

Memorandum

To: All Benefited Employees

From: Alex Hadfield

Subject: Change in Employee Assistance Program Provider

Date: 26-09-2024

CC: CUPE2262

As you maybe aware, our group benefits policy with GroupSource includes access to an Employee and Family Assistance Program (EFAP), Medical Second Opinion (MSO) service, and Virtual Health Care (VHC) services.

Effective **October 1st, 2024**, the provider for these services will be transitioning from Telus Health (for the EFAP and VHC portions), and WorldCare (for the MSO service) to Sparrow. GroupSource describes Sparrow as:

Sparrow is GroupSource's unified health and wellness concierge – a single platform that provides you, your spouse, and dependents with integrated mental and physical health support, as well as additional wellness services tailored to support you through all life's challenges.

There are a few things to keep in mind with this transition:

- ✓ If you are currently in a series of counselling sessions through Telus Health, you will continue those sessions through Telus Health until the end of the sessions.
- ✓ Any future EFAP counselling sessions (as of October 1st) will be initiated through Sparrow.
- ✓ To access the new platform, you will need to create an account either through the My Sparrow app, or their web portal – links below.
- ✓ As part of the account setup, you will need to provide an organization code, which is GSC.
- ✓ GroupSource is available to answer any and all questions relating to this change, and the services offered through Sparrow.

[Google Play App Link](#)

[Apple App Store Link](#)

[Web Portal Link](#)

For more information on this new platform, please [click here](#).

As always, if you have any questions or experience any issues accessing benefits services please reach out to me.

Alex Hadfield
Manager of Human Resources