

Multimedia Appendix 2: Clinical intake screening process [1]

Within each request for service, there is a well-defined process to assess and understand the issues/concerns of the client and match them to a type and modality of service that best meets their needs and goals. Some considerations during the intake process include, but are not limited to:

Clinical best practice Some of the services may not be appropriate for individuals in crisis, and as such they will not be offered to EFAP clientele; more appropriate clinical interventions will be identified and recommended. As well, certain types and modalities of service are preferable to address chronic, complex issues associated with serious mental health conditions.

Age Some of the services noted above are not appropriate for those who are under 18, such as First Chat.

Employment factors Whether a client is employed in a part-time/full-time role, retired or unemployed, working shifts, working remotely, working in various rotating locations, and/or working in a setting allowing for privacy, etc. are all variables for consideration in determining what modality of service is best suited to the client's capacity to participate in clinical programming.

Lifestyle Lifestyle variables and a client's capacity to allocate time to the clinical process will be assessed at the time of intake. For example, a client who spends most of their time at the workplace with no privacy may not be best suited for telecounselling, but may be well suited for e-counselling or one of our other online modalities of service.

Learning style Comfort level with the various modalities of services offered, based on prior experience, current expectation, and reported success in the past will determine the resulting recommendation(s).