

# Frequently Asked Questions

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

### What is LifeWorks?

LifeWorks 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](http://www.lifeworks.com), or by mobile app.



### Who is eligible to use LifeWorks?

LifeWorks is available to you, to your spouse/partner, and to your dependents, at no additional cost to you, as defined by your benefits plan. You can contact LifeWorks directly and privately, as often as you like.

### When can I contact LifeWorks?

Any time that is convenient for you. You can call LifeWorks toll-free, 24/7, to connect confidentially with a consultant for help with issues related to work, life, and everything in between. You can also log in to your program website ([www.lifeworks.com](http://www.lifeworks.com)), or connect with us via mobile app any time.

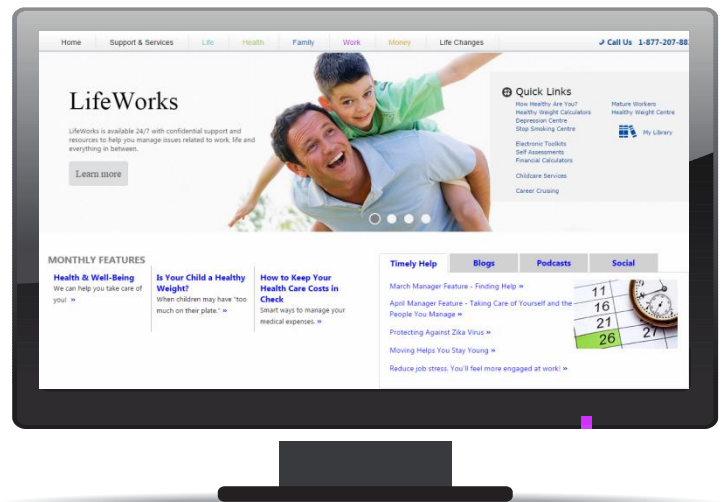
### How can LifeWorks help me?

Here are just some of the topics with which LifeWorks can help:

Life	Health	Family	Work	Money
Retirement	Mental Health	Parenting	Time Management	Saving
Midlife	Addictions/Recovery	Couples	Career	Investing
Student Life	Fitness	Separation/Divorce	Development	Budgeting
Legal	Managing Stress	Older Relatives	Work Relationships	Managing Debt
Relationships	Nutrition	Adoption	Work Stress	Home Buying
Disabilities	Sleep	Death/Loss	Managing People	Renting
Crisis	Smoking Cessation	Childcare	Shift Work	Estate
Personal Issues	Alternative Health	Education	Coping with Change	Planning/Wills
			Communication	

## What services does Lifeworks provide?

- 24/7 support & information:** Professional program consultants are available 24/7. Whether you need support for a parenting challenge, suggestions about how to handle a situation at work, or guidance with any other personal or professional issue, our consultants can provide expert advice and support, and point you towards helpful resources.
- 24/7 access to a secure program website:** [www.lifeworks.com](http://www.lifeworks.com) contains hundreds of articles and resources, such as e-books, toolkits, quizzes and self-assessments, podcasts, full-length audio recordings, and more. You can also chat securely online with a consultant about our services.
- Counselling:** Counsellors are available by phone 24/7. We may also refer you for counselling by phone, by video (live via webcam over the Internet), or in person in your local area. Your counsellor will contact you within two business days to arrange a face-to-face appointment.
- Specialized counselling services:** We can refer you to a professional for legal or financial matters, to a registered dietician for nutritional counselling, or to a Naturopathic Doctor for naturopathic services. These types of referrals require a scheduled call-back, and the consultant can only leave a message if you permit us to do so. If we do not have your permission to leave a message, it may be difficult for you to know if someone has attempted to connect with you. If you do not receive a call-back as arranged, please contact us again so we can investigate and connect you to the service.
- Free mobile app:** To get the app for iPhone, Android, or BlackBerry, simply search for “Lifeworks” in your device’s online app store.
- Research requests:** Requests may include inquiries related to: support groups, elder care resources, childcare, housecleaning/lawn care services, community information, consumer resources, workout facilities, moving/relocation, wedding resources, and other unique requests. These types of requests generally take three to five business days to process. Please specify if it is urgent. If you expect the research results to arrive by email and it has not arrived as arranged, remember to check your email’s junk folder. If you cannot locate it, please contact us again.



If you contacted Lifeworks through the program website ([www.lifeworks.com](http://www.lifeworks.com)) and you haven't heard back as expected, please contact us again. There may be an error in contact information.

## Do I pay to use LifeWorks?

LifeWorks is a service available to you and your dependents at no additional cost to you, as defined by your benefits plan. Contact the program as often as you like, and counselling is available for each issue you may be experiencing.

However, if you were to accept a referral for specialized counselling or to a service for ongoing support outside the EAP, you may be responsible for those costs. For example, if we referred you to a counsellor for long-term

counselling, you may incur fees charged by that specialist. Depending on your medical benefits, you may have to cover those costs. Or, if we referred you to an attorney for a legal matter, your initial consultation would be free, but if you decided to retain ongoing legal services, that would be your financial responsibility.

Regardless of your need, an EAP consultant will work with you to find you the most appropriate, cost-effective support, and will let you know that you may incur costs, if applicable.

## Is LifeWorks confidential?

Yes. Neither your employer nor anyone else will know that you used LifeWorks without your consent and written permission -- not your supervisor, not even your partner or spouse. We treat your information with the same level of confidentiality that applies to medical records, and we abide by applicable privacy legislation, including provincial privacy laws and PIPEDA. The only exceptions to confidentiality are scenarios governed by law:

- We must release records subpoenaed by a court.
- If an EAP consultant or counsellor deems a client to be at imminent risk of harm to self or to another person (emotional, physical, sexual), in particular, in cases where a consultant/counsellor is concerned about the well-being of a child or elder, we are required by law to intervene. We must report the information to appropriate authorities so a more thorough assessment can take place.

## Could I be put on hold when calling the toll-free number?

We answer more than 80% of calls to the toll-free line within 20 seconds. Rarely, there may be an unexpected call surge, and when this occurs, back-up mechanisms re-route calls so we can respond quickly.

You will not need to hang up and call again. If you wish to speak with a counsellor right away, or we recommend that you speak with a counsellor right away, we can connect you directly by phone.

## How quickly can I expect to get an appointment with a counsellor?

In any urgent situation, we can connect you right away by phone with a Master's degree level counsellor to support you through a crisis. Depending on urgency, we may refer you to a counsellor for in-person sessions immediately (same-day), or the next business day. In a non-urgent situation, we may refer you for counselling by phone, face-to-face, chat, or video (live by Webcam), depending on your preference and clinical appropriateness. Your counsellor should contact you within two business days to arrange an appointment suitable to your schedule.

## What happens during counselling sessions?

When you participate in counselling, your counsellor will work to establish a comfortable environment to encourage open discussion of concerns. He or she will listen and ask questions in order to clearly understand the problem; explore expectations of what might resolve this problem; work to identify options and choices; and develop strategies to reduce or resolve the concern. Your counsellor will also provide objective feedback and problem-solving techniques as needed. Together, you will establish a helpful and effective action plan.

## What qualifications do LifeWorks' counsellors have?

Our counsellors are qualified therapists with a minimum of a Master's degree in Social Work, Psychology, Educational Counselling, or other related human services field. They are carefully screened and have a minimum of five years' counselling experience.

## How many counselling sessions are available to me?

LifeWorks' counselling is flexible, short-term, solution-focused, and geared towards your specific and individual needs. Once your counsellor has assessed your situation, our clinical team will work with your counsellor to determine an appropriate number of sessions.

The short-term model, while flexible, is not unlimited. While the majority of individuals who call the EAP are seeking help that we can deliver successfully through a short-term program, there are times when counselling needs may be

ongoing or long-term. In these circumstances, your counsellor will make treatment recommendations outside of the EAP, and will work with you to identify this support in your community.

If you or someone in your immediate family is in a state of crisis, we will offer the necessary support to stabilize the situation regardless of whether these issues are short-term or ongoing.

## What happens if I miss a counselling appointment?

As with most healthcare service providers, our counsellors require 24 hours' notice to cancel or reschedule an appointment. If you cancel with less than 24 hours' notice or do not show up, you will be charged for a missed appointment as per the individual counsellor's cancellation policy.

## What if I'm not happy with my counsellor?

If for some reason you find your counsellor is not a good fit for you, please call us back after the first session to express your concerns. We will work with you to set up an appointment with a counsellor who is a better match.

## What kind of usage information does LifeWorks provide to my employer?

In order to help our clients monitor the effectiveness and gauge the value of the program, LifeWorks provides usage reports. These reports ONLY summarize the number of people who have accessed our services, and the types of issues for which they've sought support. They contain non-identifying, aggregate data only, and in no way can reveal the identity of anyone who has accessed the program.

## I haven't heard back from LifeWorks regarding my request, and the specified timeframe has passed. What should I do now?

Due to the confidential nature of our service, and specific calling preferences requested by clients, we will not always be able to leave a message. We may have called back, but were unsuccessful in connecting with you, and we may have been advised by you not to leave a message. If you are expecting to hear from LifeWorks or one of our affiliate counsellors, and you are unaware of anyone calling you during the specified timeframe, please call the toll-free line again in case we've been trying to reach you.

## I am a people manager, and one of my employees appears to be dealing with a personal issue that is affecting his work. Can I suggest LifeWorks?

Yes. As a manager, you can be an excellent source of support to employees simply by being aware of the scope of services available through LifeWorks. You may:

- suggest to an employee that s/he contact LifeWorks and/or remind him/her about the services available, including that LifeWorks is also available to dependents
- access manager support materials online to help you address a particular concern
- call the program's toll-free number for professional consultation and guidance

Please remember that if you suggested LifeWorks to an employee, we will not provide any confirmation to you regarding whether or not the employee accessed the program. Use of the program is confidential, unless the employee chooses to share feedback with you directly, or provides explicit consent to LifeWorks in the form of a written *Release of Information* (ROI).

Also, please be advised that you should call 911 or your local emergency services if you believe an employee to be at imminent risk of harm to self or others.

## Is there an opportunity to provide feedback regarding LifeWorks services?

Absolutely. When you contact LifeWorks by phone, the consultant will ask permission to send a confidential follow-up survey via email. Participation is voluntary and responses are confidential. If you wish to submit feedback

about our online service, you can do so on [www.lifeworks.com](http://www.lifeworks.com) in the "Submit a request online" section. In either case, you have the option to indicate if you would like to receive a call to discuss your feedback.



## What if I have an issue with a service LifeWorks provided me?

If you have a service concern, we encourage you to call LifeWorks toll-free at **1.877.207.8833**. A consultant can assist you, and will make every effort to ensure we address the concern to your satisfaction.