

Employee and Family Assistance Services

Counselling & Support

Reach out. Get help. Feel better.

Your [Employee and Family Assistance Services](#) program offered through LifeWorks helps you and your family find solutions for life's challenges.

Caring professionals help you access free and confidential support for:

- [Mental health](#)
- [Fitness, nutrition, and physical health](#)
- [Financial and legal planning and advice](#)
- [Relationship and family-related issues](#)
- [Career advice and planning](#)
- and much more!



Support is available 24 hours per day, seven days a week. Call **1-800-655-5004** and select one of three options:

- Option 1 – access immediate support in a crisis or emergency involving imminent risk
- Option 2 – inquire about support and services or reschedule an appointment
- Option 3 – arrange a Critical Incident Response at your workplace (only leaders with spending authority may request trauma intervention services)

What to expect when you call

A LifeWorks representative will ask questions to begin your file, assess for possible risk, understand your request and connect you with the appropriate service. Services may include immediate support, short-term appointment-based counselling, [online resources and programs](#), telephone consultations and community referrals.

Book an appointment

LifeWorks always offers you the first available appointment. They strive to accommodate your preferences for counselling session format, scheduling, location and counsellor characteristics. Preferences may affect appointment availability. Your first appointment is either booked during the initial call or in a follow-up call from the counsellor. If you have not received a response within 48 hours, call **1-800-655-5004** (Option 2).



Need for immediate support

If your situation indicates a risk of harm to yourself or others, your call will be transferred to a counsellor immediately to ensure you are safe and supported. The counsellor will ask you questions to understand the level and type of risk, determine how to support you and, if relevant, make a plan for your safety.

The risk identification process helps people in a clinical crisis connect to immediate support. If no risk is identified but more immediate support is beneficial, you will be transferred to a counsellor or receive a call back on the same day.

Guidance for leaders supporting employees in need

Consultations for people leaders (manager, supervisor, leader, or union representative) provide confidential and professional guidance for employee-related concerns.



If an employee's needs have escalated, call **1-800-655-5004** (Option 2) and request a people leader consultation to discuss the situation and options for support. A counsellor will help assess the situation, specific employee needs, safety planning requirements and determine if an outreach call to the employee is appropriate. Leaders must receive consent from the employee before an outreach call can be made.

If the employee is at risk of harm to themselves or others, select Option 1 for immediate crisis/emergency support.

LifeWorks is here to support you!

LifeWorks helps employees, family members and people leaders by providing caring and professional support when needed. Call today to find the support that works for you!

Do you have questions?

Call LifeWorks **1.800.655.5004**

Find out more about online programs and resources:

www.workhealthlife.com

