

# Frequently Asked Questions

## What is LifeWorks?

LifeWorks is a full-service employee assistance program (EAP) and work-life/wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counselling (by video or in-person).



## Why would I contact LifeWorks?

LifeWorks can provide support and resources to help you find answers to questions related to work, life, health, family, or money. You can contact LifeWorks for support with any issue, challenge, or concern. Consultants are available 24/7.

## How do I contact LifeWorks?

- Toll-free by phone, 24 hours a day, seven days a week, 365 days of the year: Connect with a professional consultant for support, strategies, tools, and referrals.
- Online at [login.lifeworks.com](http://login.lifeworks.com): Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- By free mobile app (for iOS & Android).

## Who pays for LifeWorks?

LifeWorks is available at no additional cost to you, as defined by your benefits plan. Your employer provides this program as a benefit to support your wellbeing.

## **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. Minimally, counsellors are required to have a Master's degree in Psychology, Social Work, Educational Counselling, or other related human services field. Some counsellors have PhDs.

## **How many counselling sessions can I expect?**

Our counselling model is short-term and solution-focused. The number of sessions provided is based on what is deemed clinically appropriate, and up to the service level your employer has selected. In the event that your concern is ongoing in nature, your 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.

## **If required, how quickly can I expect to get a face-to-face appointment with a counsellor?**

In emergency situations, we can connect you with a counsellor by phone immediately. In-person appointments can be arranged within one business day. In non-emergencies, appointments will typically be available within three business days.

## **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 a consultant or counsellor deems an individual to be at imminent risk of harm to self or others.

## **Who can use LifeWorks?**

LifeWorks is available to you as an employee of your organization, as well as to your spouse/partner, and to your immediate family members/dependents.

## **How do I connect with LifeWorks?**

- By phone
- Online: [login.lifeworks.com](https://login.lifeworks.com)
- By free mobile app for iOS or Android (Download the app by searching for "LifeWorks" in your device's app store)

## **How does LifeWorks support the wellbeing needs of diverse communities?**

LifeWorks supports and promotes diversity and inclusion in the workplace in many ways, including:

- Matching people with counsellors that share similar lived or cultural experiences.
- LifeWorks hires and promote employees that are representative of the diverse communities LifeWorks supports, including Black, Indigenous, and People of Color (BIPOC) and LGBTQ communities. LifeWorks' hiring process for clinical employees and leaders include responses to scenarios that help determine if they are equipped to support marginalized communities that may be at greater risk. The LifeWorks continuous learning program equips its employees to respond empathetically to instances of racism and trauma presented by the people LifeWorks supports.
- In addition to continuously creating structural inclusivity in our Employee Assistance Program (EAP), we also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace.