

# Frequently Asked Questions



LifeWorks is a confidential Employee Assistance Program (EAP) and wellbeing resource, available any time, 24/7, to help you find answers to questions about work, life, health, family, or money. We can offer expert advice, support, practical resources, and referrals to help you manage life's issues and challenges – whether personal or professional.

## What is LifeWorks?

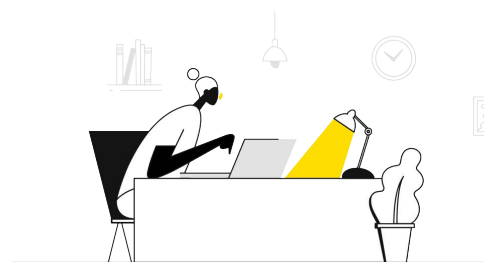
LifeWorks is a full-service employee assistance program (EAP) and work-life/wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counselling (by video or in-person).

## 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?

- 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](https://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 organisation, 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).

 [login.lifeworks.com](https://login.lifeworks.com)

Download LifeWorks app  
now at your device app  
store or scan the QR code.

