

Employee Assistance and Well-being Program FAQ

LifeWorks is an employee assistance program (EAP) and innovative well-being resource, available any time, 24/7. As employees, you can access counselling, practical information, and digital content from LifeWorks to support your mental, physical, social and financial well-being.

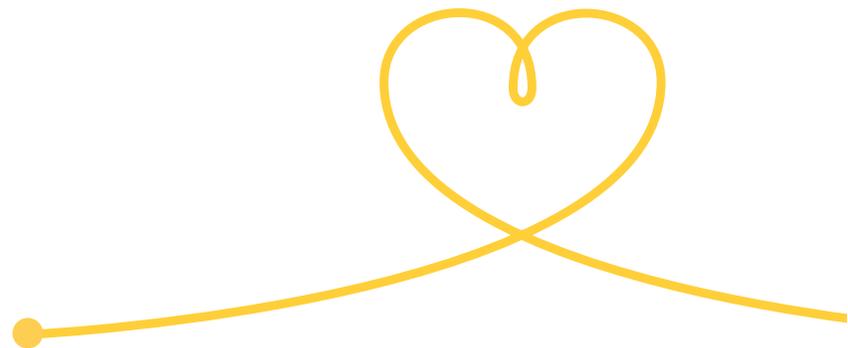
You can access LifeWorks by mobile app for iPhone or Android, by web browser (login.lifeworks.com) or by calling:

Toll-free, 24/7:

Online:

User ID:

Password:



Get the "LifeWorks" app!



What is LifeWorks?

LifeWorks is an employee assistance program (EAP) and well-being resource that provides confidential consultations with professional advisors, information and resources, connections to community agencies and supports, and referrals to counselling and other specialists.

Why would I contact LifeWorks?

LifeWorks can help you find support and resources to answer questions related to work, life, health, family, or money. You can contact LifeWorks for any issue, challenge, or concern. Advisors are available 24/7, and immediate support counsellors are available by phone 24/7.



Who can use LifeWorks?

LifeWorks is available to you as an employee of your organization (or as a member of an association/union), as well as to your spouse/partner, and to your dependents.

Is LifeWorks confidential?

Yes. We take the utmost care to protect the identity of anyone who uses LifeWorks. The only exceptions to confidentiality include those governed by law, i.e., we are required to release documents under court subpoena, and we have a duty to intervene and report if an advisor or counsellor deems an individual to be at imminent risk of harm to self or others.

Who pays for LifeWorks?

LifeWorks is available at no additional cost to you, as defined by your benefits plan. Your employer, union, or association provides this program as a benefit to support your well-being.

What are the qualifications of EAP counsellors?

LifeWorks' EAP counsellors are highly qualified, and we carefully screen all our affiliates to verify their credentials and level of experience. Many of our counsellors have PhDs and MDs; minimally, they are required to have a Master's degree in Psychology, Social Work, Educational Counselling, or other related human services field.

How many counselling sessions can I expect?

Our counselling model is short-term and solution-focused, which means that LifeWorks' clinical team will recommend an appropriate counselling plan for you on an individual basis, with the goal of helping you address your particular issue. You can access counselling for each problem or issue that you're experiencing. In the event that your concern is ongoing in nature, your EAP counsellor will discuss with you the appropriateness of a referral to a community resource outside the EAP, and will work with you to access this long-term support.

When can I contact LifeWorks?

You can contact LifeWorks any time, 24 x 7 x 365.

How often can I contact LifeWorks?

You can access all the digital content and/or contact LifeWorks as often as you need.