



# Employee Family Assistance Program (EFAP) Counselling Services

From time to time, we all need support to deal with an issue or challenge. If you could benefit from professional help to proactively address a personal or work-related concern, you can turn to LifeWorks. Our services are available to you and your dependents at no additional cost (as defined by your benefits plan) and include access to confidential counselling. Here are just some of the ways that EFAP counselling can help:

- You're dealing with conflict or changes at work which are affecting your productivity.
- You'd like to learn to better control anger or manage stress.
- You're going through a separation or divorce.
- You're concerned about a spouse or family member who seems to be misusing substances.
- You're struggling with self-esteem or communication issues; parenting challenges; midlife concerns; sexual orientation or gender identity, or other personal issues.

To get started, contact LifeWorks toll-free, any time, 24/7, to speak with a caring representative for guidance and resources, as well a referral to a counsellor for short-term, solution-focused counselling.\* All our counsellors are experienced therapists with a minimum Master's degree in psychology, social work, Educational Counselling, or other social services field. To meet individual needs and preferences, EFAP counselling is available by:

- Phone (including immediate support in the event of a crisis)
- Chat on the platform ([login.lifeworks.com](http://login.lifeworks.com))
- Video, live over the Internet using a Webcam
- In person (face-to-face sessions with a qualified counsellor in your area)
- By virtual group for specific issues such as learning to manage stress and anxiety, or practice mindfulness

\*In short-term counselling, the number of sessions varies and is determined on a case-by-case basis. If your issue is ongoing in nature, your counsellor will likely refer you to an appropriate resource in your community, and support you in accessing that resource.

Employees looking for telephonic access to the EAP can call us directly using the following toll-free numbers:

Telephone:

TTY:

Contact the LifeWorks EAP any time, 24/7, for qualified support.

To connect with LifeWorks online, visit: [login.lifeworks.com](http://login.lifeworks.com) or by mobile.

Username:

Password: