

# Welcome to LifeWorks

Support for Family, Health, Life, Money, Work  
and Everything in Between

*LifeWorks*

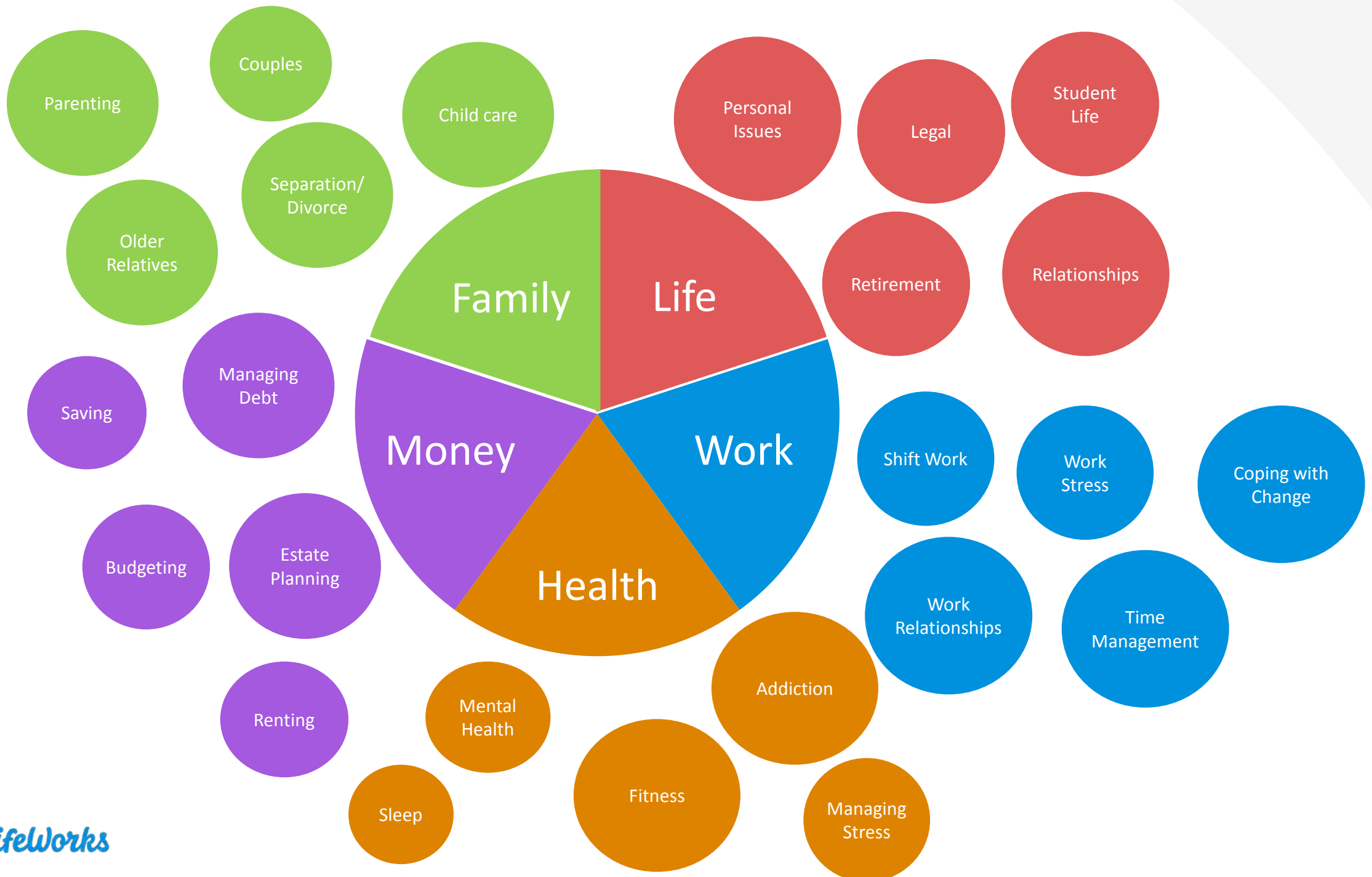
## LifeWorks – Your confidential employee assistance program (EAP) and work-life/wellness resource.

- **Expert advice, helpful resources, practical strategies** - support to help you achieve goals and handle life's everyday issues and concerns.
- **24/7/365 support by phone** – a qualified, professional consultant to talk to, whenever you call!
- **Website and mobile app** for access to a wealth of information, resources, and tools – any time, from anywhere.
- Available to **you and your immediate dependents at no additional cost** to you (as defined by your benefits plan)
- **Voluntary and confidential (not anonymous)** – exceptions include immediate risk of self harm/harm to others, and court order compliance
- **Bilingual (English and French)** – translation services available at intake



# How LifeWorks Can Help







**What to expect when you call**

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# 24/7 Consultations

LifeWorks' qualified program consultants provide **practical work-life support and strategies** to address everyday issues, as well as **referrals to counsellors and other specialists**:

- Work-life balance/stress management
- Health and well-being
- Legal
- Financial
- Parenting & childcare
- Elder care
- Naturopathic
- Nutrition

**And much more!**



# Community Referrals and Information Services

- **Referrals to community support** for clinical needs that are longer term in nature
- Support by our research team to assist with gathering information and **making connections to community-based services** and agencies.



Community Referral for  
Longer Term Clinical Support



Community Groups, Events,  
Resources



Volunteer Opportunities



Moving



Learning Another Language

# Counselling

- **24/7 counselling** by phone for immediate needs
- **Solution-focused**, short-term counselling model: number of sessions varies, determined on a case-by-case basis
- **Clinically appropriate approach**: matches the number of sessions to the individual need
- **Specialized counsellors**: individual & couples, marital & family therapy, mental health
- **Variety of modes to suit clinical needs and individual preferences**: By phone, in person, virtual group, video, chat

## LifeWorks counsellors:

- Minimum of a **master's degree** in psychology, educational counselling, social work, and five years' clinical experience.



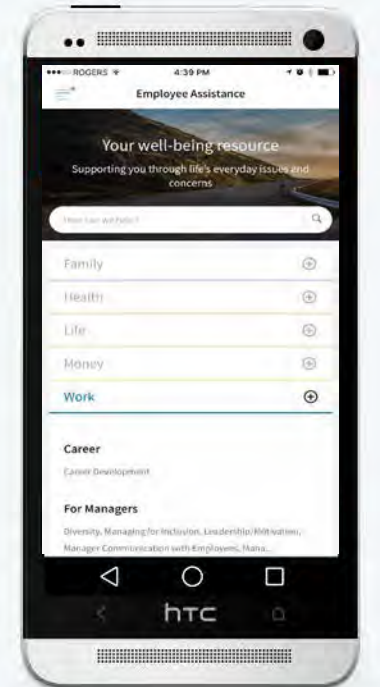
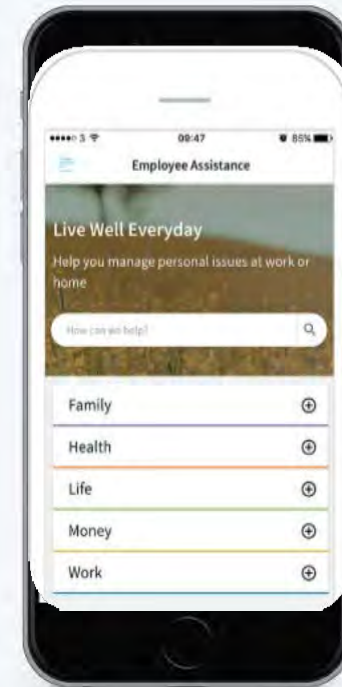
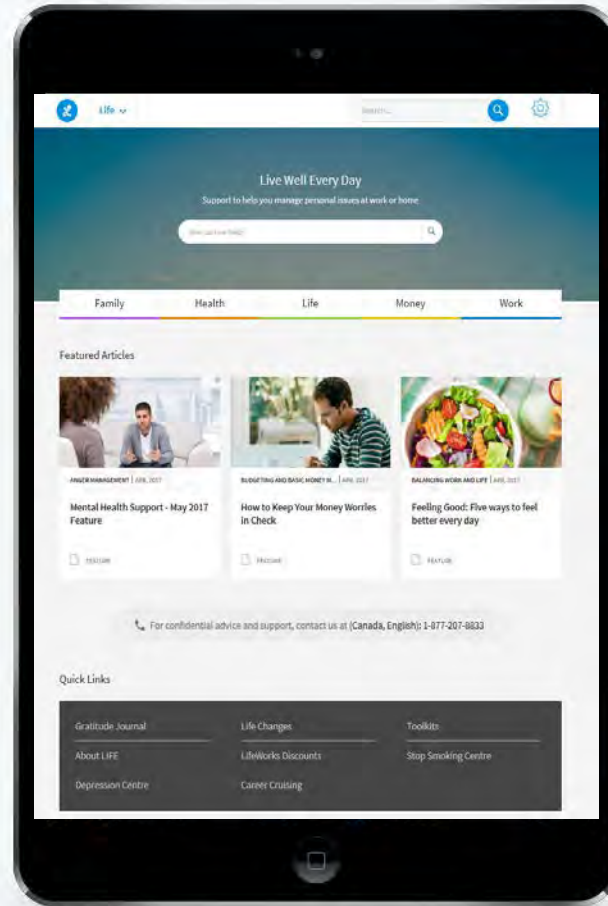


# LifeWorks Website & Mobile app

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# Wherever, whenever, however!

- Platform optimized for use on any device
- Any time access to toolkits, eBooks, podcasts & articles
- Sophisticated content suggestions for read next & related articles
- One click to be connected to a consultant



# Online Support for Life's Transitions & Stages

## Life Changes

- Moving
- Relationship Changes
- Becoming a Parent
- Midlife and Retirement
- Natural Disasters/Traumatic Events
- Helping Older Relatives
- Grief and Loss
- Joining the Workforce
- Workplace Change
- Becoming a Manager

## Toolkits

- Sleep Health
- Weight Loss
- Change and Resilience
- Mindfulness
- Parenting as a Team
- Single Parenting
- Older Adults Safety
- Estate Planning & Will Kit
- Divorce
- Managers
- Identity Theft
- And many more!

## Tools/Programs

- Depression Centre
- Stop Smoking Centre
- Career Cruising
- **Coming soon!**  
Financial Assessment



## Technical issue? No problem...

- Access help directly from Settings
- Find answers to many basic questions about the program
- Submit a request for additional support, for childcare or other services