

LifeWorks

Download the LifeWorks app!

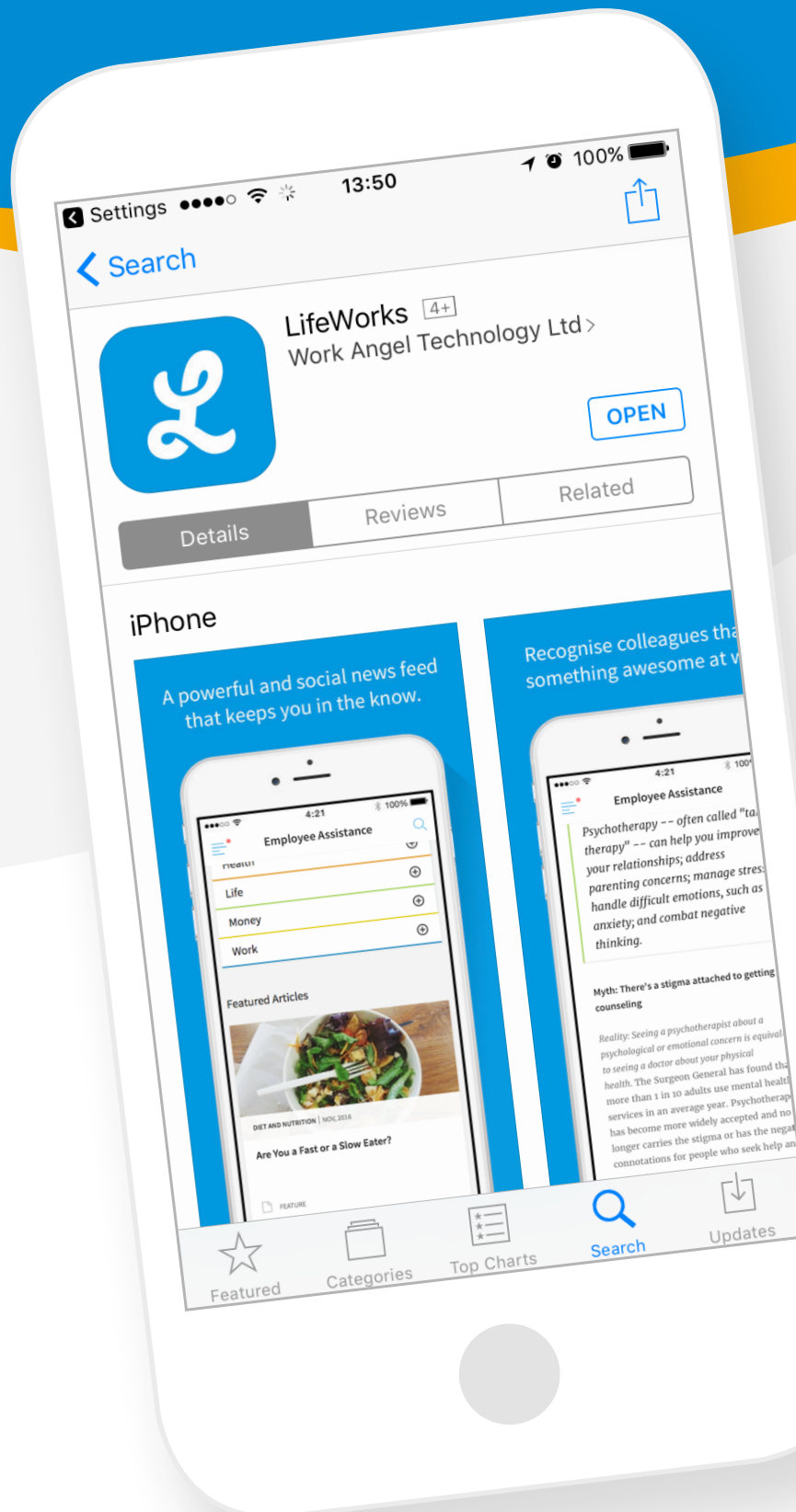
Did you know you have access to a free LifeWorks app?

Simply search 'LifeWorks' in the Apple App Store or Google Play and look out for our logo.

Visit us online at:

User ID:

Password:



Three ways LifeWorks can help you as a manager

Looking for support relating to employee management?
Here are a few ways LifeWorks can help.

1



Manager Coaching & Resources

Questions about employee productivity or performance?
Preparing for a difficult conversation?
Call LifeWorks and receive confidential guidance support.

2



Supporting your Team

Is an employee struggling with work or personal issues? Encourage employees to call LifeWorks for immediate emotional or practical support and stop it from becoming a bigger problem.

3



Mobile App

Your chance to encourage employees and keep them up to speed on organizational changes. Encourage your team to download the App or visit us online for more information. Search for 'LifeWorks' in the Apple App Store or Google Play and lookout for our logo.



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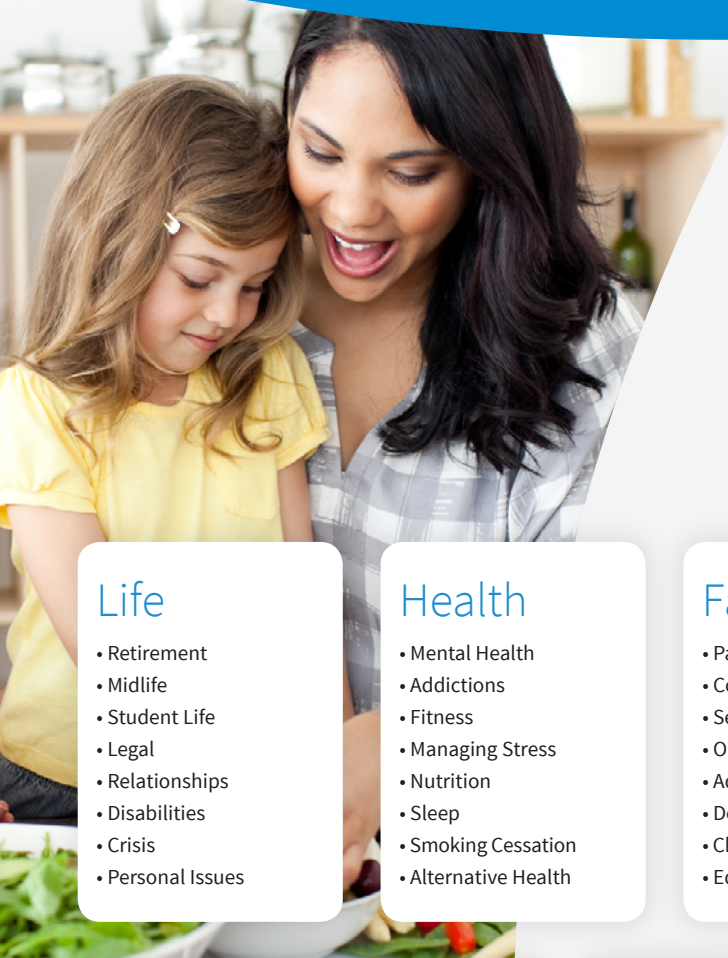
Password:

Contact LifeWorks
toll-free for 24/7 support:

TTY



Expert Help with Life, Work and Everything in Between.



LifeWorks provides confidential counselling, consultations, community referrals, multimedia resources and online access to hundreds of articles, self-assessments, blogs, podcasts, calculators and more. Services are available 24 hours a day, seven days a week, and are provided at no additional cost to you and your dependents, as defined by your benefits plan.

Life

- Retirement
- Midlife
- Student Life
- Legal
- Relationships
- Disabilities
- Crisis
- Personal Issues

Health

- Mental Health
- Addictions
- Fitness
- Managing Stress
- Nutrition
- Sleep
- Smoking Cessation
- Alternative Health

Family

- Parenting
- Couples
- Separation/Divorce
- Older Relatives
- Adoption
- Death/Loss
- Childcare
- Education

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

Online Toolkits

- Mindfulness Toolkit
- Divorce Toolkit
- Identity Theft Toolkit
- Complete Estate Planning & Will Kit
- Financial Toolkit
- Manager Toolkit

Services

- Eating Well Telephonic Nutritional Counselling
- Online Depression Centre
- Online Stop Smoking Centre
- Career Cruising
- Naturopathic Services

Podcasts

- Sleep Health Tips
- Getting Help for Depression
- Five Ways to Boost Your Mental Energy
- Managing Your Moods
- Quick Stress Reducers
- Standing Meditation
- Achieving Your Goals

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USER GUIDE

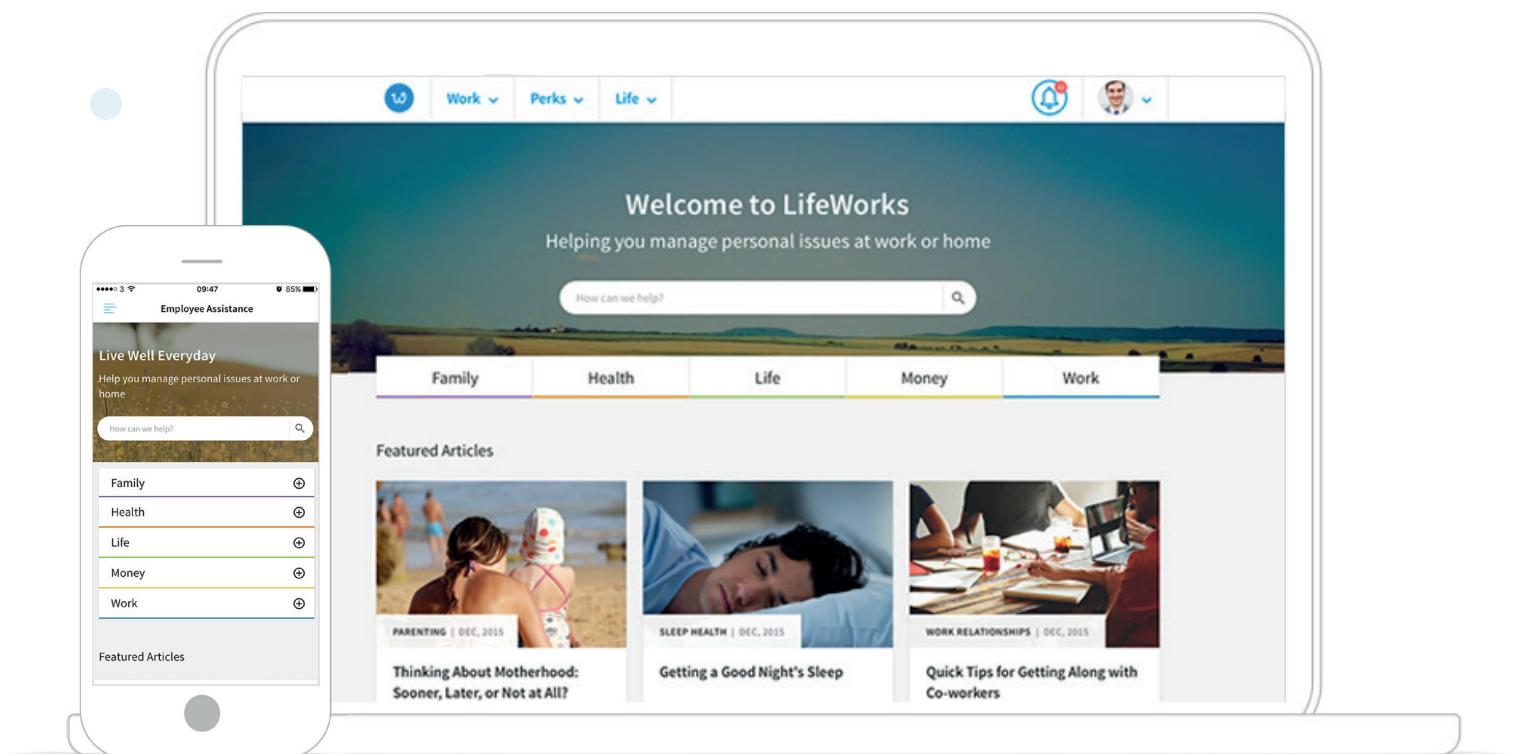


What Is LifeWorks?



What is LifeWorks?

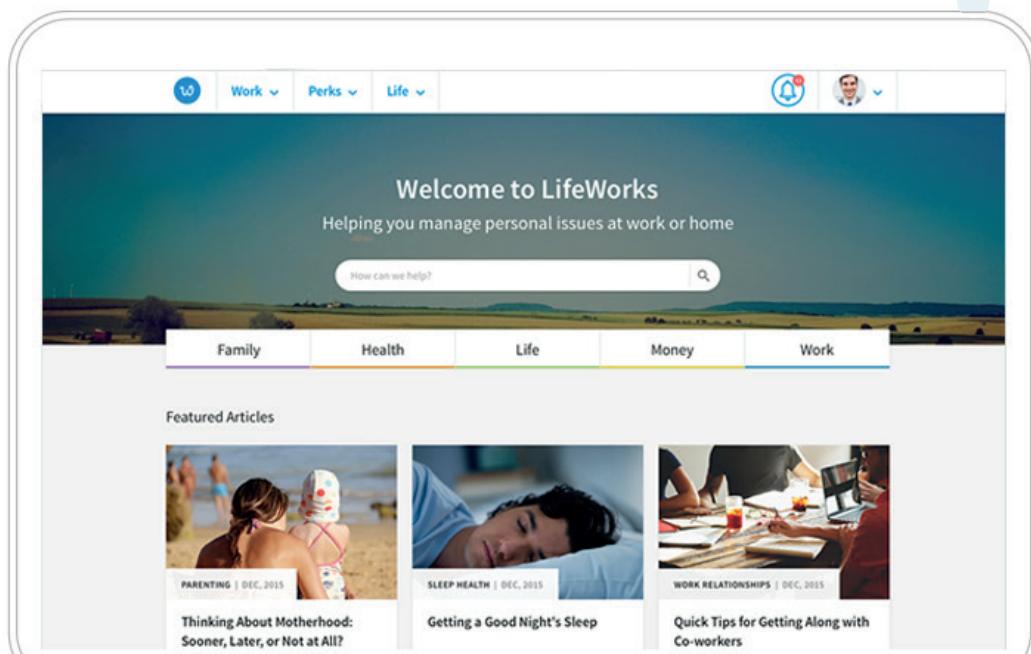
Lifeworks is your one-stop app for Life and wellness. This unique program supports your well-being with help for all of life's questions, issues, and concerns, any time, 24 hours a day, 365 days a year.



Life.

Get good advice, on the go. If you're facing a challenge, overwhelmed at work, struggling with stress or dealing with debt then LifeWorks can support you.

Our professional consultants have the knowledge and experience to offer support and strategies for work and life issues. They can also connect you to helpful agencies and resources in your community and refer you to counselling by phone, video or in-person through our program.



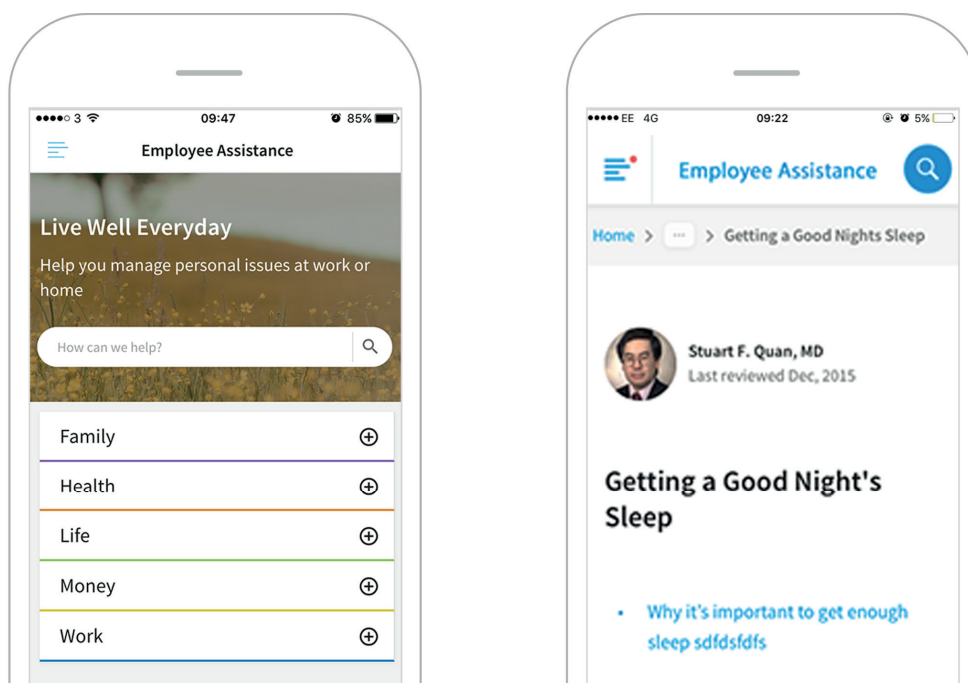
Life.

Find answers, fast. We make it easy - call us, go online or use our app to access information and resources.

Browse hundreds of articles, toolkits, audio recordings and more, based on your interests, for tips and tools for everyday life.

The content is divided into five broad groups: Family, Health, Life, Money and Work. Articles are also listed under featured and recently updated, and there is a menu of quick links to a dedicated health library and legal resources.

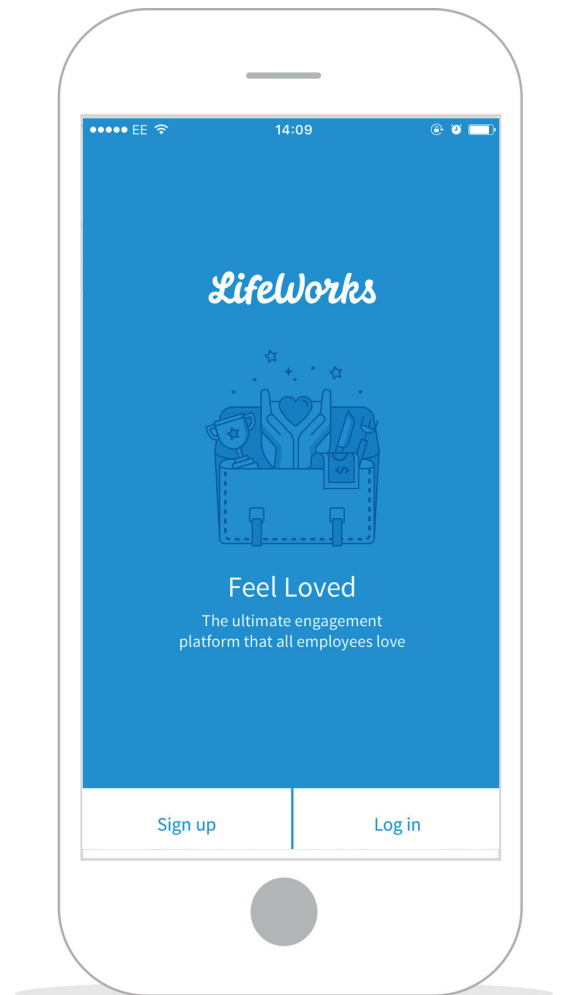
From help with losing weight or quitting smoking to planning for the future, LifeWorks can help with all of life's questions, issues and concerns, 24 hours a day, 365 days a year.



Accessing LifeWorks

Once you've registered you will be able to access LifeWorks by browser or via our smartphone app – to find the app, simply search 'LifeWorks' in the Apple App Store or Google Play Store.

We support Safari, Firefox, Chrome and Internet Explorer 11 and above. Please visit help.lifeworks.com for a full list of supported browser versions. Please check company policies before downloading or updating any software on work devices.



FAQs

Is the LifeWorks program confidential?

Yes, it is. No one at your workplace can find out about your engagement with LifeWorks.

There may be very rare occasions when a LifeWorks consultant will need to disclose personal information. These include situations where there is a threat to human life or physical safety or where we are legally required to do so. In these circumstances, you will be made aware of our obligation to break confidentiality.

What information about LifeWorks is given to my employer?

A quarterly/annual report is sent to your employer informing them of the number and type of requests received in the relevant period. No information that could identify an individual is provided. Confidentiality is the foundation of LifeWorks.

Do I have to pay to use the program?

No, your company has paid for LifeWorks so it comes at no cost to you.

What information do I have to give the LifeWorks consultant when I call?

The consultant will ask you which company you work for and your location general information relevant to your request (address and contact information if needed). You can remain anonymous if you wish. If you would like to access services such as short-term counselling, or advice from a legal consultant or have information sent to your home, your name and contact details will be required. Any personal details we collect will be stored and kept confidential.

Who are the LifeWorks consultants and counsellors?

The LifeWorks team includes professionals with qualifications and experience in a wide variety of fields. In addition to clinical training and expertise, many also have previous practical experience from working within childcare, education, nutrition, elder care, mental and physical health and counselling.