

# Welcome to LifeWorks

Register now for a live orientation webinar!

EAP  
Employee Assistance  
Program

LifeWorks blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing. It has both your Employee Assistance Program (EAP) and personalized wellbeing resources that can support you and your dependents with issues related to work, life and everything in between.

LifeWorks offers support with mental, financial, physical and emotional wellbeing. Whether you have questions about handling stress at work and home, parenting and childcare, managing money, or health issues, you can turn to LifeWorks for a confidential service that you can trust.

All events take place on Thursday's

## Manager Orientations

February 10<sup>th</sup> – 1 p.m. EST

April 7<sup>th</sup> – 1 p.m. EST

July 7<sup>th</sup> – 1 p.m. EST

Oct 6<sup>th</sup> – 1 p.m. EST

## Employee Orientations

January 27<sup>th</sup> – 1 p.m. EST

February 17<sup>th</sup> – 1 p.m. EST

March 24<sup>th</sup> – 1 p.m. EST

April 14<sup>th</sup> – 1 p.m. EST

May 26<sup>th</sup> – 1 p.m. EST

June 23<sup>rd</sup> – 1 p.m. EST

July 14<sup>th</sup> – 1 p.m. EST

Aug 25<sup>th</sup> – 1 p.m. EST

Sept 22<sup>nd</sup> – 1 p.m. EST

Oct 13<sup>th</sup> – 1 p.m. EST

Nov 17<sup>th</sup> – 1 p.m. EST



# Welcome to LifeWorks!

We are pleased to announce that as of **JANUARY 1, 2023**, you'll be able to access the new **LifeWorks** digital platform. As a remind, LifeWorks is a confidential Employee Assistance Program (EAP) and innovative well-being resource offering support and guidance for you and your colleagues.

**LifeWorks** is available any time by **phone, online, or by mobile app** – all at no cost to you, as defined by your benefits plan. **LifeWorks** has support and services for your mental, physical, social, and financial well-being.

## Support & Resources

Every day brings changes and challenges. **LifeWorks** can support you and your dependents with almost any issue, whether related to health, family, money, work, or anything in between. If you have questions about handling stress, maintaining relationships, dealing with changes at work, parenting and childcare, managing your money, caring for an older relative, or health issues like losing weight or giving up smoking, you can turn to **LifeWorks** for answers. You can speak confidentially to one of their trained consultants – they have the knowledge and experience to offer support and strategies for work-life issues. They can connect you to counselling, set up consultations (legal, financial, parenting, eldercare, etc.) and refer you to helpful agencies and organizations in your community.

## Perks

Perks is the place to help you save and earn cashback when shopping. With a huge range of retailers, there's something for everyone.

- **Cashback** - Browse hundreds of retailers and follow LifeWorks' special link to earn cashback on your purchase. Watch your cashback grow or transfer it into your PayPal account.
- **Exclusive Offers** - gives you great deals and discounts on online purchases all in one place. You can browse offers in the Exclusive Offers tab. Simply click on the offer you are interested in for details of how to redeem it.

## Well-Being

The **LifeWorks** CareNow service gives you access to a range of programs designed to help with Anxiety, Depression, and Stress while we will make sure to improve our offerings and add new topics continuously. It gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.

## 3 easy ways to connect with LifeWorks:

LifeWorks makes it easy. Call them, go online, or download their app to access information and resources.

- 1) Online at **[login.lifeworks.com](https://login.lifeworks.com)**: Access hundreds of articles, recordings, eBooks, and online toolkits.
- 2) **By free mobile app for iOS or Android**: Access support and resources on the go from your smartphone. Look for the cursive "blue L" when searching **LifeWorks** in the App

Store or on Google Play. Need to connect with a consultant? With the app, you can call us with just one tap!

- 3) **By toll-free number:** You can call **LifeWorks** any time, 24/7, 365 days a year, to speak with an advisor. A caring, professional member of the team will help you talk through your concerns and help you find solutions.

## Find answers, fast

As with any new program, there are bound to be questions. Be sure to visit [help.lifeworks.com](http://help.lifeworks.com) for answers to your questions, technical support and the ability to submit a request to the LifeWorks Customer Support Team.

## LifeWorks is here for you, whenever you need them, day or night.

Online: [login.lifeworks.com](http://login.lifeworks.com)

Username: **mcquiggelodge**

Password: **eap**

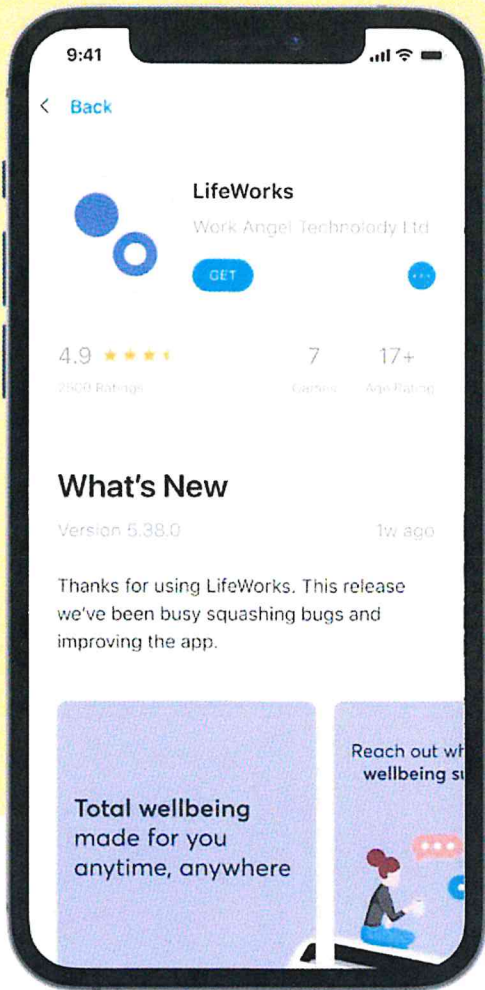
Toll-free: **1-844-671-3327**

Service in French: **1-855-360-5485**

**Download the free "LifeWorks" app today!**







 LifeWorks

# Download the LifeWorks app

Feel supported, connected and rewarded wherever you are!

With the innovative LifeWorks app, you can access qualified support for your mental, physical, social and financial well-being, any time, from anywhere.

- Search for resources and tools on topics ranging from **family and life to health, money and work.**
- Connect to information and updates through the app's **News Feed.**
- Work out from home with **LIFT Virtual Session Fitness.** The virtual fitness classes make working out exciting, easy and efficient.

What's more, the app acts like your digital wallet card. You can call a LifeWorks **Employee Assistance Program (EAP)** advisor with just one tap – toll-free, 24/7 – for expert advice, resources and referrals.

## Download the LifeWorks app today for convenient access to well-being support!

1. Download the free app on Android or iOS – simply search for “LifeWorks”.



2. Open the app, click on 'Log in' and enter your log-in credentials.

**Username:**

**Password:**



# Feel supported, connected, and rewarded

Reach out. Get help. Feel better. Immediate and confidential support.

You can trust your LifeWorks program to help you and your family find solutions for a wide range of life's challenges.



## Caring professionals can help you access support related to:

- Fitness and physical health
- Mental health
- Relationships
- Nutrition
- Finances
- Elder care
- Legal
- and much more

There are many ways to get help today - all completely confidential.



## Solutions for a wide range of life's challenges

- Access over 20,000 master's level clinical counsellors & certified coaches across a variety of support and Work-Life services.
- Confidential chat and secure video, telephonic and chat counselling sessions with members of our professional network.
- Referrals to the LifeWorks network of more than 3,000 in-person professional counsellors and affiliates.

You and your eligible family members can receive support over the telephone, in person, online, and through a variety of health and wellness resources. For each concern you are experiencing, you can receive a series of private sessions with an expert. You can also take advantage of online tools to help manage your and your family's health. You'll get practical and fast support in a way that is most suited to your preferences, learning preference and lifestyle.



## Improve nutrition

- Weight management
- Boost energy and resilience
- High cholesterol
- High blood pressure
- Diabetes
- Heart disease

## Achieve well-being

- Stress
- Depression
- Anxiety
- Anger
- Crisis situations
- Life transitions

## Get legal advice

- Separation and divorce
- Civil litigation
- Custody and child support
- Wills and estate planning

## Get financial guidance

- Credit and debt management
- Budgeting
- Bankruptcy
- Financial emergencies
- Changing circumstances

## Manage relationships and family

- Separation and divorce
- Elder care
- Relationship conflict
- Parenting
- Blended Family issues

## Focus on your health

- Identify conditions
- Prevent illness
- Manage symptoms
- Discover natural healing strategies
- Create an action plan for better health

## Deal with workplace challenges

- Work-life balance
- Conflict
- Career planning
- Bullying and harassment

## Find child and elder care resources:

- Maternity and parental leave
- Adoption
- Child care services
- Schooling
- Adult day programs
- Nursing and retirement homes

## Tackle addictions

- Alcohol
- Tobacco
- Drugs
- Gambling
- Other addictions
- Post-recovery support
- Create an action plan for better health

**Call for confidential and immediate support with your work, health and well-being 24/7.**

**English: 1-844-671-3327 / French: 1-855-360-5485**





# Frequently Asked Questions

## What is LifeWorks?

LifeWorks is a full-service employee assistance program (EAP) and work-life/wellbeing 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](http://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 wellbeing.

## **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. Minimally, counselors are required to have a Master's degree in Psychology, Social Work, Educational Counseling, or other related human services field. Some counselors have PhDs.

## **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 counselor 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
- Online: [login.lifeworks.com](https://login.lifeworks.com)
- By free mobile app for iOS or Android (Download the app by searching for "LifeWorks" in your device's app store)



## **How does LifeWorks support the wellbeing needs of diverse communities?**

LifeWorks supports and promotes diversity and inclusion in the workplace in many ways, including:

- Matching people with counselors that share similar lived or cultural experiences.
- LifeWorks hires and promote employees that are representative of the diverse communities LifeWorks supports, including Black, Indigenous, and People of Color (BIPOC) and LGBTQ communities. LifeWorks' hiring process for clinical employees and leaders include responses to scenarios that help determine if they are equipped to support marginalized communities that may be at greater risk. The LifeWorks continuous learning program equips its employees to respond empathetically to instances of racism and trauma presented by the people LifeWorks supports.
- In addition to continuously creating structural inclusivity in our Employee Assistance Program (EAP), we also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace.

# LIFT session fitness

Achieve your fitness goals with unlimited fitness journeys and chat with fitness coaches



## Fitness anytime, anywhere with coach support

LIFT session virtual fitness programs are available on your mobile device, so you can stay active anytime, anywhere. Chat live online with fitness coaches who can help with fitness, nutrition, and recovery questions you have. Each session lasts 30 minutes, and the typical journey is three sessions per week for a total duration of six weeks. No equipment required!

## How to get started:

- Log in to LifeWorks online or on the mobile app.
- Navigate to the "Quick Links" section by clicking on "Life" in the navigation panel. If accessing LifeWorks on the web, select "Support & Resources."
- Click on "Lift session fitness" and click "Sign Up" to create your free account.
- Download the LIFT session app and sign in to complete your online fitness assessment and start the fitness journey right for you!

## Looking for additional support?

LIFT also offers 1-1 Personal Training. Learn more about this service after sign up.

The support of live coaches and personalized fitness journeys will keep you engaged, excited, and on track to hit your goals. Kick-start your fitness journey now!

## Global challenges

LIFT Global Challenges are pre-defined wellness challenges based on LIFT automated fitness journeys. After logging in to the LIFT Session app, users opt-in to monthly challenges and compete in a friendly environment with users across the globe.

To compete in the monthly challenges:

- Log into the app and opt into the monthly challenge
- Create a profile by entering your first name and last name initial
- You can also upload your favourite avatar or photo
- Once registered, you can compete against other users both inside and outside your organization. Anytime, anywhere!

## Private Broadcast Sessions

LIFT Private Broadcast Classes are live, online classes led by world-class instructors. After logging in to the LIFT Session app, you may see the option to join one or more classes, depending on your organization's settings and preferences. Classes are 30 minutes in length and can be completed in the comfort of your own home.



# LIFT session

Atteignez vos objectifs de mise en forme grâce aux parcours illimités et au clavardage avec des entraîneurs



## Mise en forme partout, en tout temps, avec le soutien d'un entraîneur

Vous pouvez accéder aux programmes offerts sur la plateforme LIFT session sur votre appareil mobile; ainsi, vous pouvez vous entraîner partout, en tout temps. Clavardez avec des entraîneurs pouvant répondre à vos questions à propos de la mise en forme, de l'alimentation et de la récupération. Chaque séance dure 30 minutes, et un parcours type comporte trois séances par semaine, pendant six semaines. Aucun équipement n'est nécessaire!

## Comment s'y prendre :

- Connectez-vous à la plateforme LifeWorks en ligne ou au moyen de l'appli mobile.
- Si vous utilisez l'appli, sélectionnez « Vie » dans la barre de navigation, puis faites défiler l'écran jusqu'à la section « Liens rapides ». Si vous utilisez la plateforme Web, sélectionnez « Soutien et ressources ».
- Cliquez sur « Mise en forme Lift Session », puis sur « S'inscrire » afin de créer votre compte tout à fait gratuitement.
- Téléchargez l'application LIFT session et connectez-vous pour effectuer votre évaluation physique en ligne et amorcer le parcours de mise en forme qui vous convient!

## Vous désirez obtenir un soutien complémentaire?

LIFT session offre aussi des séances d'entraînement individuel. Renseignez-vous à ce sujet après vous être inscrit sur la plateforme.

Le soutien des entraîneurs et les parcours de mise en forme personnalisés stimuleront votre motivation et votre enthousiasme afin de rester sur la bonne voie pour atteindre vos objectifs. Commencez votre parcours de mise en forme dès aujourd'hui!

## Défis mondiaux LIFT

Les Défis mondiaux LIFT sont des défis de mieux-être prédéfinis, fondés sur des parcours de mise en forme automatisés de LIFT. Après avoir accédé à l'appli LIFT session, les utilisateurs peuvent s'inscrire à des défis mensuels et concurrencer d'autres utilisateurs des quatre coins du monde dans un environnement convivial.

## Pour participer au défi mensuel :

- Connectez-vous à l'application et joignez le défi mensuel
- Créez un profil en indiquant les initiales de votre prénom et de votre nom de famille
- Vous pouvez aussi télécharger une photo ou un avatar
- Une fois inscrit, vous pourrez entrer en compétition avec d'autres utilisateurs, tant au sein qu'à l'extérieur de votre organisation. Partout et en tout temps!

## Séances de diffusion privées

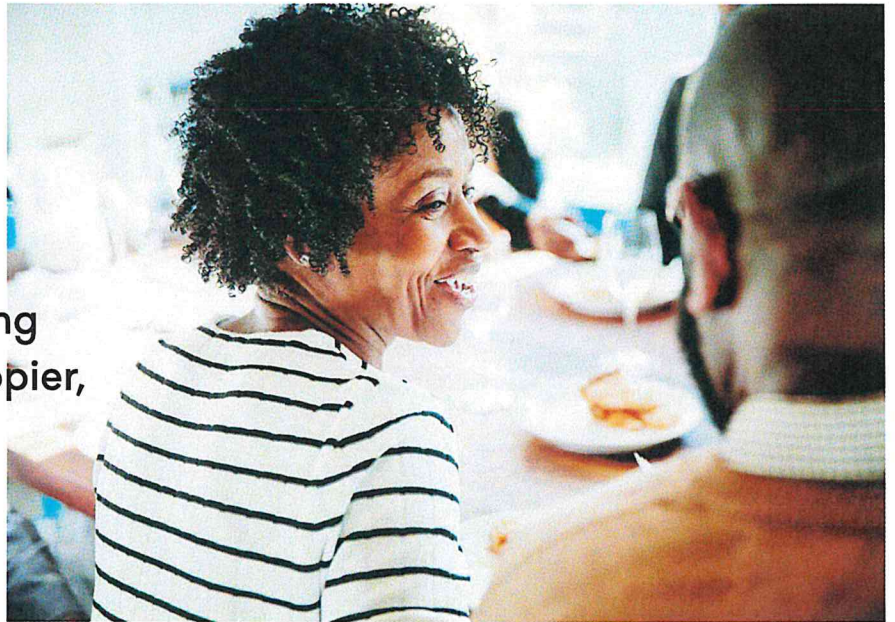
Les séances de diffusion privées LIFT session sont données en ligne en direct par des entraîneurs chevronnés. Après avoir accédé à l'appli LIFT session, vous pourriez avoir la possibilité de vous joindre à une ou à plusieurs séances, selon les paramètres établis par votre organisation et vos préférences. Les séances durent 30 minutes et peuvent être effectuées dans le confort de votre foyer.





# CareNow

With CareNow, you're taking the first step towards a happier, healthier life.



Get the help you need, the way you want it, anytime, anywhere - on your mobile device or desktop, in and out of home, day and night. The CareNow programs give you specialized self-help resources developed by our world-leading experts.

## What is Care Now?

The LifeWorks CareNow service gives you access to a range of programs designed to help with Anxiety, Depression, and Stress. New topics are continuously added, so check the platform frequently for more information on other areas you may need support in.

## What support is available?

Get the support you need by selecting the program that you are most comfortable with. CareNow offers interactive content, exercises, podcasts, videos, meditation and more, so that you can explore the topic you want, the way you want it.

## How it works

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - everything is focused on helping you make positive changes.

## How to access CareNow

You can get started whenever you are ready. Simply access LifeWorks on the web platform or app, then select "Wellbeing" and click on "CareNow." It couldn't be easier!

Download the "LifeWorks" app







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Online: [login.lifeworks.com](http://login.lifeworks.com)

Username: XXX

Password: XXX

Toll-free: XXX

Service in French: XXX

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# Welcome to LifeWorks

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**Navigating the User Guide is easy.** You can read through the entire guide for an overview of the LifeWorks platform, or, you can jump directly to a specific section by clicking on any of the links below.

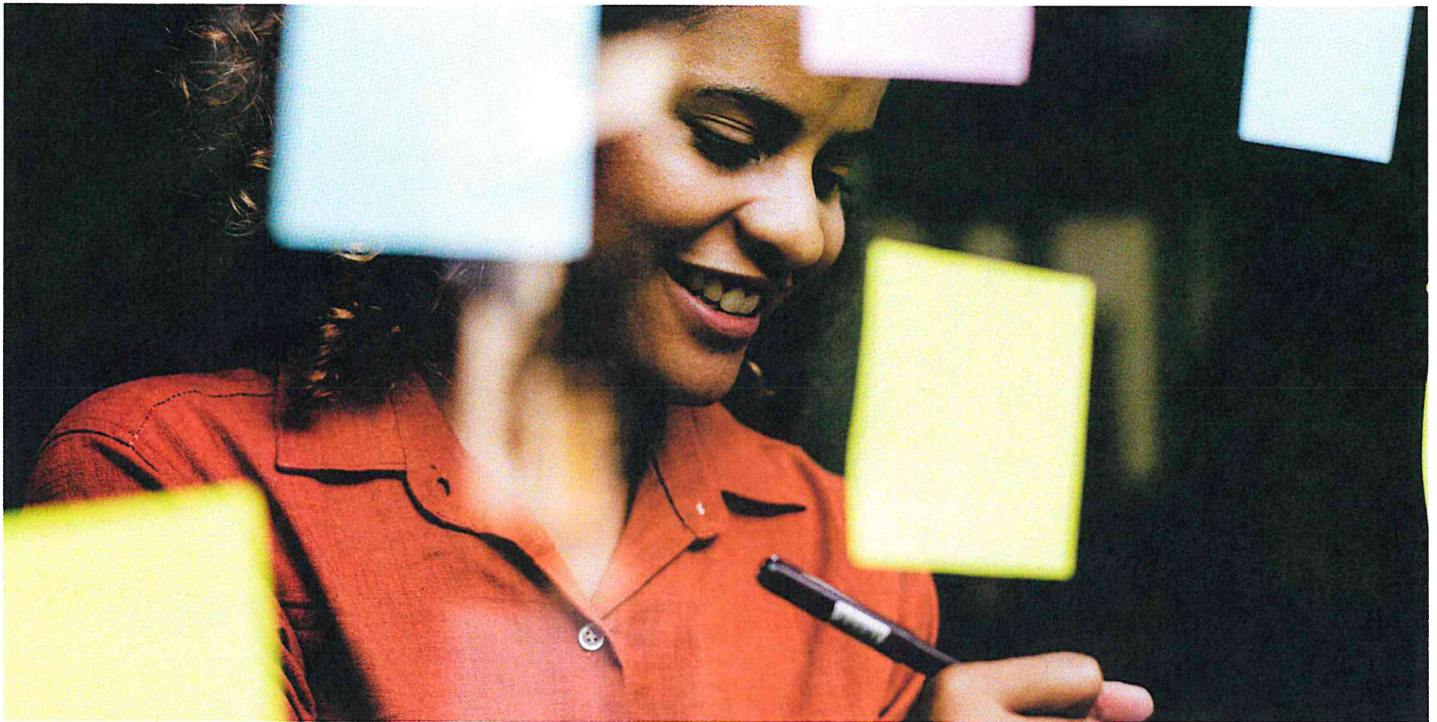
**[What is LifeWorks?](#)**

**[Employee Assistance Program \(EAP\)](#)**

**[CareNow](#)**

**[Total Wellbeing Assessment](#)**

**[LIFT Session Fitness](#)**



## What is LifeWorks?

**LifeWorks is the Wellbeing Solution that employees love to use. LifeWorks supports your mental, physical, financial and social wellbeing to help you be your best and most productive self.**

What's more, LifeWorks includes access to a confidential Employee Assistance Program (EAP), and wellbeing tools you need to motivate, energize and inspire you to be healthy and happy.

### How do I access LifeWorks?

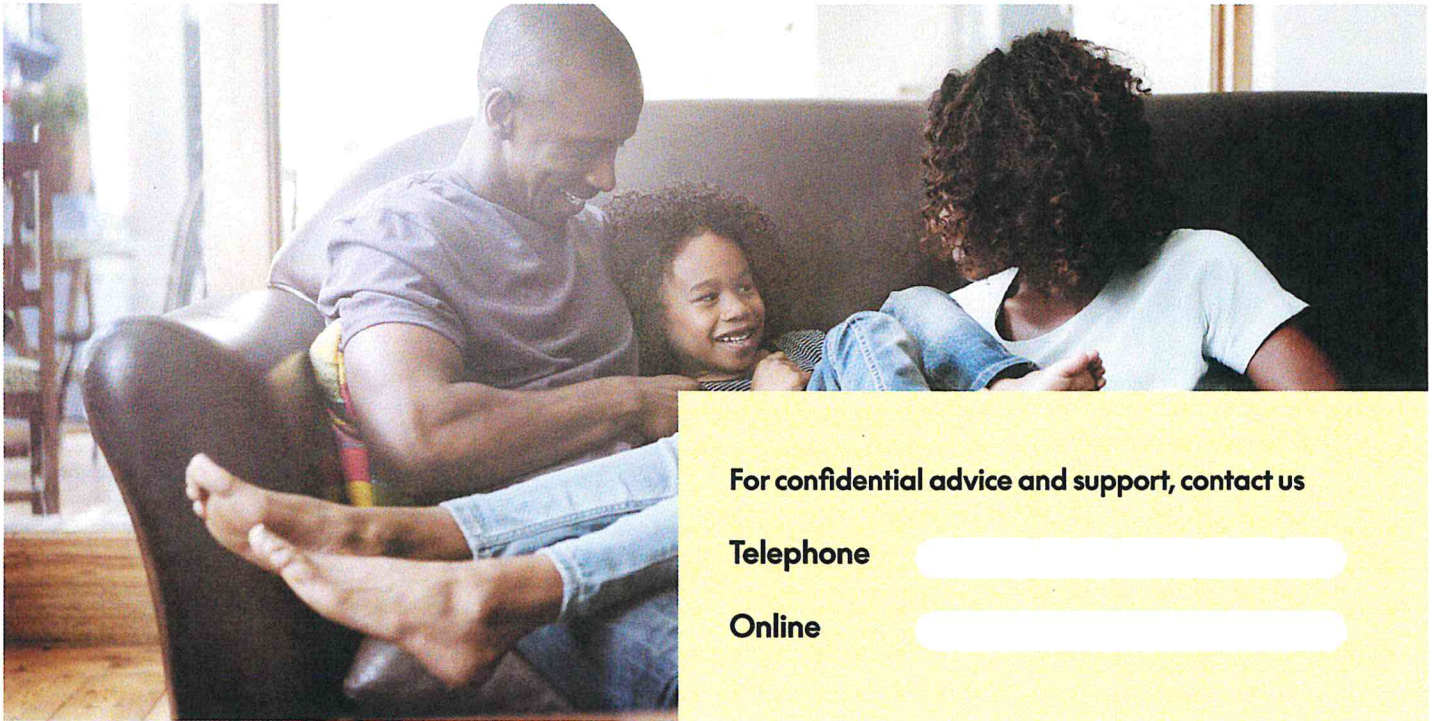
**By shared login:** All users in your organization log in using the same username and password.

Username

Password







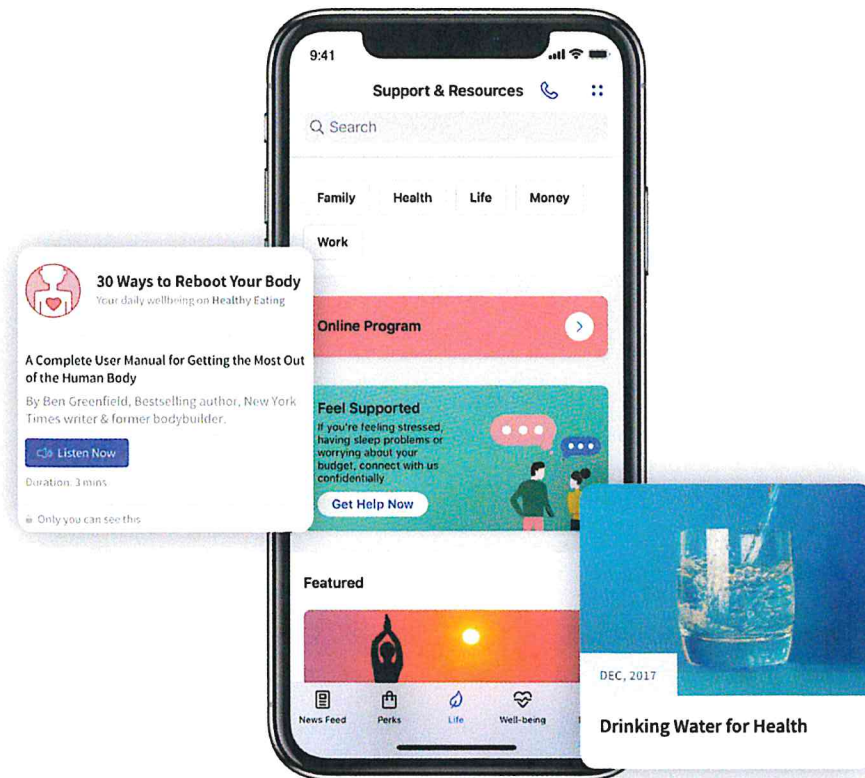
## Employee Assistance Program (EAP)

**Bounce back from whatever life throws at you.**

Life has its ups and downs. But we can help. Whether you have questions about relationships, family problems, stress at work and home, anxiety, financial matters, or health issues, you can turn to LifeWorks for a confidential service you can trust.

### How can we help?

- **Any time, anywhere, any way:** LifeWorks is available, 24/7, by phone, online by browser and by mobile app.
- 24/7 access to **professional advisors** for advice, work-life support, and referrals.
- 24/7 access to **counselling by phone** for immediate, short-term support.
- 24/7 access by the mobile app (iOS and Android) and online to **hundreds of articles, recordings, quizzes, e-books, self-assessments, and more.**
- **Referrals to in-person counselling**, as well as other modalities to fit your schedule and comfort level.
- **Best-in-class clinical programs** that offer help and support for work, health and life challenges.
- **Connections to organizations and agencies** in your community to help you address specific needs.



## Online wellbeing resources to support you.

Find answers, fast. We make it easy to look for answers to tough questions. Browse hundreds of articles, toolkits, audio recordings and more, based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of wellbeing content that covers areas related to **Family, Health, Life, Money and Work.**

Simply log in to LifeWorks and visit the "Life" section from the menu bar.

Search our clinically verified and trusted:

- Articles
- Toolkits
- Podcasts
- Infographics
- E-books and more

See what's new right away. Articles are also listed under "Featured" and "Recently updated" and a menu of Quick Links displays frequently accessed content and service overviews, so you'll always see what's new, first.





## CareNow

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.

The LifeWorks CareNow service gives you access to a range of programs designed to help with Anxiety, Depression, Stress and more. We will continue to improve our offerings and add new topics continuously, so visit the CareNow page frequently to keep updated.

### To access CareNow:

- **Web app:** Click on “Wellbeing” from the top navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

- **Mobile app:** Click on “Wellbeing” from the top navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

You may be prompted to create a personal user account when accessing CareNow. Simply follow the steps to get started.

Personal user accounts must be created through the web app.





## **Total Wellbeing Assessment**

### **What is the Total Wellbeing Assessment?**

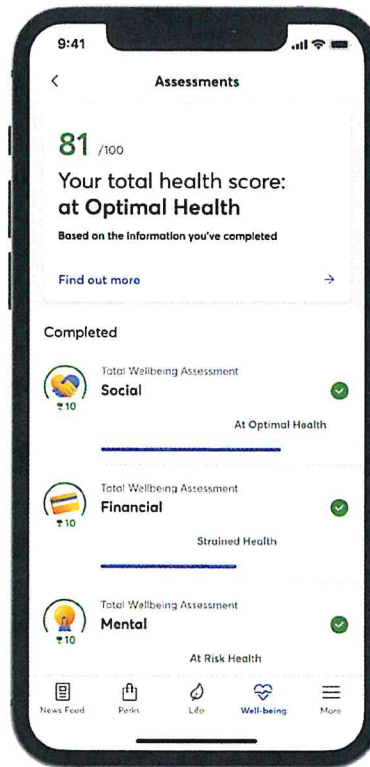
The easy-to-use Total Wellbeing Assessment helps you understand your strengths and improvement opportunities in all 4 pillars of wellbeing. The 4 pillars are mental, physical, social and financial

### **How does it work?**

- 1. Understand your current state of health across all 4 pillars** with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see "What you are doing well", "Areas for improvement" and "Suggested resources".
- 2. Improve your health with personalized wellbeing content**, tips and snackable content based on the results of your assessment - whether you're thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.

- 3. View your total health score.** After completing the questionnaires, you are given a total health score between 0 and 100. The higher the score, the more optimal your current health.
- 4. Make improvements** based on personalized wellbeing content and re-take assessments at any time for an updated score.





## Total Wellbeing Assessment (Continued)

### How to access Total Wellbeing Assessment:

- Web app: Log in to the platform, click “Wellbeing” in the top-line menu and select “Assessments.”
- By mobile app: Log in to the app, tap “Wellbeing” from the bottom menu, then “Assessments.”

You may have the option to create a personal user account when accessing the Total Wellbeing Assessment. Personal user accounts must be created in the web app.

A personal account allows you to save your results and complete the assessments in multiple sessions, but you are not required to create one. If you are not asked to create a personal account then your results and progress will automatically be saved.

NOTE: Health Assessments are for adults between the ages of 18 and 65. The questionnaires are intended for educational purposes only and should not be used as a substitute for professional medical advice, diagnosis, treatment, or care.



## LIFT Session Fitness

LIFT provides a full suite of fitness offerings that make working out exciting, easy and efficient. It's like working out at your preferred gym or studio without ever stepping foot outside your house.

### **Automated journeys**

These programs are built specifically for your goals and fitness level.



# Get started with LifeWorks!

**Access your Employee Assistance Program (EAP) 24/7 for confidential help with sensitive issues.**