



How to use the Employee Assistance Program

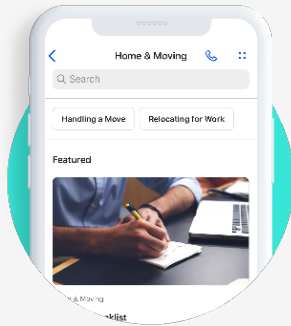


The Employee Assistance Program (EAP) is a confidential service provided by your employer that offers help with personal and work-related issues.

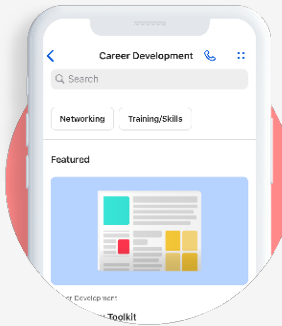
Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.

The EAP is free and confidential. Advisors are available to help 24 hours a day, 7 days a week, 365 days a year. Below is information on how the EAP can help and how it works.

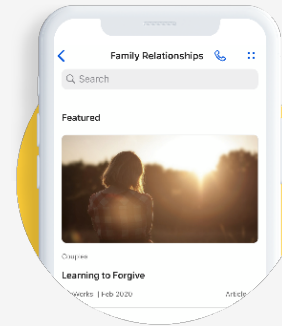
Life



Work



Personal/Family



The EAP encourages employees and those close to them to seek help early, before a minor problem becomes more serious. The EAP is designed to address short-term issues and to identify resources and referrals for emergency and long-term issues. When in doubt, contact the EAP for help or support.

Call your EAP, any time, 24/7, 365 days a year:



Call us

If you're using the LifeWorks mobile app, you can call us with one tap from your smartphone.



Provide your name

to an advisor. Your information will be kept confidential.



Share your concerns

with a professional advisor for expert advice, strategies, and next steps.



Arrange with the advisor

about how, when, and where you want to be contacted if follow-up is required. Session with a counsellor is scheduled after booking an appointment.

An advisor will discuss your needs and concerns with you, listen, and assess the situation.

Depending on your situation, the EAP advisor may:



Work

with you to make a plan to resolve your issues or concerns.



Help

you navigate the EAP website for helpful resources, incl. articles, booklets, recordings, and more.



Refer

you to an EAP counsellor for short-term support.



Guide

you to resources in your community, such as a support group or helping agency.



Recommend

community support for long-term counselling needs.



The EAP is free and can help with:

Life

- Retirement
- Midlife
- Student life
- Legal
- Relationships
- Disabilities
- Crisis
- Personal issues

Family

- Parenting
- Couples
- Separation/divorce
- Older relatives
- Adoption
- Death/loss
- Child care
- Education

Health

- Mental health
- Addictions
- Fitness
- Managing stress
- Nutrition
- Sleep
- Smoking cessation
- Alternative health

Work

- Time management
- Career development
- Work relationships
- Work stress
- Managing people
- Shift work
- Coping with change
- Communication

Money

- Saving
- Investing
- Budgeting
- Managing debt
- Home buying
- Renting
- Estate planning
- Bankruptcy

If you are or someone close to you is going through a difficult time, remember the EAP is only a phone call away. Contact LifeWorks today.

Your EAP is 24/7:

1-866-266-7119

En français :

1-877-307-1080

Online:

login.lifeworks.com

TTY:

1-800-363-6270