

User Guide

ONBOARDING THE AVENTIS WELLNESS' COUNSELLING/THERAPY SERVICES



-Head over to <u>aventiswellness.com</u> and select Sign Up.

-Remember to send & verify your OTP in order to proceed.



Healthy Minds, Healthy Workplaces

Challenges, adversities, and stressors at work are inevitable. According to statistics, employees have been more frustrated, burnout, and exhausted at work because of overwhelming and emotional stressors.

Do not journey alone as a healthy work-life balance is essential for peak performance. Here at Aventis Wellness, we prioritize your own and your company's mental well-being.

Learn More



Sign Up

First name *	Last name *	← +65		
		Send OTP		
testing@mail.com	•••••			
Gender *	Age *	How did you find us? *		

Employee Assistance Programme

-If your organization has informed you that you are able to redeem free therapy sessions under Aventis Wellness (AW), do tick the EAP Box and upload your relevant document (employment letter, proof of employment, etc). This process is done so that you remain anonymous to your employer which is one confidential key purpose of EAP.

-For more info, do check in with your HR, info should have been disseminated over company email. Once approved, your account will be granted free credits to redeem therapy sessions.

Company *		✓ A	ccess Code *	
enjoy your free sessions please upload the nec	essary documents. Uploa	d		
nployment letter or document of proof	, , ,			
()				
Drop your file here or click he	ere to upload			
You can upload up to	files			
our employer will not know that you are attending	therapy from AW.			
l therapy sessions are kept P&C				

Purchasing Credits

-Purchase credits to redeem Therapy sessions from our Therapists

-Take note that purchasing package of 3 or 5 credits saves you cost

Your appointments

Once you have booked a session, your therapist will have to accept your appointment notification. Once that is done, he/she will reach out to you over email/contact number regarding your appointment link. If you do not receive any response from your therapist within 2–3 days, please reach out to Customer Support. Thank you for journeying with Aventis Wellness.

Credit Balance: 9





Counselling Session x 5

Scheduling Appointments

Once you have credits, you will be able to book our Therapist's time. Feel free to explore which therapist may fit your preference by scheduling sessions with them.



Do Take Note:

-All appointments are held online by default through platforms like Zoom or Google Meets

-Requesting a Face to Face session @ **100 Orchard Road #03–18 Concorde Hotel, Singapore 238840** would require an additional **\$\$35** to cover Therapist Transportation and Booking of Facilities. Communication with your therapist can be done externally

-The additional payment would have to be done on the day itself and at the center via online bank transfer or PayNow

-For directions, do check out: <u>https://aventiswellness.com/therapy-sessions/</u>

Aventis Centre for Wellness and Organizational Psychology Pte Ltd
Account : 003-913955-1
Bank name: DBS Bank
Bank code: 7171
Branch code: 003
SWIFT CODE : DBSSSGSG



Confirmation

-Choose your Therapist and select "Book Appointment" to book their Available Timeslot

-Please book sessions at least 24 hours in advance. Do not book a therapist's slot if that slot is in less than 24 hours even if it is an available slot. This would ensure sufficient time for the therapist to prepare for the session.







Ensure that you Proceed to Confirm



Without Confirming, your Therapist will not be notified. **Make sure to have credits** to confirm your booking.

Finally,

Your selected Therapist will email/contact you once the session is confirmed and provide you an online link/meet up details.

If you prefer texting our Therapists, please download and sign up on our App. However, counselling session bookings still must be done on aventiswellness.com

Should there be any changes in appointments after confirmation, please inform your Therapist. Rescheduling of appointment is only allowed if there is >24hrs notice.

Aventis Wellness (ALDO) App

Purpose of App:

- To enhance Therapist-Client communication: Discuss session availability, counselling queries, & safety check-ins.
- 2. Anonymous journaling for organizations to understand how to improve the majority well-being of their own staff
- 3. For clients to increase self-awareness with psychology & wellness-related content by AW. Also, to experience 24/7 AI-Powered Solution-Focused Chatbot.









Special Features (ALDO)



Microlearning



24/7 SFBT AI-Powered Chatbot





Ethical Client-Therapist Communication

Anonymous Journaling

How to use ALDO

1. Create an account. Take note: you need another account for the app and not just the website.

1:34 🗢 🔳 1:52 ы 🕆 🗖 1:55 .11 🗢 🔳 1:52 .11 🗢 🔳 1:52 < Q Search here Q SOS SOS How are you feeling Today? Jess Wong Jouie Lim : **~** : How are you feeling Today? **Building Emotional Re...** Over here in Aventis Wellness, we Нарру Calm Fun Hi! Would like to ask whether would u be able to handle my Sophia Koh emphasize psychoeducation. It is anxieties that i have been feeling since the start of work 2 essential to be equipped with the necessary skill set especially in Noel Capel months ago... ** times of crisis. Check out our 35 microlearning tab for more > All Packs Emil Chung insight! Angry Anxious Fadzilah If so, could we schedule a session ? I will book ur availbale slots Building Emotional Re... 2 C .. on abentiswellness.com Gaayathri Depressed Content Demotivated Dipti Jaiswal > **Our Therapists** 24 1 Aventiswellness.com* **Ricky Wang** Coping With Depression -> Discouraged Guilty Restless Ponnampalam Denise ... Jouie Lim Sophia Koh Noel Capel ... Jess Wona ••• Jayanthi Confused Sad Jealous Vanessa Keh Here are our Therapists for you Improving Breathing 30 Rashmi Sharma Stressed Disappointed Crying Vivienne Loh B Å M 0 俞 M ° G Back Next Profile Anand Mahey Home Profile Journal Chat Journal Chat

2. Observe & select the Therapist of your preference to begin chatting with them

3. Learn bite-sized psychoeducational content, use our Chatbot & Journal to self-regulate

Thank You for journeying with us

For more info please check out our FAQ on our website: <u>https://aventiswellness.com/faq/</u>

For credit matters, please WhatsApp Message 90822433



Property of Aventis Wellness Author: Jeremy Ho