

People Connect Business Assistance Program **BAP**



Frequently asked questions for plan sponsors

Business assistance program *Support for business owners*

The People Connect Business Assistance Program (BAP) is a unique feature available to business owners as part of the overall People Connect Carepath and BAP program. It provides business owners with access to unlimited 30-minute telephonic consultations on legal advisory, financial advisory, and HR and management consultations. Critical incident support is also available for a fee.



Can plan members access business assistance program services?

No. Financial advisory, legal advisory, HR and management consultations and critical incident support services are only available to business owners. The listed services will only be visible when users register with a people leader account type.

How do I book appointments with professionals through the business assistance program?

HR and management consultations

To arrange a virtual consultation, contact consultation@inkblottherapy.com. For immediate support call: 1-855-933-0103.

Financial and legal advisory

To arrange a virtual consultation, follow these steps:

1. Log into your [People Connect BAP account](#),
 2. Click on *Get support*, then *Go to Inkblot*,
 3. In your virtual counselling dashboard click on Work, Health and Life Services
- Financial: Enter your location and contact information and select two timeframes that you could be available for a phone call. Then select submit. A financial services representative will contact you directly to schedule your appointment.
 - Legal: Call the hotline number that appears and use the consultation number provided to initiate your request.

Consultations can be arranged Monday – Friday during the following hours:

- Financial: 9am – 9pm EST
- Legal: 9am – 8pm EST
- HR and management consultations: 9am – 5pm EST

Critical incident support services

To receive immediate support from R3 for critical incident support services (fee for service), please email info@R3c.com or call 1-855-588-7590 (24/7 live call answer).

How long after requesting an appointment will I receive support?

After requesting an appointment for a HR and management consultation, financial and legal consultations, you can expect to receive an appointment within two days.

Is there an annual limit on how many consultations I can receive through the business assistance program?

No. HR and management consultations, financial advisory, and legal consultations are unlimited. Consultations are typically 30 minutes in length and are provided virtually or by telephone.

What are the fees for critical incident support services?

Acute disruptions, critical incidents, and systemic disruptions, including trauma-informed follow-up

\$295* per hour, per debriefer; 4-hour minimum including follow-up calls.

Travel is charged at cost. Travel time is \$100 per hour after the initial hour. After the first 60 km, \$0.68/km is charged. Hotels, airfare, other expenses will be charged subject to approval.

Ongoing trauma-informed support

\$250* per hour for ongoing trauma support. Subject to pre-approval. If needed and identified through validated measures during follow-up we can offer ongoing trauma-informed specialized therapy. Services are provided by a unique and senior network of specialists who have completed trauma informed training and who understand the specific needs of those who have experienced a disruptive event and who may need immediate and specialized care.

**Remote locations subject to quote and may include premium fees for remote locations, costs and travel.*

Access to People Connect Carepath support for employees is also available at no extra cost.

Employees get access to health navigation support, second opinion services, cancer assistance, and mental health support. See [plan member infosheet](#) ↓ and [FAQ](#) ↓ for more information.



For more information and to get started,
visit bbd.pchealthhub.com/carepath-bap ↗