

E-Counselling

Exchange written messages online with a counsellor.

E-Counselling is a professional counselling service delivered via private online portal that can be accessed anytime, from anywhere in the world. This form of counselling involves a series of written exchanges with a counsellor, and does not depend on quickness of thought or speed of typing. E-Counselling can address a range of personal issues.

Is E-Counselling right for you?

E-Counselling is best for those who:

- Prefer an alternative to in-person or telephonic counselling
- Express themselves clearly through writing
- Are comfortable communicating online
- Have busy schedules or limited opportunities to attend sessions in-person or by telephone

Convenient and secure

Individuals work with their e-counsellor at their own pace. An e-counsellor will respond to each message within two business days and exchanges will appear in the message centre of the private online portal. E-Counselling is available on workhealthlife.com and My EAP app. The security of E-Counselling is ensured through a direct connection with our secure servers. Our encryption software and clinical practices ensure your information is protected.

Getting started

- Register and login on workhealthlife.com or access from My EAP app
- Follow the instructions to register for the service
- Once registered, you will be able to login on the E-Counselling portal and begin your session
- For added convenience, you can use your workhealthlife.com login credentials for the E-Counselling portal as well

Depending on your situation, E-Counselling may not meet your needs. If your e-counsellor feels you could benefit from another form of help, it will be recommended.



Connect with us for confidential support or to learn more

Enjoy the convenience and privacy of **E-Counselling** through your EFAP on workhealthlife.com or the **My EAP app**.

For immediate assistance, contact us at **1.844.336.3136** or visit workhealthlife.com.



Download My EAP app now at your device app store or scan the

