



Teladoc Health Canada launches a leading Employee and Family Assistance Program with unlimited counselling.

TORONTO, ON – April 15, 2024 – Teladoc Health Canada, part of Teladoc Health, Inc. the global leader in whole-person virtual care, announced today it has launched a new Employee and Family Assistance Program (EFAP) that includes a comprehensive suite of offerings in Canada, all available from the same easy to use digital platform.

EFAPs, a frequent inclusion in employee benefits, provide support to employees and their families with services that range from mental health counselling to offering resources for child and elder care, legal and financial resources and more. The cornerstone of Teladoc Health Canada's new EFAP features unlimited counselling to address mental health issues, to be delivered between three to five business days.

"We believe that when employees or their families need help there should be no limit to the support they can access, and they should not be waiting weeks to receive it," says Joby McKenzie, Managing Director, Teladoc Health Canada. "More than ever, good mental health is critical to fostering a healthy and resilient workforce. That's why we're committed to meeting the diverse needs of all organizations by offering a program that delivers unmatched value."

In addition to no-cap counselling, employees can select their own therapist, and they can access Teladoc's myStrength, a comprehensive digital platform with 1100 self-guided iCBT modules. Teladoc Health Canada's EFAP offerings include:

- Mental health care and general counselling on a range of topics.
- Navigation support and resources for dependent care including child and elder care, family planning, moving and more.
- Support with fitness and nutrition.
- Critical incident response and 24/7 crisis support.
- Legal and financial resources.

"Our mission is to help Canadians live their healthiest lives," added McKenzie. "That includes offering a suite of services that provide whole person care to employees, so they feel in control of their personal lives and are set up for success at their workplace."

About Teladoc Health Canada, Inc.

Teladoc Health Canada, Inc. ("**Teladoc Health Canada**") is a Canadian company and an affiliate of Teladoc Health, Inc. ("**Teladoc Health**") (NYSE: TDOC). Teladoc Health is the



global leader in virtual care providing services in over 190 countries in the world. Headquartered in Toronto, Teladoc Health Canada has over 20 years of experience in Canada, is integrated into healthcare systems coast to coast, and enables virtual care services to millions of Canadians with a unique combination of technology and clinical capacity through its virtual care platforms.

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