

Your Care Guide



Everything you need to get the most from your Maple benefits.

This is your Maple Care Guide. It is designed to help you understand what is included in your program and how to use it when you need it.

Whether you are managing an everyday health concern or simply want to stay on top of your well-being before anything becomes urgent, this guide walks you through what you have access to and how to get started.

Your program

What's included in your coverage and how it works

How to access Maple

Everything you need to register, log in, and invite your family

Your services

Detailed information on each service available to you

FAQs

Answers to common questions about using Maple



What you have access to



Your coverage consists of:

- **Primary Care** — Unlimited visits with Canadian-licensed doctors and nurse practitioners, 7 days a week, 7am to midnight local time, available across Canada and abroad
- **Headspace** — Over 1,000 hours of guided meditations, mindfulness exercises, sleep support, and stress management tools, included free in Year 1 of your CSCJA program
- **Mental Health Check-ins** — Self-guided GAD-7 (anxiety) and PHQ-9 (depression) screening tools to help you gain insight into your mental health. They help you recognize early signs of anxiety or depression and prepare for more meaningful conversations with a clinician when you need one.
- **Proactive Care Check-ins** — Personalized, evidence-based health assessments tailored to your age, lifestyle, and medical history
- **Discounted Specialty Care** — 10% discount on bookable Maple specialists including Dermatology, Endocrinology, and Mental Health counselling (out-of-pocket cost, may be reimbursable through extended health benefits)

How to Access Maple



How to access Maple

Getting started with Maple is quick and easy.

Follow the instructions below to create your account and access the care you need.

Register Using Your Custom Registration Link

What you'll need: Your organization's custom Maple URL · Your unique identifier (Member ID) · A valid email address

1

Visit your organization's custom URL:

getmaple.ca/cscja

2

Enter your verification information when prompted.

3

Complete your profile details.

4

Create a secure password. Review and accept the Terms of Use and Privacy Policy.

5

Verify your email address by clicking the link sent to your email.

Once logged in, all Maple services are available from your personalized dashboard.

Need more information? Head to the Frequently Asked Questions section at the end of this document for additional details.

Product Overviews



Headspace

Your guide to mindfulness and mental well-being

Headspace gives you access to over 1,000 hours of guided meditations and mindfulness exercises to help you manage stress, build resilience, and sleep better. Whether you are looking to quiet your mind, improve your sleep, or simply build a more consistent mental health practice, you can tap into guided sessions on topics like anxiety, self-esteem, focus, and sleep, along with sleepcasts, music, and personalized recommendations that adapt to what you need.

It is not therapy or a replacement for clinical care. It is ongoing, stigma-free support that gives you practical tools to look after your mental health every day. Research shows that people who use Headspace for 10 days report an 11% decrease in stress, and that number rises to 32% after 30 days, with measurable improvements in well-being and focus.

Everyday mental health for teams

Catch your breath, relax your mind,
and feel less stressed in minutes.



Headspace

Here's what's included

- 1,000+ hours of guided content — meditations, exercises, and mindfulness practices led by experts
- Personalized daily recommendations — tools and sessions tailored to your mental well-being goals
- Sleep support — sleepcasts, music, and bedtime audio designed for restful nights
- Stress and resilience building — guided meditations on stress, self-esteem, anxiety, and focus
- Movement integration — exercises to strengthen your mental and physical well-being together
- Science-backed approach — evidence-based mindfulness solution used by over 100 million people worldwide

How to Access

1. Log into your Maple account via the Maple app or web
2. Click the “Mindfulness & Meditation” tile from your dashboard
3. Register for Headspace using the same email you used for your Maple account
4. Start exploring personalized meditations, sleep content, and daily picks

How it helps

Support for stress in the moment

Open the app and choose from guided meditations focused on stress, anxiety, or self-esteem. Sessions range from a few minutes to longer practices so you can find something that fits the moment.

Tools designed for better sleep

Sleepcasts, sleep sounds, and wind-down exercises help your mind settle before bed, designed specifically to ease the transition into rest rather than just relax you generally.

A practice that builds over time

Personalized daily recommendations and structured courses help you develop a regular routine, so your mental well-being practice grows alongside your daily life rather than feeling like something extra to fit in.

Primary Care

For your everyday health concerns

Primary Care from Maple connects you with Canadian-licensed doctors and nurse practitioners. Whether you're managing a cold, need a prescription refill, or want medical advice, you can consult via secure text, audio, or video in English or French. Consultation requests are reviewed by primary care providers using our AI Intake Assistant, which gathers key information to help providers understand your needs and determine next steps.

You get comprehensive care that includes prescriptions, lab requisitions, specialist referrals, and more. Your digital health records stay with you across consultations and can be shared with your family doctor, ensuring continuity of care. Share your coverage with your partner, children, or dependents so everyone in your household can access the care they need when they need it.



Primary Care

Here's what's included

- Direct access to Canadian-licensed providers — consultation requests reviewed by doctors and nurse practitioners who can diagnose and treat
- Flexible consultation options — choose secure text, audio, or video based on what works for you
- Physician-led triage — consultations are reviewed by a doctor or nurse practitioner
- Comprehensive medical services — get diagnosis, prescriptions, lab requisitions, specialist referrals, and medical advice
- Centralized digital health records — store, manage, and share consultation notes with your family doctor in-app
- Whole household coverage — your partner and children (dependents) all get access

How it helps

A complement to your family doctor, not a replacement

Maple is not intended to replace your family physician. It gives you a way to manage health concerns that come up when you cannot get in to see your family doctor, and because your consultation notes can be shared directly with them, your care stays connected.

Care that follows you across consultations

Your health records are stored in your Maple account and carry forward each time you consult, so providers have the context they need to support you without you having to repeat your history from scratch.

A starting point when you are not sure what you need

If you have a concern but are unsure whether it needs a prescription, a lab test, or a referral to a specialist, a consultation on Maple helps you figure out the right next step without having to navigate the healthcare system on your own.

Primary Care FAQ

Is there a limit to what primary care practitioners can do on Maple?

Primary care practitioners on Maple can treat a variety of common health issues virtually. However, not all requests are suitable for virtual care. Requests on Maple are reviewed by primary care practitioners who will assess your symptoms and medical history to determine if your medical issue can be safely treated through a virtual visit.

Maple should not be used for medical emergencies. If you believe you have a medical emergency, please call 911 or go to the nearest emergency room.

Our primary care practitioners cannot legally prescribe narcotics or controlled drugs.

Who are Maple's primary care practitioners?

Maple primary care practitioners are Canadian-licensed doctors and nurse practitioners qualified to diagnose and treat a variety of common health issues.

Can I get prescriptions?

At the discretion of your treating primary care practitioner, prescriptions may be issued to treat your health concern. If you receive a prescription, you will have the option to pick it up at any pharmacy or have it delivered to your doorstep.

Can I get requisitions for lab work or diagnostic imaging?

At the discretion of your treating primary care practitioner, requisitions for lab work or diagnostic imaging may be issued to diagnose and treat your health concern. Secure electronic forms are generated on Maple and can be printed and taken to any local lab / non-hospital imaging centre for testing. Results will be uploaded to your Maple medical record and follow up care can take place virtually on Maple or with your family physician.

Can I get referred to a specialist?

At the discretion of your treating primary care practitioner, specialist referrals may be issued with the aim to find you a specialist in your local area. You'll be notified of the specialist you were referred to and their office will contact you to schedule an appointment. Please note that wait times may vary based on public system availabilities.

Does Maple replace my family physician?

Maple is not intended to replace the care of a family physician. Maple can be helpful for those who do not have a family physician and for those who do, Maple provides a way to manage primary care issues that arise when you can't get in to see your family doctor.

Primary Care FAQ

What other features are available on Maple?

Maple also allows you to consult specialists and paramedical practitioners on the platform (i.e. dermatologists, endocrinologists, etc.). While these visits will represent an out-of-pocket expense, they may be reimbursable through your extended health benefits.

Can I request a specific primary care practitioner?

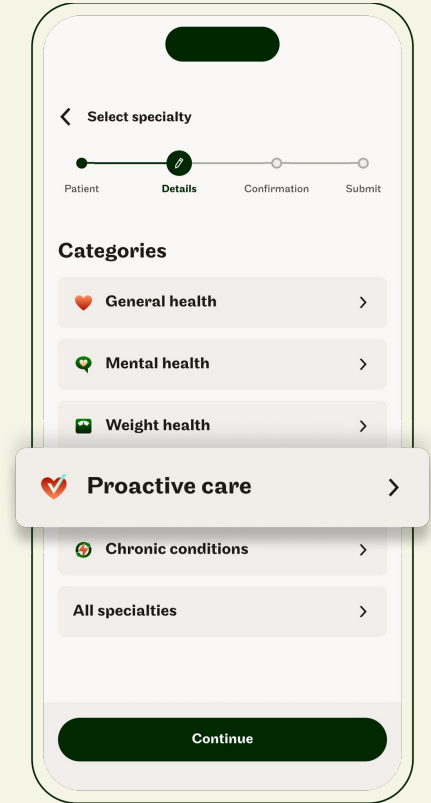
Maple selects the next available primary care practitioner to start your visit as quickly as possible.

Proactive Care

Stay ahead of health issues before they start

Preventive healthcare usually falls through the cracks, you know you should get screenings, but figuring out which ones you need, when you need them, and where to go makes it easy to put them off. Proactive Care through Maple's Personal Health Check-Ins removes that friction by delivering 40+ personalized, evidence-based assessments straight to your Maple account based on your age, lifestyle, and medical history, all sourced from trusted Canadian health organizations that are updated with the latest guidelines.

You see exactly which screenings matter for you and why, complete them when it's convenient, and if your results suggest you're at risk for conditions like diabetes or cardiovascular disease, you can connect with a practitioner on Maple to discuss what the findings mean and what to do next. This approach helps you stay ahead of the chronic diseases affecting 60% of Canadians over 20 instead of managing them after they've already taken hold.



Here's what's included

- Personalized health assessments — 40+ evidence-based screenings tailored to your age, lifestyle, and medical history
- Trusted Canadian sources — all assessments link to trusted organizations like Diabetes Canada and the Canadian Cardiovascular Society
- Updated with latest guidelines — database constantly updated with the most recent Canadian health recommendations
- Family coverage — complete assessments for every patient profile in your Maple account
- Transparent guidance — see which factors contributed to why you're receiving each specific assessment
- Centralized health records — results stored in one convenient place within your Maple app

How to Access

1. Log into your Maple account and select "Health hub" from your dashboard
2. Click on "Personal health check-ins" and agree to allow Maple to use your health profile information
3. Select an assessment from your personalized list and follow the prompts to complete it
4. Review your results and connect with a doctor or nurse practitioner on Maple

How it helps

Early detection that prevents bigger problems

60% of Canadians over 20 live with a preventable disease, and Personal Health Check-Ins help you catch potential issues in their early stages when they're easier to manage and less costly to treat.

Clear direction on what matters for your health

Instead of guessing which screenings you need or waiting for an annual checkup that never happens, you get a personalized roadmap of the tests and assessments that are actually relevant to you based on your unique profile.

Immediate support when you need it

If an assessment shows you're at moderate to high risk for a condition, you can talk to a nurse practitioner or doctor on Maple right away to get counselling on your specific risk factors and a tailored plan for next steps.

Support when you need it.

If an assessment raises a question or flags something worth exploring, speaking with a nurse practitioner or doctor on Maple is a simple next step. They can help you understand what the results mean and guide you toward the right care for your situation

Frequently Asked Questions

About Maple

What is Maple?

What started with the goal to reduce emergency room congestion has grown into a leading platform connecting patients to a diverse network of healthcare practitioners, helping millions of Canadians take control of their health.

How does Maple work?

Sign up, request a visit and connect with a Canadian-licensed doctor or nurse practitioner anytime, anywhere via secure text, audio or video. Then, get your care plan or prescription, pending a diagnosis and the practitioner's discretion. We'll be there for you every step of the way.

A starting point when you are not sure what you need

If you have a concern but are unsure whether it needs a prescription, a lab test, or a referral to a specialist, a consultation on Maple helps you figure out the right next step without having to navigate the healthcare system on your own.

Privacy & Security

Is my information private on Maple?

Yes. Our systems are built and maintained to specifically meet applicable Canadian laws and regulations. To read our full Privacy Policy, visit getmaple.ca/privacy.

Technical & Device Support

Which devices can I use to access Maple?

Access Maple on your smartphone, tablet, or computer. Download the app for iOS and Android, or sign in via any modern web browser.

Frequently Asked Questions

Managing Your Account & Family

Can I add family members to my account?

Yes, Maple's quick and convenient access to care is available for your eligible dependents. Eligible dependents are limited to those who would also be covered under your benefits, such as spouses and children.

When can I access Maple?

Maple is accessible 7/7 during daytime hours from any smartphone, tablet, or computer. Service availability may vary depending on your program, so refer to the Your Program section for details on what's included in the specific plan.

Primary care programs include one visit per day with a primary care practitioner.

Getting Started & Registration

I already have a Maple account. How do I add my new coverage?

Log out of your current account by visiting app.getmaple.ca/logout. Follow your organization's registration process – Visit your organization's custom registration URL. When you reach the registration page, click "Sign In" at the top right corner. Log in with your existing Maple username and password. Your new coverage will automatically link to your existing account.

My verification information isn't working. What's wrong?

If you're having trouble verifying your information when trying to register: Double-check that you're entering your unique identifier exactly as it appears on your documents (e.g., employee ID, policy number, student number, etc.). Try different formats if applicable – For example, try with or without dashes or spaces. Still not working? Contact Maple's Customer Support team via the chat in the app or at support@getmaple.ca.

Frequently Asked Questions

Using Maple Services

How long will it take to hear from a provider?

When you submit a request, you'll see the typical response time displayed on your waiting room screen. The displayed time is an average, and your actual response time may vary based on your location, time of day, request volume, and the type of healthcare provider you're requesting to speak with. You'll receive a notification by email or text when a healthcare provider is ready to start your visit.

When should I NOT use Maple?

Maple should not be used for medical emergencies. If you believe you have a medical emergency, please call 911 or go to the nearest emergency room. Examples of emergencies include chest pain, difficulty breathing, severe injuries, or stroke symptoms.

What happens if my request isn't suitable for virtual care?

If one or more providers determine your request is not appropriate for virtual care, you'll receive a clear explanation of why and recommended next steps to guide you toward the most appropriate and safe way to get care. You can view this information in your consultation summary.

**Have more questions?
We're here for you.**

Visit helpdesk.getmaple.ca or use the chat feature in your Maple app or on the website.