



LifeWorks – Your Employee Assistance Program (EAP) & Work-Life/Wellness Resource

LifeWorks EAP is a full-service employee assistance program (EAP) and work-life/wellness resource. LifeWorks provides confidential consultations, counselling, community referrals, multimedia resources, and online access to hundreds of articles, self-assessments, blogs, audio recordings, toolkits, calculators, and more. Services are available 24 hours a day, seven days a week, 365 days a year, toll-free, online at www.lifeworks.com, or by mobile app. Have your User ID and Password handy when accessing the employee LifeWorks portal.



Service Modalities Offered:

- In-person
- Telephonic
- Video
- Chat
- Virtual Group Counselling
- Online support
- Mobile-first app

New in 2017:

New innovative platform:

- New mobile app for all users
- New web experience
- Newsfeed to push content to users
- Refreshed content
- Drive utilization to valuable EAP and wellness solutions
- Build employee engagement
- Provide convenient access to preventative content and resources
- Improve health and wellness of your workforce by making content personal and relevant
- Wellbeing - Engage and inspire employees with snack-able wellness interactions focused on prevention
- Enhancement of digital wellness tools and self-directed behavior change programs



Short-term solution-focused counselling for any issue, including but not limited to:

- Personal and emotional difficulties
- Marital and relationship issues
- Family issues (including parenting, childcare and eldercare concerns)
- Interpersonal conflict
- Addictive behaviors (alcohol, drug, smoking, sex, internet, gambling, etc.)
- Work-related concerns
- Violence
- Physical & Sexual Abuse
- Anger Management
- Depression
- Trauma
- Single parenting
- Grief/ Bereavement
- Career
- Special needs
- Stress / burn-out
- Harassment
- Multi lingual services in over 140 languages
- Plus referrals outside of the program for specialized services

Counselling, consulting & educational materials to support everyday issues including but not limited to:

- Financial counselling
- Legal consulting
- Nutritional counselling
- Naturopathic Counselling
- Help with parenting challenges
- Childcare locating and resourcing
- Eldercare locating and resourcing
- Midlife and retirement
- Health & wellness
- Co-worker relationships
- Managing people
- Career Support
- Relocation assistance
- Community resources
- Education
- Older adults
- Every day issues
- Plus referrals outside of the program for specialized services



LifeWorks Information Services:

Let us research it for you and your employees so everyone can focus on their work. We can help you find information on almost anything: Childcare, a new doctor, dentist or specialist in your area, information on a medical condition or clinical trials, or locations where you can pick strawberries with your kids!

Psycho-Educational Materials:

Award-winning educational materials; articles, booklets, kits and audio recordings produced by LifeWorks featuring experts in the fields of parenting, stress management, and addictions, etc.). For example, "Growing Stronger Through Change" recording, "Parenting in the 21st Century" recording, "Getting out of Debt" booklet, "New Parent Information" kit, and the Healthy Weight Packet, to name just a few. The materials are available free of charge in downloadable format (PDF or MP3) through our website or mobile app.

Online Support:

"Lifeworks.com is an award-winning employee wellness website full of information, self-assessments, e-learning tools, podcasts and our educational library including but not limited to the following resources:

- Website and materials fully accessible via smart phone
- Includes hundreds of articles, tip sheets, and resources on a wide array of subjects
- Specialized "Student Life" section
- Create a personalized "My LifeWorks" homepage
- Audio Recordings (downloaded in MP3 format)
- Booklets (downloaded in PDF format)
- Summer Family Safety Toolkit
- Complete Will Kit
- Childcare Services Locator
- Divorce Toolkit
- Financial Toolkit
- Healthy Weight Calculators
- What Help Does My Older Relative Need?
- Understanding Stress, Increasing Resiliency web-based training
- Becoming you: Finding Your Path in Your 20s and 30s
- Retire, Rewire, Renew': Planning Your Life After 50 Toolkit
- Career Cruising For Teens Assessment Tools
- LifeWorks Depression Centre (16-week cognitive behaviour based program to help people with symptoms of depression)
- LifeWorks Stop Smoking Centre - Smoking cessation program
- Podcasts
- Quizzes, Self-Assessments, Tips and Polls
- Blogs
- Award Winning LifeWorks Mobile App available for iPhone, BlackBerry, and Android smartphones



Management Support:

- Management consultations with specially trained LifeWorks consultants
- Monitored employee referrals/ Workplace Referrals
- OneSource Manager's Guide
- Online resources for managers
- Free monthly Manager Webinar/ Resource

Organizational Services:

- Critical Incident Stress Management (CISM) / Trauma Services (one 3-hour session per year included)
- Electronic communication materials
- Monthly promotions featuring information on how LifeWorks can support your employees
- Quarterly newsletter highlighting new features of the LifeWorks program
- Statistical reporting so you can understand how your people are utilizing the LifeWorks program
- Account Management to help you launch the LifeWorks program, help you design communication programs to support your employees, interpret reporting, etc.
- People Leaders website (lifeworkshr.ca)
- 1 in person orientation session for every 200 covered employees (1st year of service)

