

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. *The invitation code is SDN309*

### **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.

