



Help members skip the waiting room.

You trust the Canada Life well-being suite of supports to provide easy access to help when and where members need it. That includes how we deliver virtual care.

Consult+™ already provides 24/7 access to medical professionals for help with non-urgent health conditions, including access to self-led therapy for mild and moderate depression and anxiety. Sometimes called Internet-delivered cognitive behavioural therapy, iCBT is included in Consult+ but is being used by less members than ever.

That's why we're removing iCBT from Consult+ effective June 1, 2026.

Here's the good news.

Canada Life already offers all members access to iCBT with **myStrength**, provided by Teladoc Health Canada and available through the Health & Wellness Centre. Better yet – it's at no additional cost to sponsors or members.

In addition to iCBT, Teladoc myStrength offers a strong digital mental health experience and access to personalized tools and resources like:

- Clinical assessments and self-paced activities to manage a range of needs like stress, anxiety, depression and more
- Support for lifestyle-related matters that impact members mental health like parenting, weight management and sleep
- A dedicated Canadian-based coach (not a chatbot) members can message for personalized navigation and support
- Feedback and reporting tailored to members unique needs to manage your progress and keep on track

96% of myStrength users are satisfied and 82% report it as effective as face-to-face therapy.

Source: Teladoc Health, myStrength data, 2022.

What organizations gain



Ready-to-use member engagement materials to drive awareness and uptake



Improved employee productivity and health literacy



Continuing access to meaningful, high-impact mental health support without added cost

Easy member access

It's all available anytime, anywhere to members through mycanadalifeatwork.com.

What's not changing

Consult+ continues to deliver 24/7 access to health care professionals for non-urgent medical care. There's no change in price for Consult+ because pricing didn't increase when iCBT was originally included.

For more information, contact your Canada Life group representative.

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