



Frequently Asked Questions



LifeWorks is a confidential Employee Assistance Program (EAP) and well-being 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/well-being resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counseling (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?

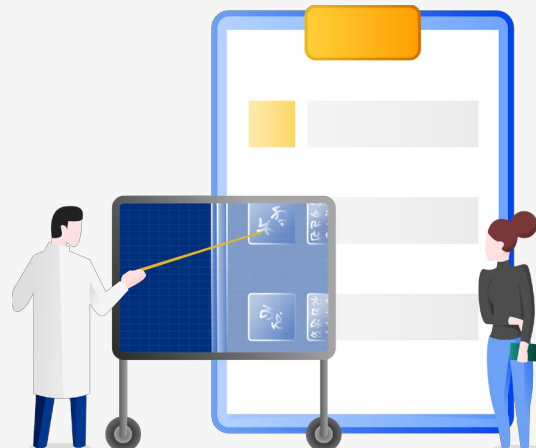
- Toll-free by phone, 24 hours a day, seven days a week, 365 days of the year: Connect with a professional consultant for support, strategies, tools, and referrals.
- Online at login.lifeworks.com: Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- By free mobile 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 well-being.

What are the qualifications of EAP counselors?

LifeWorks' EAP counselors are highly qualified, and we carefully screen all our affiliates to verify their credentials and level of experience. Many of our counselors have PhDs and MDs; minimally, they are required to have a Master's degree in Psychology, Social Work, Educational Counseling, or other related human services field.



How many counseling sessions can I expect?

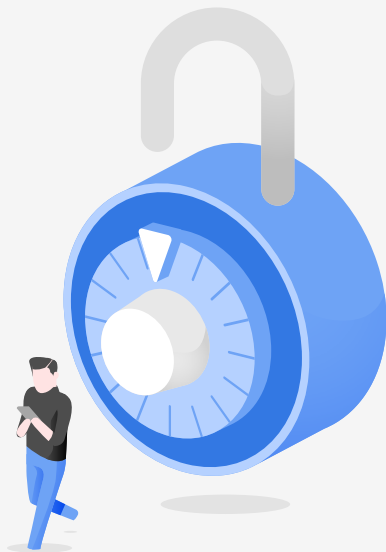
Our counseling model is short-term and solution-focused. The number of sessions provided is based on what is deemed clinically appropriate, and up to the service level your employer has selected. In the event that your concern is ongoing in nature, your counselor will discuss with you the appropriateness 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 counselor?

In emergency situations, we can connect you with a counselor 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 organization, as well as to your spouse/partner, and to your immediate family members/dependents.

How do I connect with LifeWorks?

By phone, toll-free:

Online:

User ID:

Password:

By free mobile app for iOS or Android (Download the app by searching for "LifeWorks" in your device's app store).