



Frequently Asked Questions Your EAP & Work-Life/Wellness Resource

What is LifeWorks?

LifeWorks is a full-service **employee assistance program (EAP)** and **work-life/wellness resource** delivered by Ceridian. LifeWorks provides confidential consultations, counselling, community referrals, multimedia resources and online access to hundreds of free articles, self-assessments, blogs, audio recordings, toolkits, calculators, and more. Services are available 24 hours a day, seven days a week by toll-free number, online at www.lifeworks.com, and by mobile application.



Who is eligible to use LifeWorks?

LifeWorks is available to you as an **employee/member**, to your **spouse/partner**, and to your **dependents**, at no additional cost to you, as defined by your benefits plan. Your spouse/partner and/or your dependents can contact LifeWorks directly and privately, as often as they like.

When can I contact LifeWorks?

Any time that is convenient for you. You can call LifeWorks toll-free any time, 24 hours a day, seven days a week, to speak confidentially with a consultant about work, life and everything in between. You may also visit your program website (www.lifeworks.com), or connect with us via mobile app.

How can LifeWorks help me?

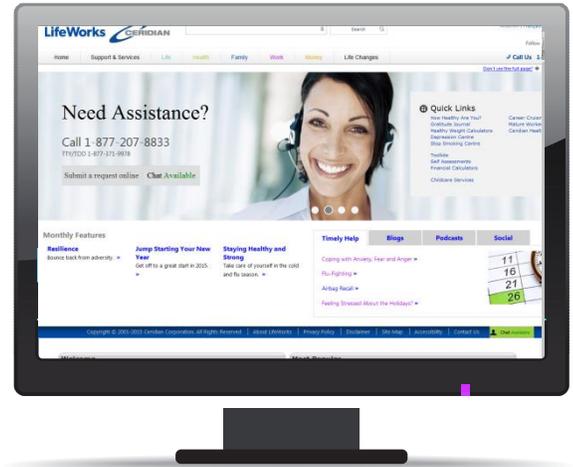
Here are just some of the topics for which you can request support from LifeWorks:

Life	Health	Family	Work	Money
Retirement	Mental Health	Parenting	Time Management	Saving
Midlife	Addictions/Recovery	Couples	Career	Investing
Student Life	Fitness	Separation/Divorce	Development	Budgeting
Legal	Managing Stress	Older Relatives	Work Relationships	Managing Debt
Relationships	Nutrition	Adoption	Work Stress	Home Buying
Disabilities	Sleep	Death/Loss	Managing People	Renting
Crisis	Smoking Cessation	Childcare	Shift Work	Estate
Personal Issues	Alternative Health	Education	Coping with Change	Planning/Wills
			Communication	

What services does LifeWorks provide?

- **24/7 support & information:** Professional consultants are available 24/7 by toll-free number. Whether you need support for a parenting challenge, or suggestions about how to handle an issue at work, our consultants can provide expert guidance, and point you towards helpful resources.
- **24/7 access to a content-rich program website:** www.lifeworks.com contains hundreds of articles and educational resources, such as booklets, toolkits, assessments, podcasts, full-length audio recordings/CDs, and more. You can also chat securely online with a consultant on the site to inquire about our services.
- **Counselling:** **Master's level counsellors** are available by phone 24/7. We may also refer you for **counselling by phone, by video** (live via webcam over the Internet), or **in person in your local area**. Your counsellor will contact you within two business days to arrange a face-to-face appointment.
- **Specialized counselling services:** You may contact us any time to request a **referral to a specialized consultant** such as a legal or financial professional, registered dietician for nutritional counselling, or to a Naturopathic Doctor for naturopathic services. These types of referrals require a scheduled call-back, and the consultant can only leave a message if you grant us permission to do so. If we do not have your permission to leave a message, it may be difficult for you to know if someone has attempted to connect with you. If you do not receive a call-back as arranged, please contact us again so we can investigate and connect you to the service.
- **Free mobile application:** Ceridian LifeWorks mobile is a free mobile app available exclusively to LifeWorks customers. Get the app for iPhone, Android, or BlackBerry; simply search for 'LifeWorks' in your device's online app store.
- **Research requests:** Requests may include inquiries related to: support groups, elder care resources, childcare, housecleaning/lawn care services, community information, consumer resources, workout facilities, moving/relocation, wedding resources, and other unique requests. These types of requests generally take three to five business days to process depending on the nature of the request. Please specify if it is urgent. If you expect the research to arrive by email and it has not arrived as arranged, remember to check your email's junk folder. If you cannot locate it, please contact us again.

If you contacted LifeWorks through the program website (www.lifeworks.com) and you haven't heard back as expected, please contact us again. There may be an error in contact information.



Do I pay to use LifeWorks?

LifeWorks is a service available to you and your dependents as defined by your benefits plan. You and/or your dependents can access the program by phone or online whenever you like, as often as you like, at no additional cost to you.

However, if you were to accept a referral for specialized counselling or to a service for ongoing support outside the EAP, you may be responsible for those costs. For example, if we referred you to a counsellor for long-term or specialized counselling, you may incur fees charged by that specialist. Depending on your medical benefits, you may have to cover those costs.

Or, if we referred you to an attorney for a legal matter, your initial consultation would be free, but if you decided to retain ongoing legal professional services, that would be your financial responsibility. Regardless of your need, an EAP consultant will work with you to find you the most appropriate, cost-effective support, and will inform you that you may incur costs if applicable.

Is LifeWorks confidential?

Yes. Neither your employer nor anyone else will know that you used LifeWorks without your consent and written permission – not your manager or supervisor; not even your partner or spouse. In fact, we treat your information with the same level of confidentiality that applies to medical records, and we abide by all applicable privacy legislation, including provincial privacy laws and PIPEDA. The only exceptions to confidentiality are scenarios governed by law:

- the required release of records subpoenaed by a court; and,
- situations in which an EAP consultant or counsellor deems a client to be at imminent risk of harm to self or to another person (emotional, physical, sexual), in particular, in cases where a consultant/counsellor is concerned about the well-being of a child or elder. We are required by law to intervene and report the information to appropriate authorities so a more thorough assessment can take place.

Could I be put on hold when calling the toll-free number?

We answer more than 80 per cent of calls to LifeWorks' toll-free line within 20 seconds. Rarely, there may be an unexpected surge in calls, and when this occurs, LifeWorks has back-up mechanisms in place to re-route calls and respond quickly. You will not need to hang up and call again. If you wish to speak with a counsellor, or the consultant who responds to your call recommends that you speak with a counsellor, we can connect you right away by phone, or we can offer you a referral for in-person counselling.

How quickly can I expect to get an appointment with a counsellor?

In any **urgent situation**, your consultant can connect you right away by phone with a Master's level counsellor who can support you through a crisis. Depending on the urgency of your situation, we may refer you to a counsellor for in-person sessions immediately (same-day), or the next business day. In a **non-urgent situation**, we may refer you for telephonic, face-to-face, or video counselling live via Webcam, depending on your preference and clinical appropriateness. Your counsellor should connect with you within two business days to arrange an appointment that is suitable to your schedule.

What happens during face-to-face/video counselling sessions?

When you participate in and/or your dependent(s) attend(s) a face-to-face or video counselling session, the counsellor will establish a comfortable environment to encourage open discussion of concerns. The counsellor will listen and ask questions in order to clearly understand the problem; explore expectations of what might resolve this problem; work to identify options and choices; and develop strategies to reduce or resolve the concern. The counsellor will also provide objective feedback and problem-solving techniques as needed. Together, you will establish a helpful and effective action plan.

What qualifications do LifeWorks' counsellors have?

Our counsellors are fully-qualified professionals with a **minimum of a Master's degree in social work, psychology or a related field**. They are carefully screened and have a minimum of five years' experience in counselling.

How many counselling sessions are available to me?

LifeWorks' counselling is **flexible, short-term, solution-focused, and geared towards your specific and individual needs**. Once your counsellor has assessed your situation, our clinical team will work with your counsellor to determine the appropriate number of sessions to provide within this short-term counselling model.

The short-term model, while flexible, is not unlimited. While the majority of individuals who call the EAP are seeking help that we can deliver successfully through a short-term program, there are times when counselling needs may be ongoing or long-term. In these circumstances, your counsellor will make treatment recommendations outside of the EAP and accessible in your community, and will work with you to identify appropriate support. If you or someone in your immediate family is in a state of crisis, we will offer the necessary support to stabilize the situation regardless of whether these issues are short-term or ongoing.

What happens if I miss a counselling appointment?

As with most healthcare service providers, our counsellors require 24 hours' notice to cancel or reschedule an appointment. If you cancel with less than 24 hours' notice or do not show up, you will be charged for a missed appointment as per the individual counsellor's cancellation policy.

What if I'm not happy with my counsellor?

If for some reason you find your counsellor is not a good fit for you, please call us back after the first session to express your concerns. We will work with you to set up an appointment with a counsellor who is a better match.

What kind of information about program use does LifeWorks provide to my employer?

In order to monitor the effectiveness and gauge the value of the program, LifeWorks provides **non-identifying usage reports** to our customer contacts. These reports summarize the number of people who have accessed our services, and the types of issues for which they've sought support. They contain **aggregate data only** and in no way can or will reveal the identity of any individual who has accessed the program.

I haven't heard back from LifeWorks regarding my request, and the specified timeframe has now passed. What should I do now?

Due to the confidential nature of our service, and specific calling preferences requested by clients, we will not always be able to leave a message. We may have called back, but were unsuccessful in connecting with you, and we may have been advised by you not to leave a message. If you are expecting to hear from the EAP or one of our affiliates and you are unaware of anyone calling you during the specified timeframe, please call the toll-free line again in case we have been trying to reach you.

I am a manager, and one of my employees appears to be dealing with a personal issue that is affecting his work. Can I suggest LifeWorks?

Yes. As a manager, you can be an excellent source of support to employees simply by being aware of the scope of services available through LifeWorks. You may:

- suggest to an employee that s/he contact LifeWorks and/or remind him/her about the services available, including that LifeWorks is also available to spouses/partners and/or dependents;
- access manager support materials to help you address a particular employee concern;
- call the program's toll-free number for professional consultation and guidance;
- choose to contact local emergency services if you believe that an employee is at imminent risk of harm to self or others.

Please remember that if you suggested LifeWorks to an employee, we will not provide any confirmation to you regarding whether or not the employee accessed the program. Use of the program is confidential and anonymous, unless the employee chooses to share feedback with you directly, or provides explicit consent to LifeWorks in the form of a written *Release of Information* (ROI).

Is there an opportunity to provide feedback regarding LifeWorks services?

Absolutely. When you contact LifeWorks by phone or one of your dependents calls us, the consultant will ask permission to send a confidential follow-up survey via email. Participation is voluntary and responses are confidential. There is also a website feedback link available on www.lifeworks.com in the *Submit a request online* section if you wish to submit feedback about our online service. In either case, you also have the option to indicate if you would like to receive a call to discuss your feedback.

What if I have an issue with a service LifeWorks provided me and I wish to file a complaint?

If you have a complaint or service concern, we encourage you to call LifeWorks toll-free at **1.877.207.8833**. A consultant can assist you, and will make every effort to ensure we address the concern to your satisfaction.