

Employee Assistance Program

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Today's Agenda

1. Understanding EAP
2. EAP for Consultation and Advise
3. EAP to Promote a Healthy Workplace
4. LifeWorks Platform



Understanding your LifeWorks Employee Assistance Program

Voluntary

Confidential

Help for work, health, life issues
faced by you and your family

No cost to you or your family

 LifeWorks

 VICTOR

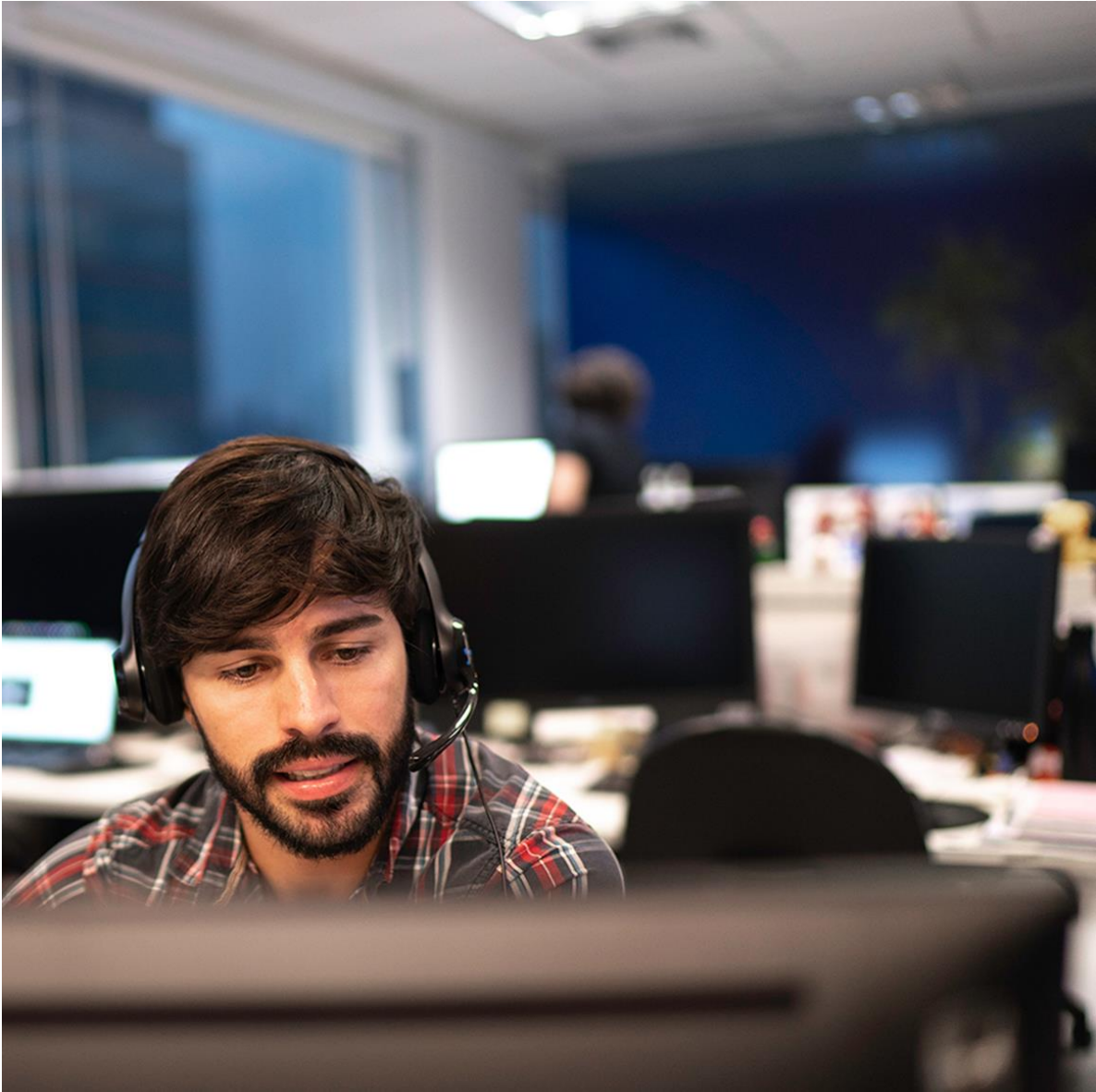
Help with any concern



- Stress, depression, anxiety
- Nutrition questions
- Legal worries
- Addiction concerns



- Workplace challenges
- Relationships
- Family/Parenting
- Crisis

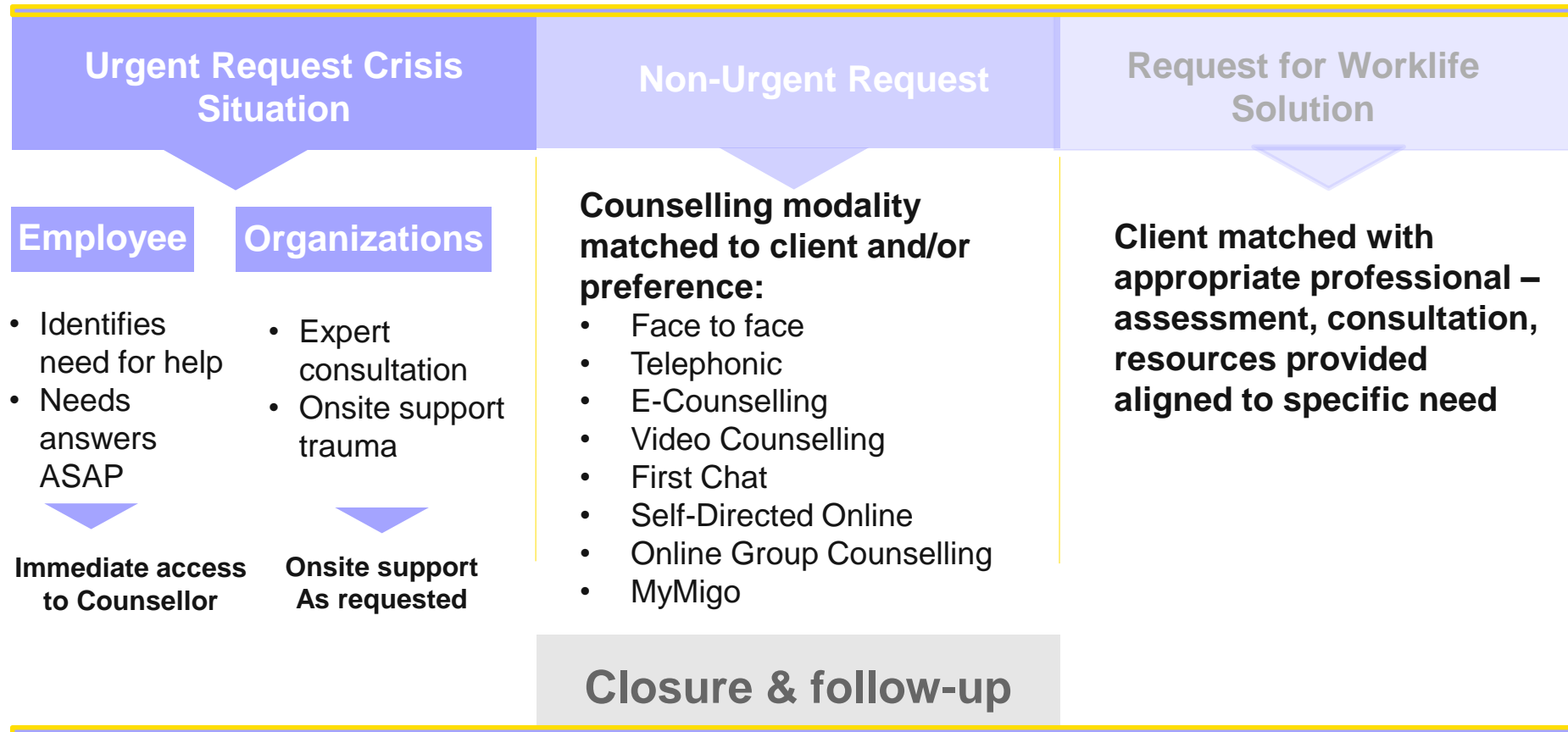


Using the EAP: from intake to feedback

Intake & assessment

24/7/365 Access to Bilingual Intake Professional

Immediate Assessment of Caller's Needs



Quality assurance

We value your feedback!

After you use the EAP you may receive:

A voluntary
satisfaction survey



A telephone
follow-up call by
an EAP service
representative



Your EAP is committed to ensuring the resources and support you receive are the right fit for you

EAP services
available to you and
your Family



Counselling support



Professional Counselling

Through a range of counselling delivery options, our professional counsellors can help you and your family anytime, anywhere.

Delivery Options



- Short-term, one issue at a time with solution focus
- Masters-level training
- 5-10 years of EAP specific experience
- Largest counselling network in Canada = best match to your location and preferences

Work-life services



Family Support: Let us help you find solutions that suit your family's needs



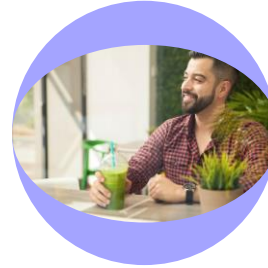
Legal Support: Have legal questions? We provide expert, confidential information about how the law applied to specific situations



Financial Support: We have tools and resources to help you plan for a bright financial future



Health Coaching: We can help you make the changes needed to be well and stay well.



Naturopathic Support: Take a natural and holistic approach to the maintenance of good health



Nutrition Support: We can help you maintain a well-balanced diet so you can achieve your goals

- Consultations with experts
- Resources to help tackle physical life challenges
- Proactive, preventative approach

LIFT session virtual fitness

Online wellness platform offering fitness solutions for corporate and individual users



Automated fitness journeys and customized workout programs built by industry experts to help users of every fitness level achieve their fitness goals.



Live web chat with certified coaches where users receive customized fitness recommendations, personalized guidance, and monitoring. Users can ask questions about nutrition, sleep, recovery, and more!



Live online workout sessions with certified coaches, where users can see, hear and talk to each other. Perfect for building and maintaining accountability.



LifeSpeak on Demand

- Video streaming service included within the EAP
- Access through LifeWorks app
- High-caliber expertise delivered by acclaimed professionals such as medical doctors, authors, trusted authorities from best in-class institutions
- Videos can be viewed/listened to individually or in groups
- 20 modules in total which includes 120 web and mobile friendly videos and podcasts
- “Ask the Expert” monthly web chat with renowned experts who can answer your questions

Sample Video Modules available

- The Optimal Living Program (health and fitness)
- Cool Time: Management Insight and Strategies
- Couples Relationships
- Having Difficult Conversations with Confidence
- Raising Co-operative and Responsible Children
- Bullying 101
- Caring, Coping and not Collapsing (eldercare)

URL: <https://victor.lifespeak.com>

Password: *lifespeak*

People Leader Support

Sometimes you will need extra assistance...

Aggressive behaviour, harassment, difficult personalities, suspected substance abuse, etc.



Use EAP manager consultations

- EAP professionals available for consultation and advice
- Provide support and tools they need to sensitively and appropriately refer employees into the EAP or to other suitable solutions.

People Leader Consultations

People leaders may receive:

- Advice on how to work with a troubled employee.
- Help to distinguish between performance and personal issues.
- Assistance to deal with performance problems.
- Tips on how to introduce the EAP to an employee.
- Hands-on tips for problem solving employee issues.
- Guidance in addressing tough situations where there's uncertainty on how to proceed.

HR Support Solution

- Helps you effectively manage everyday HR processes and decisions which can significantly impact your business
- Has been added to EAP at no additional cost and can access services as easily as other EAP manager resources
- Real-time advice and support from HR professionals
- Access to a full suite of comprehensive HR templates
- Complete Legal Primer of requirements for businesses operating in Canada

Workplace Support Programs

Workplace Referral Program

- Professional assessment and counselling to support employees who are experiencing performance issues at work
- Normally used as part of a performance management process
- Monitored or mandated counselling, treatment recommendations, and case management
- A tool to be used in exceptional situations aimed at helping an employee get the help he or she needs.
- Managers help set the counselling goals
- Progress information is shared with the referring manager

**Fee for Service*

Critical incident and trauma support

What is a critical incident?

“An extraordinary event or series of events which are sudden, overwhelming, and often dangerous, either to one’s self or significant others.”



- A workplace accident
- The death of a colleague
- Serious or terminal illness
- Major downsizing/restructuring
- Theft or robbery
- Bomb threat
- A health epidemic
- An environmental disaster

Workplace Learning Solutions

Wellness seminars

- Effective Communication at Work
- Creating Balance in Your Life
- Mental Health in the Workplace
- Welcoming Change into Your Life
- Nutrition

Workshops

- Respect in the Workplace
- Leading Through Change
- Professionalism in the Workplace
- Workplace Violence Prevention
- Substance Abuse

Workplace development

- Back-to-work Program
- Coaching
- Sensitivity Training
- Team Cohesiveness
- Workplace and Human Rights Investigations
- Workplace Assessments
- Workplace Mediations

Intercultural learning

- Domestic Workforce Training
- Expatriate employees and their families
- Cross Cultural Training
- Intercultural Coaching
- Repatriation Training
- Short-term Assignment Training

**Fee for Service*

Accessing Your EAP: Supports and Resources



Making Connections

As your partner in employee and organizational health and wellness, LifeWorks goal is to build connections with leaders throughout the organization.

For EAP leader support call

- **1 800 238 8663**
- TTY Service 1-877-363-6270

Or Log in at www.login.LifeWorks.com

How to access



GB CONNECT

LifeWorks page on GB Connect for Plan Members, under **My Benefits > Wellness Resources**

+

Learn more link within **My Best Life**



LIFEWORKS MOBILE APP

Download the **LifeWorks app** for free from the Apple App Store or Google Play.

When prompted for a keyword or organization name, enter the keyword: **Victor**.

Plan members/dependents must enter their **GB Connect user name** and **password**.

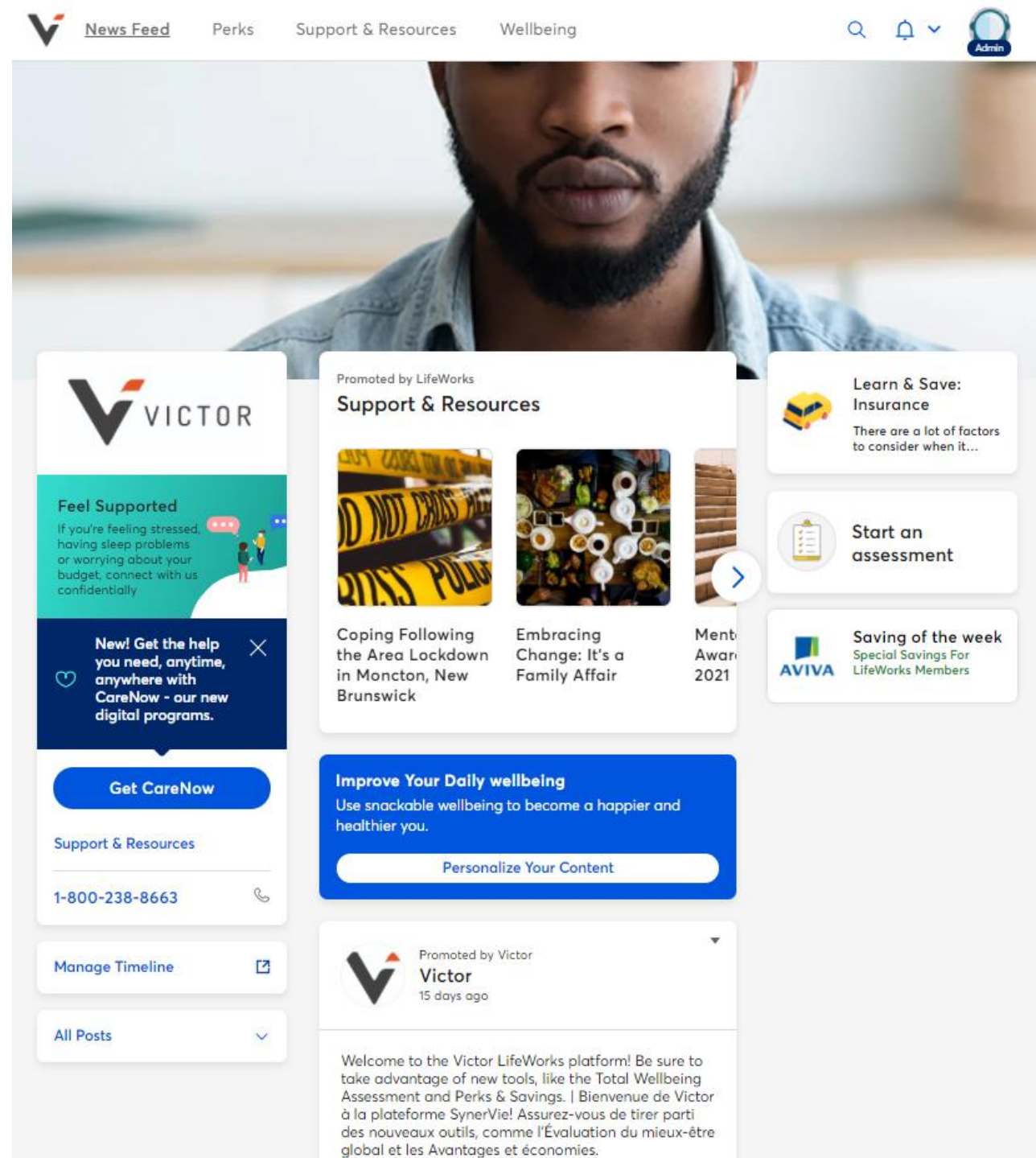


LOGIN.LIFEWORKS.COM

Plan members and their dependents can log into the LifeWorks.com website directly by entering their **GB Connect username** and **password** on the login page.

LifeWorks App

- 01 Immediate support with the Employee Assistance Program offering 24/7 counselling (face-to-face, telephone, video, chat)
- 02 An industry-leading mobile app with direct access to a team of experts
- 03 Searchable online library of EAP content and access to LifeSpeak resources
- 04 Worklife solutions providing both emotional and practical everyday support (smoking cessation, nutritional & Legal, Financial etc.)
- 05 Perks! – Exclusive offers, online cashback for selected shopping vendors and discounted gift cards
- 06 Total Wellbeing Assessment
- 07 Snackable content – personalized and trusted daily “bite-sized” content
- 08 CareNow – A flexible self-directed service that provides access to programs designed to help with anxiety, depression and stress



The screenshot displays the LifeWorks app interface. At the top, there is a navigation bar with the LifeWorks logo, 'News Feed', 'Perks', 'Support & Resources', and 'Wellbeing' tabs. A search icon, a notification bell, and a user profile icon labeled 'Admin' are also present. The main content area features a large background image of a man's face. Below this, there are several promotional and informational cards:

- VICTOR** logo and a 'Feel Supported' section with text: 'If you're feeling stressed, having sleep problems or worrying about your budget, connect with us confidentially.' Below this is a 'New! Get the help you need, anytime, anywhere with CareNow - our new digital programs.' banner with a 'Get CareNow' button.
- Support & Resources** section, promoted by LifeWorks, featuring three article thumbnails: 'Coping Following the Area Lockdown in Moncton, New Brunswick', 'Embracing Change: It's a Family Affair', and 'Mentor Awards 2021'.
- Learn & Save: Insurance** section with text: 'There are a lot of factors to consider when it...'
- Start an assessment** button.
- Saving of the week** section with the AVIVA logo and text: 'Special Savings For LifeWorks Members'.
- Improve Your Daily wellbeing** section with text: 'Use snackable wellbeing to become a happier and healthier you.' and a 'Personalize Your Content' button.
- Manage Timeline** and **All Posts** filters.
- A post from **Victor**, promoted by Victor, dated 15 days ago, with a welcome message in both English and French.

Questions?



Thank you.

Access your Employee Assistance
Program (EAP)

24/7 by phone, web or mobile app.

1.800.238.8663

www.LifeWorks.com

