

Welcome to Kii, a program designed to empower you to live your best life.

We are here to provide you with confidential, immediate support for any health, work or life challenges you may be facing.

Kii Health includes:



Member & Family Assistance Program (MFAP)

Get confidential, short-term, issue-based counselling, accessible 24/7, for everyday life challenges, such as mental health issues, financial struggles, legal concerns, or relationship issues.



Mental Health & Wellness

Speak to licensed therapists with nurse navigation at intake to guide you to the right care plan. From prevention of to treatment for conditions such as depression, anxiety, stress, grief, trauma and more.



Medical Care

Get connected with qualified nurses and healthcare professionals from the comfort of your home.



Reference Library

Access credible health information to learn more about your conditions and treatment plans. Featuring over 50+ health associations and professionally curated bilingual content from Merck Manuals, a leading medical information resource for healthcare professionals and patients.



Health & Wellness eNewsletters and Webinars

Sign up for the Kii newsletter to receive monthly articles, videos and invites to live webinars.



Log into your account at:

Kiihealth.ca | Access code: AFBS0125
1-866-814-0018

Empowering better life choices.

Life throws a lot at you, and juggling work and personal responsibilities can be overwhelming. We have a wide variety of services to help you tackle more of your to-do list than ever before.

Legal Advice

in areas such as family law, wills, bankruptcy, estate planning and real estate.

Financial Advice

in areas such as budgeting, financial planning, credit support, debt management and mortgages.

Life Coaching

with a certified life coach to help overcome perceived obstacles, set goals and realize your potential.

Health & Wellness Advisors

can support with nutrition, smoking cessation, better sleep and mindfulness.



Empowering better mental health.

Personal challenges might be affecting your mindset or ability to be your best self. We provide a wide variety of options to help you feel your best.

Counselling

Short-term support that can be accessed virtually, on the phone or in-person to help with stress or family issues such as divorce or parenting.

MindBeacon™ Guided CBT Program

Your therapist guides you through an online Cognitive Behavioural Therapy (CBT) program of readings and exercises to help you improve your resilience and face life's challenges.

Our counsellors are a team of highly qualified mental health professionals with a high level of experience dealing with a wide range of issues. They provide a supportive and understanding environment to help you address and resolve your problems.



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Empowering better physical health.

Save time and hassle by accessing medical professionals quickly and easily from the comfort of your home.



General Medical Advice

Seek professional help for cold and flu symptoms, rashes, headaches, eye pain, allergic reactions, joint pain, back pain, COVID exposure, women's health, sexual health, and child and infant care.

Prescriptions – New and Refills

Avoid the back and forth with pharmacies and doctors to get your prescription easily and quickly.

Medical Notes, Lab Work Requests and Lab Results

Get medical notes or requests for lab work such as blood tests, and review your results with a clinician.

Referrals for Specialists

Whether you don't have a family doctor or are looking for a trusted referral to a healthcare specialist, we have a directory of over 20,000+ specialists in the country that we can connect you with. Yes, that's right – you can skip the doctor's office and the lengthy waiting periods.

Things that you may have on your mind.

Will anyone know I'm using Kii?

All services accessed are kept strictly confidential within the limits of the law. This means we will not disclose any information about you or your family to anyone without your consent.

How can I be sure this will be right for me?

We have professionals who are trained in delivering care with sensitivity to differences in spiritual, cultural, race, language, disabilities, gender, and sexual orientation.

What's the cost?

There is no additional cost to use Kii. Access to Kii has been provided to you through your AFBS insurance program. If you need more specialized support that isn't covered by the program, your nurse can suggest an appropriate care plan and help you navigate coverage via other benefits and/or the public health care system.

Will there be a long wait time when I call in?

A real-life person (Kii doesn't use bots!) will answer the phone within minutes and the person answering is actually a highly skilled nurse. You'll answer a few questions and then be directed to the service best suited to support you.

Do I have to download an app? How complicated is it to access this online?

There is no app to download! You can access Kii via a browser on your phone, computer or tablet. Creating an account takes less than a minute and our online experience is seamless and easy to navigate.



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