

CANADIAN OFFICE & PROFESSIONAL EMPLOYEES LOCAL 378

HEALTH BENEFIT TRUST

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Date: July 5,2022

To: All MoveUP Members at CMB, Translink, and BC Transit

Re: Homewood Health Transitions to New Online Platform

As you are aware the IC Plan funds an Employee Assistance Program through Homewood Health.

Homewood Health has transitioned to [a new confidential online service](#), called Pathfinder, that will enhance your Employee and Family Assistance Program (EFAP) experience.

This new platform offers customers the right resource at the right time by matching your reason for accessing the program, the severity of your concern, level of risk, and your care preferences.

Getting started with Pathfinder

All members interested in using Homewood's online services will need to use the invitation code provided below to register and access the Homewood Pathfinder platform. Please note if you already have an online account with Homewood Health you will need to re-register using this code.

To register, please follow the instructions below:

1. Visit: www.homeweb.ca
2. Click create an account and enter the invitation code below
3. Fill in the form with your information to create a profile
4. To complete your profile, Homewood PulseCheck will ask for a few additional details about how you're feeling and your primary area of interest or concern

YOUR CUSTOMER ACCOUNT NAME IS **COPE 378 HEALTH & WELFARE TRUST (TRANSIT GROUP)**
YOUR INVITATION CODE IS **C3H213**

Resources accessible by phone

Please note the transition to Pathfinder only affects Homewood Health's online EFAP resources. You can still call - [1-800-663-1142](tel:1-800-663-1142) to access your EFAP. If you are receiving tele-health services through Homewood Health, you may continue to use these resources with no changes or disruption in service.

If you have any questions, please contact the Plan administrator, Yasmin Carroll at (604) 473-3852.