



INKBLOT

WORKLIFE ADVISORY SERVICES

As part of your EAP program, you have access to a variety of consultations, coaching, and resources.

Log into your Inkblot account and select the **Advisory Services** tab on your dashboard.



Financial - Full service financial hotline staffed by professional financial advisors

- Credit management, budgeting, mortgages, financial management, overextension, investing, retirement planning, insurance and tax

Legal - Highly qualified attorneys who cover most types of legal concerns

- Information and clarification on real estate, divorce, custody and child support, wills and estate planning, family matters, consumer concerns, criminal matters, legal rights

Health Coaching - Provided through our Inkblot health team

- Information and counselling on adaptive and preventative health and well-being, smoking cessation, eating well models/nutrition, illness/disease management, weight management

Life Transitions - Provided through our Inkblot health team

- Marriage, planning a family, parenting skills, childcare, eldercare, support for teens, moving away from home, adjusting to college/university, adjusting to the workplace, arrival of a new baby, divorce/separation

Career - Career consultants and counsellors

- Career management, career transition, retirement transition

Inkblot FAQ

What *is* Inkblot?

Inkblot is a digital-first and progressive mental health provider that provides employees and their dependents timely and effective support in all areas of their life. Inkblot's Employee Assistance Program (EAP), which all employees and their eligible dependents have access to, provides individual and couple counselling, and WorkHealth Advisory services such as legal and financial consultation, health coaching, support with life transitions, and career coaching.

What if I don't like my counsellor?

You have the option to select a free consultation with your selected counsellor. This is to ensure that they are the right fit for you. If they are not the right fit, you would unmatch with that counsellor, match with a new counsellor and again, have the option to book another free consultation.

What happens if I use my allotment of credits?

You are able to continue to see the same counsellor and apply the cost towards your paramedical coverage or pay privately.

What is the billing process? / Can I use my insurance?

You have access to five (5) counselling credits for each individual and couples counselling. As you book your sessions, your allotment of credits will automatically be adjusted. Should you choose to continue counselling following your allotment of credits, you will be asked to input your payment information. You can continue to see the same counsellor and apply the cost towards your paramedical coverage or pay privately. After completing the session, you will be emailed a receipt (or you can download it from your Inkblot online account) which you can use to submit a claim for reimbursement.

Can my spouse/dependents use Inkblot?

Yes, your spouse and/or dependents can use Inkblot! They sign up independently of you by going to inkblottherapy.com/ibigroup and clicking on 'Get Started'.

Will my employer know that I am scheduling sessions?

No, your employer will not know if you have signed up for Inkblot or if you have scheduled or completed a session. Your use of Inkblot is voluntary and confidential.

How do I login to access my Inkblot account?

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Refer to the welcome email from Inkblot sent to your work email or go to inkblottherapy.com/ibigroup. Click 'Sign in' if you already have an account or create an account by clicking on 'Get Started'.

I'm not covered by my Company's health benefits. Can I still use Inkblot?

Yes, you can! You can either use a private/other health plan you might have access to or pay privately.

How long is a typical counselling session?

Counselling sessions are typically an hour in length. However, individual sessions can be booked for either 30, 60 or 90 minutes. Couple/family sessions can be booked for either 60 or 90 minutes. It is up to you the length of your appointment.

What are the counsellors' credentials?

Inkblot counsellors have a minimum of a Master's degree and at least 5 years of previous experience. Additionally, they are accredited by their regulatory body and in good standing.

I am already engaged in counselling. Can I see my counsellor on the Inkblot platform?

Contact our support team with the counsellor details. Our clinical network is always recruiting new counsellors. They must meet our requirements; minimum of a Master's degree, 5 years of clinical experience and accredited by their regulatory body and in good standing.

Where do I find my receipt to submit to my insurance company?

Your receipt will be generated in your email. You can print it or send it directly to your insurance company for reimbursement.

I can't find my welcome email. How can I receive a new one?

Double check your spam or junk folder. If it's not there, go to inkblottherapy.com/ibigroup and click "Get Started". Enter your work email addresses and click submit. A welcome email will be regenerated and sent to your email. If your work email address is not pre-registered with your program, contact your company HR.

How does couples counselling work? Do both my spouse and I set up an appointment?

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One partner is owning the selection of the counselor and booking the appointment. Inkblot will ask for the email of the second individual attending. They can either join on the same computer or join separately.

How do I access Advisory services?

On the Dashboard screen, select Advisory Services and select the appropriate service such as Legal, Financial, Health Coaching, Life Transitions and Career Coaching.

I'm not sure what's included in Health Coaching or Life Transitions. What can I expect from these services?

When you submit a request for service in either Health or Life Transitions you are provided with available times for a comprehensive assessment by a registered nurse. Once scheduled, these requests are forwarded to the nurses on our Clinical team. The Inkblot registered nurse performs a thorough assessment and determines the best program for you, which may include resources, referrals, or health teaching for you. This may involve referral to a Nutritionist, Life Coach, Registered Dietician, Antenatal Nurse, Parenting Coach, Fitness Coach etc.

How often can I reach out for Advisory services?

You can reach out for legal and financial advice as often as required. Health Coaching, Life Transitions and Career Coaching have a 5 hour allotment each per contract year.

Can my spouses and dependents use Advisory services?

Yes. Your spouse and dependents can also reach out for Advisory services and they have their own allotment.

Where can get more information on Advisory services?

You can learn more about how your Advisory services [here](#).



INKBLOT CRISIS SUPPORT



Inkblot Crisis Support is offered in both **English** and **French** and available **24x7x365**.

All calls are answered **live** by **Master-level clinicians**.

Reasons to reach to Inkblot Crisis Support:

- ✓ You are having thoughts of suicide
- ✓ You are feeling distressed and need immediate assistance
- ✓ You are feeling increasingly helpless
- ✓ You are worried about your safety or the safety of a loved one and don't know what to do

If you are at risk of imminent danger, please call 911 immediately.

FOR IMMEDIATE CONSULTATION CALL 1-855-933-0103 (TOLL-FREE, 24/7/365)

