UV INSURANCE | maple

Maple Employee Assistance Program

Confidential mental health and life support, delivered through the Maple app.

The Maple Employee Assistance Program (EAP) delivers confidential counselling, coaching, and wellness support to plan members and their households, backed by a Canadian network of licensed clinicians. With three unique ways for plan members to discover the care they need, Maple EAP makes it effortless for members to find the right care fast, driving stronger engagement and outcomes.

Available on a fee-for-service basis

Organizational services billed to the employer only when used :

Critical Incident Stress Management (CISM):

Rapid on-site trauma response to workplace incidents (sudden death, violence, robbery, serious accident) through group debriefings (up to 12 people, 2 hours) or individual sessions (up to 45 minutes), typically within 24–72 hours of the event. Phone consultation with a CISM Coordinator is no cost; on-site intervention and travel are billed hourly with no minimum.

Substance Abuse Professional (SAP) services:
Organizational services, used primarily when an employer must manage a situation involving a safety-sensitive position, a positive test result, a refusal to undergo testing, or a last-chance agreement.

These services may include:

- a comprehensive assessment;
- referral to appropriate treatment;
- monitoring of participation and compliance with recommendations;
- coordination with the employer's designated representative;
- support throughout the return-to-work process.

Workplace training and orientation sessions:

45- to 60-minute workshops on program awareness, mental health, resilience, and leadership available

Counseling services: 5 hours per case

Employees can book appointments directly with a clinician via phone, video, text, or in person. This service is available in both English and French. Members open a new case for each concern, such as stress, anxiety, grief, relationships, workplace issues, life transitions, or substance use, and they receive 5 sessions per case. There is no limit to the number of cases they open in a year.

Life services

Legal consultations: unlimited phone consultations with Canadian lawyers on housing, tax, real estate, custody, estate planning, immigration, and consumer issues, plus one free 30-minute in-depth consultation per issue per year and discounted rates for representation.

Financial consultations: unlimited phone consultations with financial experts on budgeting, debt and credit, tax, loans, financial aid, and retirement.

Family and life services: personalized research and referral for child care, elder care, adoption, education, relocation, and community resources. A customized resource package, including vetted local options tailored to the individual's needs, is typically provided within two business days.

Well-being coaching: one-on-one coaching for nutrition and weight, sleep, tobacco cessation, stress management, and resilience.

24/7 crisis line

Dedicated, live-answered crisis support with immediate triage and warm hand-off to the right level of care. Crisis calls do not count against a case allotment.

Digital and self-directed support

24/7 online wellness hub with articles, self-assessments, and on-demand training; structured self-guided CBT modules for anxiety, depression, stress, and sleep; and multilingual content that keeps individuals engaged between clinical touchpoints.

Manager and HR support

Managers, supervisors, and HR partners can call 24/7 for consultation on how to support an employee. Informal (voluntary) referrals are included and require no paperwork. Formal (Mandated) Management Referrals are also available through this program.

EN-5050 (2026-10)

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