



Core services included in the EAP

Access to best-in-class and specialist counseling- Unlimited, and immediate access to specialized professionals in counseling, social work, human services and psychology. LifeWorks EAP counselors are available 24/7 for telephone assessment utilizing evidence-based evaluation tools, referral, and crisis intervention services.

Multiple counseling modalities- You can immediately access an EAP counselor via phone, live chat, and email. Confidential and secure counseling sessions with members of our professional network include:

- Toll-free number
- Video
- Live chat
- Tele-counseling

Clinical services - Up to 3 short-term, problem resolution sessions per presenting problem

Comprehensive support for Work and Life Issues- Everyday concerns can have a significant impact on the physical and emotional health of an individual's productivity at the workplace.

- **Legal** – a 30-minute consultation per issue by phone or in an attorney's local office. One consultation per issue is available each year. Additional services are available at 25% discount of the attorney's hourly fee.
- **Financial** – phone access to financial counselors to answer questions or schedule a 30-minute counseling session per issue for bankruptcy, establishing savings goals, and finding resources for home ownership, college funding, or retirement planning
- **Childcare** – assistance with locating childcare, parenting, adoption, and education resources.
- **Elder care** – guidance on locating elder care resources ranging from skilled nursing facilities to local programs.
- And many more, including nutritional & weight management, parenting, midlife & retirement, career, and everyday issues.
- **Tobacco/Smoking Cessation** - phone access to support employees

Employer Support-Management Support – Support for employees (suicide & depression concerns, aggression/bullying, sexual harassment, substance abuse issues and policy development), Management Consultation for People Leaders/ Managers/ HR

- Support through workplace questions and concerns or view complex, sensitive issues.
- Provide confidential sounding board and third-party
- Guide you in referring an employee EAP or other resources
- Recommend involvement of human resources (HR) when appropriate.
- Provide coaching in preparation for a difficult conversation/meeting with an employee.
- Provide help during a crisis.



Workplace Support Program

LifeWorks by Morneau Shepell's Workplace Referral Program (WRP) provides employers with a method of formally referring an employee who is experiencing work performance or behavioral issues for professional assessment, counseling, and/or treatment recommendations. It is also used to refer employees who are in violation of their organization's drug and alcohol policy, which may include a positive drug/alcohol test or reasonable suspicion. This program offers individualized intervention that aims to help resolve an employee's performance, behavioral, or substance use issue. Referrals are typically used as a tool in managing an employee's performance plan. LifeWorks Platform Services*:

Website Platform

Organization Posts – Wellness community feed, Wellbeing Content, Perks, Online Self-Directed Programs, Total Wellbeing Index (TWI), Assessments, CareNow

Website: login.lifeworks.com

Shared username – swschools Password – lifeworks