5 hours of health coaching



5 hours of career coaching



Unlimited financial & legal coaching



Each service has its own yearly allotment. Hours reset on July 1 each year.



Your hours are not shared. Each person has their own access.



All services are private and confidential. Covenant does not receive information about who uses the program or what is discussed.

Support beyond counselling

Your EFAP includes more than counselling sessions. When you register, you can access the **Wellness Hub**. This is an online library of tools and resources created by clinicians, nurses, and coaches.

You can explore topics such as:



Mental and emotional wellbeing



Physical health and lifestyle



Relationships



Work and career

Examples include:

- Managing financial stress
- Staying active during the work week
- Recognizing caregiver burnout
- Building communication skills

How to get started

Check your work email for a welcome message from GreenShield Health. It includes your registration link.

You can also register directly:



Go to app.greenshieldplus.ca/en/sign-up



Select **Through an employer or organization**



Select **I have an organization code**



Enter **covenanthealth**



Follow the steps to complete registration

How dependents can register

Eligible dependents have their own accounts.

To register:



Go to app.greenshieldplus.ca/en/sign-up



Select **Through a family member**



Enter your personal email to receive a verification code



Enter verification code



Select **I have an organization code**



Enter **covenanthealth**



Follow the steps to complete registration



Registration takes about five minutes. Once registered, you can book care, explore resources, and manage your support online at app.greenshieldplus.ca or download the app from your app store.

If you need more support



If you need support beyond your included hours, you can continue with the same counsellor at a reduced rate of **\$90 to \$110 per hour**.



If eligible, you may be able to use Alberta Blue Cross benefits to help cover these costs.



Crisis support



Call GreenShield Health
1.833.707.4747



Call or text **988**



Call 911 for immediate safety concerns



Need help



Visit the GreenShield + help centre



Email health.support@greenshield.ca



Call 1.833.707.4747



Stay informed

Visit the **Employee and & Family Assistance Program** page on CompassionNet for updates, FAQs, and resources.

