

## Frequently Asked Questions

### WHAT IS THE CLARITY PROGRAM?

Clarity is an 8-week Cleveland Clinic eCoaching program that focuses on participants' overall emotional health and well-being. Qualifying participants will be paired with a dedicated eCoach whose work is overseen by a licensed clinician.

### WHAT IS COACHING?

Coaching takes a client centered approach to enhancing well-being through creating and sustaining behavior change. It honors the fact that each of us is an expert on our own lives. Coaches partner with participants to help them discover their needs, tap into their internal strengths, environment, and external resources to make sustainable, life-long behavior change.

### WHAT IS CLARITY ECOACHING?

eCoaching involves frequent and direct email communication between a participant and his or her eCoach. With the support of an eCoach, participants will set well-being goals. Examples of goals include learning coping skills and techniques to better increase happiness, calm, and a peaceful mindset when managing life's ups and downs.

eCoaches use proven modalities like Cognitive Behavioral Therapy (CBT) techniques, Mindfulness, and Motivational Interviewing along with providing homework assignments, articles, videos, and other resources to assist the participant in meeting their personalized goals.

### HOW OFTEN DOES MY COACH COMMUNICATE WITH ME?

Coaches typically work a Monday-Friday schedule and do their best to respond to your emails within 24-48 business hours. There are circumstances where it might take your coach longer to get back to you. An example of this is unplanned time off.

## WHY IS THIS PROGRAM DONE THROUGH EMAIL?

We have found email communications are a convenient and effective way to collaborate with participants. Participants can send emails at times they find convenient rather than having to schedule an appointment or call. Email based eCoaching also allows for the easy exchange of attachments such as our handouts, homework assignments, and mood trackers.

## WHO CAN PARTICIPATE?

If you are experiencing mild stress, worry and/or unhappiness that isn't at a level of a diagnosable mental health disorder, this program is for you. It is also appropriate for those in the maintenance phase of treatment who could benefit from ongoing practice and partnership. Those who are not appropriate for the program will be connected with a Clarity Care Navigator who will explore and route them to other channels available, including Manulife Benefits and/or community resources.

## WHAT DOES IT MEAN IF I COMPLETE REGISTRATION AND A CLARITY CARE NAVIGATOR REACHES OUT TO ME TO DISCUSS MY SCORES?

Clarity is clinically developed and overseen by licensed clinicians. Because of this, we are careful not to cross the line into clinical or mental health care. We worked with a medical advisory committee at the Cleveland Clinic made up of physicians, psychiatrists, and counselors to develop cut-scores on our measures that allow us to operate in the well-being and not mental health space. When a participant tests above these cut-scores, a Care Navigator will reach out to the individual to review his or her scores and discuss programming options. Care Navigators are licensed mental health clinicians at Cleveland Clinic.

*\*This program is not a counseling program and is not intended to be used in place of counseling.*



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