



# Employee and Family Assistance Program (EFAP)

# Understanding your EFAP

- Voluntary
- Private and confidential
- Support for any work, health and life issues you're facing
- Free, bilingual service for you and your immediate family

# The key is confidentiality!

- No one will know you have used the EFAP unless YOU tell them
- Many local offices for face-to-face counselling
- No back-to-back appointments with employees from the same organization
- Email or voice messaging in accordance with your instructions
- Online services and programs are firewall and password protected
- All confidentiality is protected within the limits of the law

# How we can help you

We provide professional, confidential assistance and support to help you deal with the complexities of work, health and life in general.



## Clinical Counselling

- Personal and emotional problems
- Family
- Couples and relationships
- Work
- Addiction concerns



## Work – Health – Life

- Legal, financial, career
- Nutrition
- Health coaching
- Family support services
- Naturopathic services



## Online resources

- Info packages
- Articles
- Podcasts

# Counselling support

Short-term, solution-focused, dealing with one issue at a time



Face-to-face



Telephonic



Online toolkit



First chat



Video



Online group

# Clinical counselling

Our clinical team can address a broad range of issues that could affect you or your family.

Personal/Emotional	Family	Couple/Relationship	Work	Addictions
<ul style="list-style-type: none"><li>• Stress/anxiety</li><li>• Depression</li><li>• Suicidal risk</li><li>• Self-esteem</li><li>• Anger</li><li>• Life stages</li><li>• Post-trauma support</li><li>• Violence</li></ul>	<ul style="list-style-type: none"><li>• Parenting</li><li>• Child/Adolescent behaviour</li><li>• Blended family</li><li>• Communications</li><li>• Elder issues</li><li>• Extended family relations</li></ul>	<ul style="list-style-type: none"><li>• General relationships</li><li>• Relationship breakdown</li><li>• Separation/divorce</li><li>• Intimacy issues</li><li>• Communications</li><li>• Conflict resolution</li><li>• Planning a family</li></ul>	<ul style="list-style-type: none"><li>• Workplace performance/stress</li><li>• Work relationships or conflicts</li><li>• Career planning</li><li>• Career resiliency</li><li>• Retirement planning</li><li>• Workplace violence or harassment</li></ul>	<ul style="list-style-type: none"><li>• Alcohol</li><li>• Drugs</li><li>• Someone else's addiction</li><li>• Smoking</li><li>• Gambling</li></ul>

# Work – Health – Life services



Category	Example	
Naturopathic services	Sleep Infections Healthy lifestyle	Energy management Digestion
Health Coaching	Physiology Risk reduction Stress management	Regimes and lifestyles Healthy weight management
Nutrition	General healthy eating Weight gain/loss	Disease management Accommodating shift work

# Work – Health – Life services

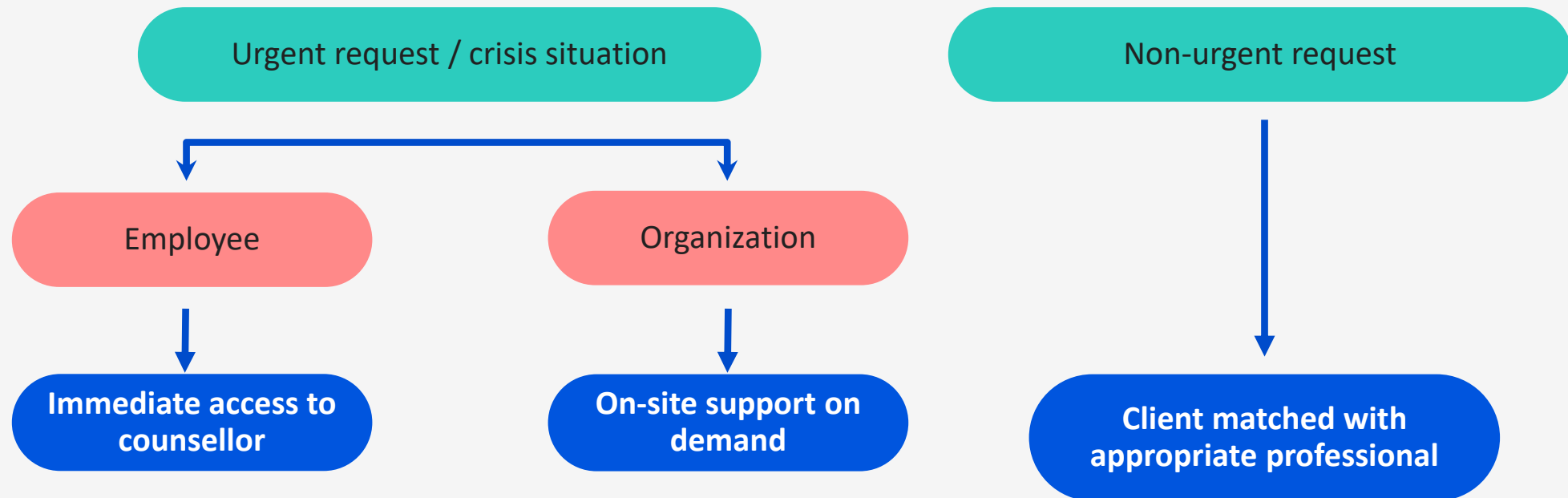


Category	Example	
<b>Legal support services (except labour and immigration law)</b>	Separation/divorce Child custody Criminal law	Will/Estate Civil litigation
<b>Financial support services</b>	Debt/Credit Divorce/Dissolution Investment planning	Taxes Retirement Insurance
<b>Family Support Services (child and elder care)</b>	Planning a family Expectant and new parenting Homecare support	Special needs Residential care Community programs

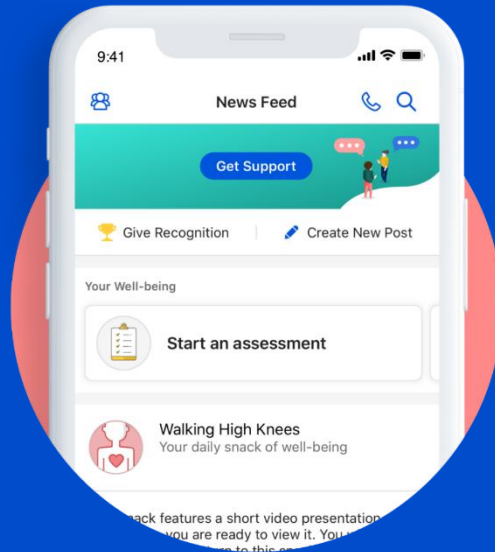


# Access the EFAP intake & assessment

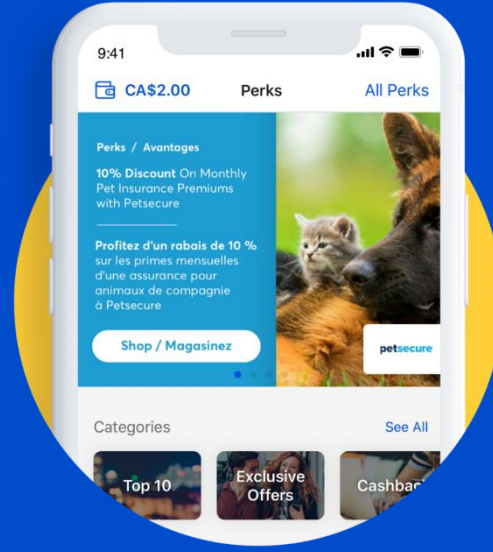
Access 24/7, immediate assessment of your needs by a team of professional and caring counsellors



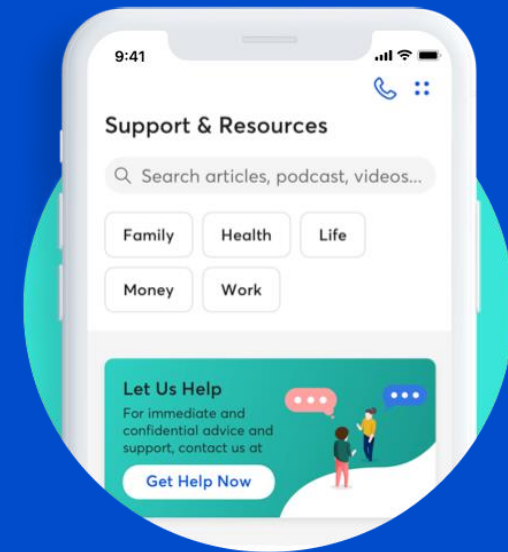
# Your Total Wellbeing Platform



News Feed



Perks & Savings



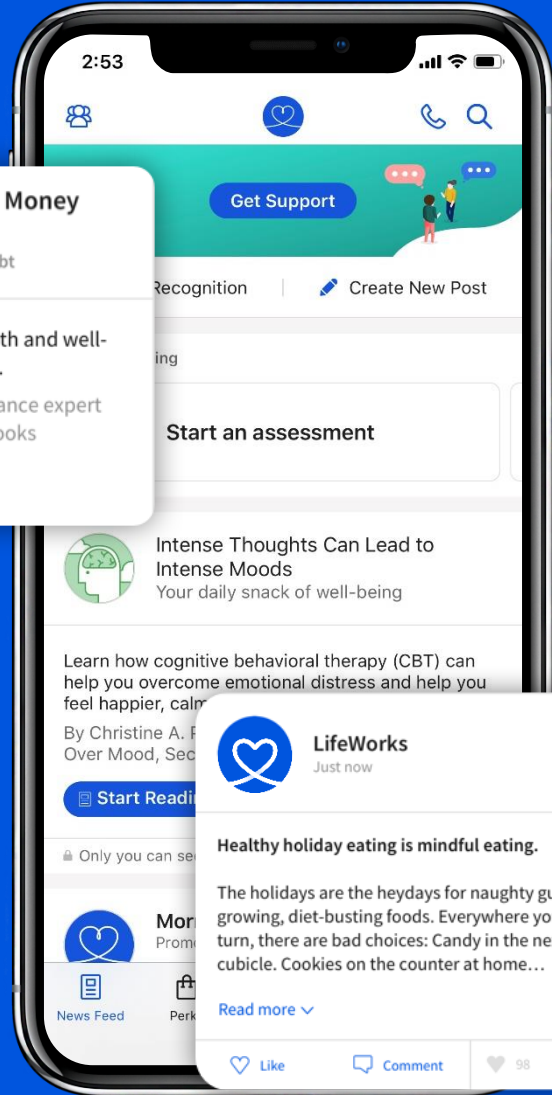
Modern Employee  
Assistance Program (EAP)


# Wellbeing News Feed



## Personalized 'Snackable' Wellbeing content


Snackable Wellbeing is our personalized, online approach to delivering valuable, well-researched, easy-to-implement wellbeing content across a broad range of topics—Mind, Body, Relationships, Finances, and Work.



 **How To Make Your Money Last**  
Your daily wellbeing on Debt


Simple tips for improving your health and wellbeing in some very important ways.

By Jane Bryant Quinn, Personal finance expert and author of several bestselling books

 Listen Now

## Corporate posts





Receive company news and updates from the CEO, management and HR. This is where you'll also see messages about wellbeing events and corporate challenges.

 **LifeWorks**  
Just now

**Healthy holiday eating is mindful eating.**

The holidays are the heydays for naughty gut-growing, diet-busting foods. Everywhere you turn, there are bad choices: Candy in the next cubicle. Cookies on the counter at home...

[Read more](#) ▾

 Like  Comment  98  276

# Total Wellbeing Assessment



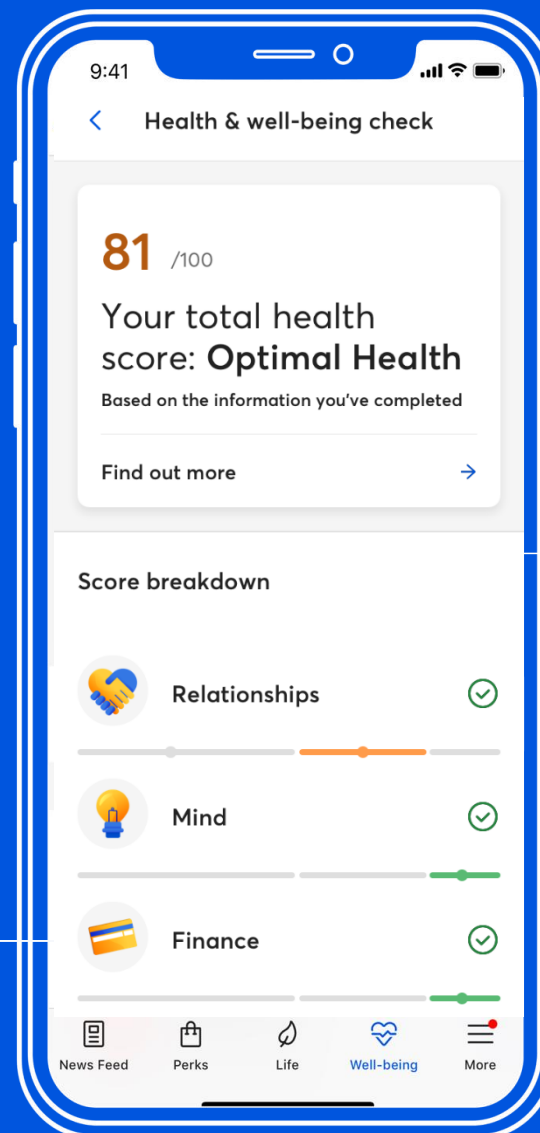
The Total Wellbeing Assessment is a simple set of questionnaires based on the 4 pillars of total wellbeing.

Complete all at one time for a total picture of your wellbeing, or tackle them individually to measure your wellbeing status, level of risk in key health areas, as well as your willingness/readiness to change.

Once all sets are completed, you will be given a Total Health Score to assess your overall total wellbeing level.

## Quick & easy to complete

Short question sets, average 2 minutes completion time per set.



## 4 Pillars of Total Wellbeing

- Social
- Mental
- Financial
- Physical



Get the help you need, the way you want it, anytime, anywhere - on your mobile device or desktop, in and out of home, day and night. The CareNow programs give you specialized self-help resources developed by our world-leading experts.

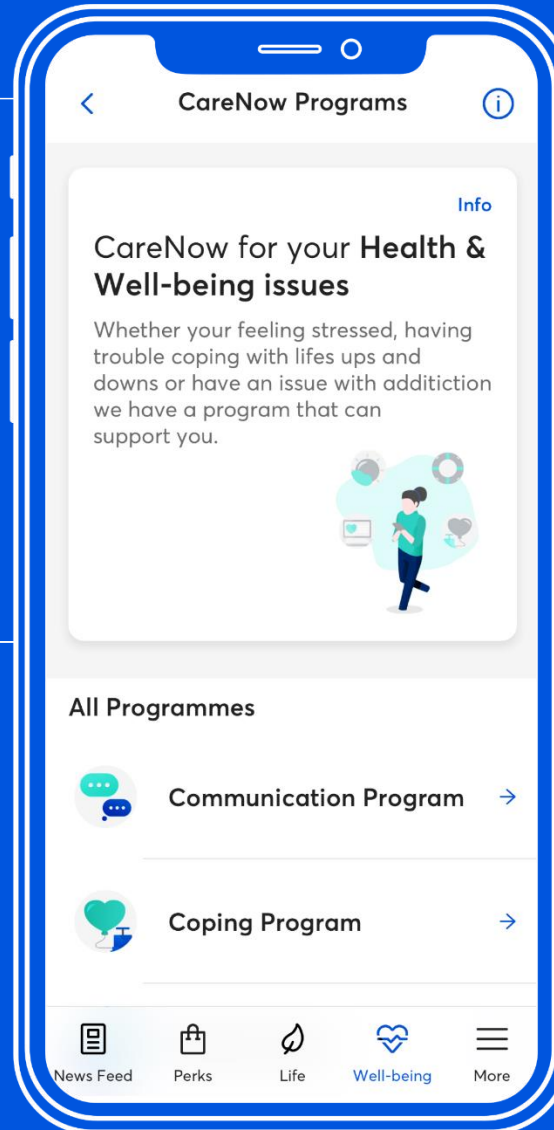
## What is CareNow?

The LifeWorks CareNow service gives you access to a range of programs designed to help with Anxiety, Depression, and Stress. New topics are continuously added, so check the platform frequently for more information on other areas you may need support in.

## What support is available?

Get the support you need by selecting the program that you are most comfortable with.

CareNow offers interactive content, exercises, podcasts, videos, meditation and more, so that you can explore the topic you want, the way you want it.



## How it works

CareNow gives you the flexibility you need to choose your own path when it comes to care – from participating in exercises and taking assessments, to listening to podcasts and watching videos – everything is focused on helping you make positive changes.

## How to access CareNow

You can get started whenever you are ready. Simply access the web platform or app, then select “Wellbeing” and click on “CareNow.” It couldn’t be easier!

Questions?



Thank you