

Your Wellness Platform - Employee and Family Assistance Program

School District 67 (Okanagan Skaha)

May 12th, 2021

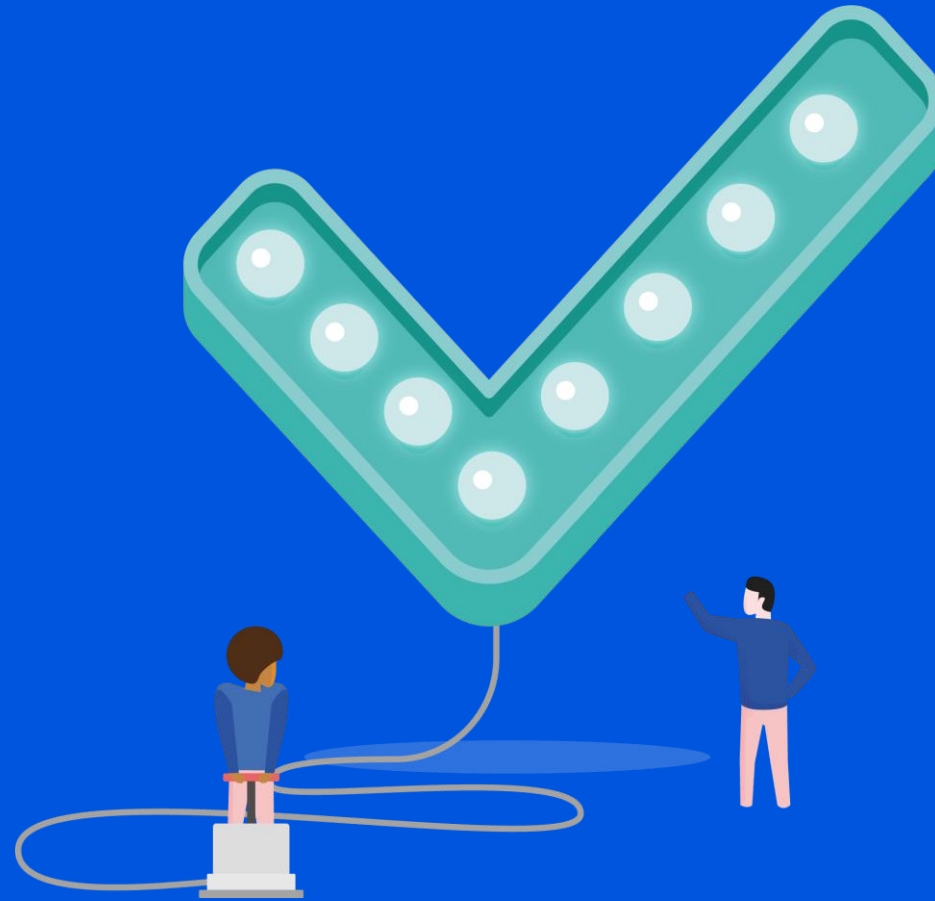
Presented by Denise Cuthbert



Agenda:

Support for Employees

- Understanding your EFAP
- Services
- Access to services
- Q and A



LifeWorks – Your confidential employee assistance program (EFAP) and work-life/wellness resource.

- **Expert advice, helpful resources, practical strategies** - support to help you achieve goals and handle life's everyday issues and concerns.
- **24/7/365 support by phone** – a qualified, professional consultant to talk to, whenever you call!
- **Website and mobile app** for access to a wealth of information, resources, and tools – any time, from anywhere.
- Available to **you and your immediate dependents at no additional cost** to you (as defined by your benefits plan)
- **Voluntary and confidential (not anonymous)** – exceptions include immediate risk of self harm/harm to others, and court order compliance
- **Bilingual (English and French)** – translation services available at intake

The key is confidentiality!

- No one will know you have used the EFAP unless YOU tell them
- Many local offices for face-to-face counselling *restrictions with Covid-19
- Counselling also provided online or by phone. Both are increasingly in demand, are clinically effective and provide more flexibility than face-to-face counselling
- No back-to-back appointments with employees from the same organization *
- Email or voice messaging in accordance with your instructions
- All confidentiality is protected within the limits of the law

Clinical counselling

Our clinical team can address a broad range of issues that could affect you or your family.

Personal/Emotional	Family	Couple/Relationship	Work	Addictions
<ul style="list-style-type: none">• Stress/anxiety• Depression• Suicidal risk• Self-esteem• Anger• Life stages• Post-trauma support• Violence	<ul style="list-style-type: none">• Parenting• Child/Adolescent behaviour• Blended family• Communications• Elder issues• Extended family relations	<ul style="list-style-type: none">• General relationships• Relationship breakdown• Separation/divorce• Intimacy issues• Communications• Conflict resolution• Planning a family	<ul style="list-style-type: none">• Workplace performance/stress• Work relationships or conflicts• Career planning• Career resiliency• Retirement planning• Workplace violence or harassment	<ul style="list-style-type: none">• Alcohol• Drugs• Someone else's addiction• Smoking• Gambling

Counselling

- **24/7 counselling** by phone to address immediate needs
- **Solution-focused**, short-term counselling model: number of sessions varies, determined on a case-by-case basis
- **Clinically appropriate approach**: matches the number of sessions to the individual need
- **Specialized counsellors**: individual & couples, marital & family therapy, mental health
- **Variety of modes to suit clinical needs and individual preferences**: By phone, in person, virtual group, video, chat

LifeWorks counsellors:

- Minimum of a **master's degree** in psychology, educational counselling, social work, and five years' clinical experience.



How else can we help?

Other services we offer

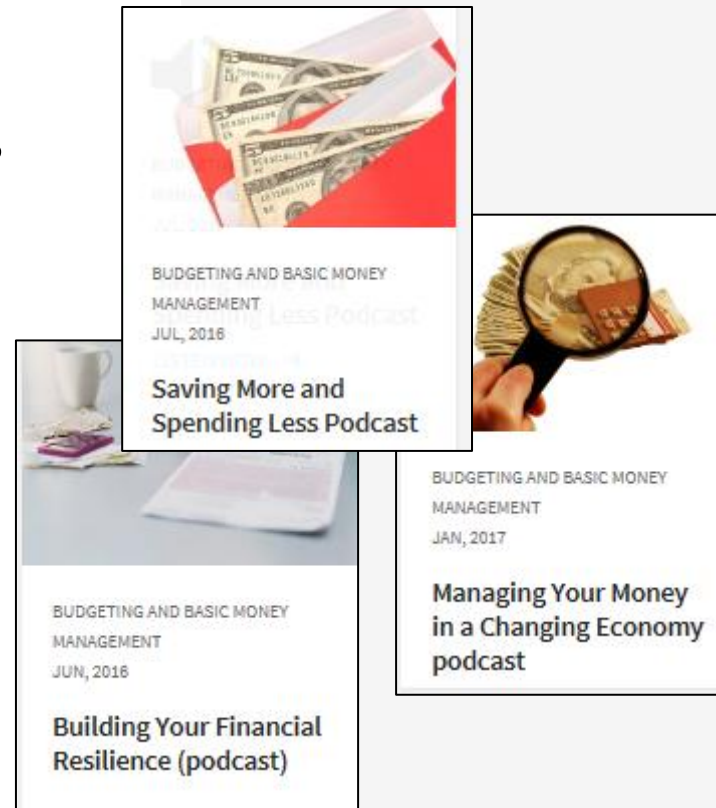


Category	Example	
Family Support Services (child and elder care)	Planning a family Expectant and new parenting Homecare support	Special needs Residential care Community programs
Nutrition	General healthy eating Weight gain/loss	Disease management Accommodating shift work
Legal support services (except labour and immigration law)	Separation/divorce Child custody Criminal law	Will/Estate Civil litigation
Financial support services	Debt/Credit Divorce/Dissolution Investment planning	Taxes Retirement Insurance
Online toolkits	Many topics available	

Financial

Access to a network of accredited Financial Consultants for support with:

- credit management
- budget analysis
- home buying, mortgage/refinancing evaluation
- retirement planning, RRSP questions
- basic estate planning
- questions about tax planning and preparation



Legal Matters

Support with questions related to family law, real estate, bankruptcy, criminal law, estate planning

(Exceptions: Employment and business law)

- Access to a network of licensed lawyers who help participants understand their legal issues, may identify alternative ways to resolve those issues, provide general information.
- Speak to a lawyer for up to 30 mins at no cost!
- Up to a 25% discount off services beyond the initial consultation



Community Referrals and Information Services

- **Referrals to community support** for clinical needs that are longer term in nature
- Support by our research team to assist with gathering information and **making connections to community-based services** and agencies.



Community Referral for
Longer Term Clinical Support



Community Groups, Events,
Resources



Volunteer Opportunities



Moving



Learning Another Language

Online Support for Life's Transitions & Stages

Life Changes

- Moving
- Relationship Changes
- Becoming a Parent
- Midlife and Retirement
- Natural Disasters/Traumatic Events
- Helping Older Relatives
- Grief and Loss
- Joining the Workforce
- Workplace Change
- Becoming a Manager

Toolkits

- Sleep Health
- Weight Loss
- Change and Resilience
- Mindfulness
- Parenting as a Team
- Single Parenting
- Older Adults Safety
- Estate Planning & Will Kit
- Divorce
- Managers
- Identity Theft
- And many more!

Emotional Well-being

Support in a number of areas including:

- Relationship, marriage and family issues
- Stress-related and work-life balance issues
- Mental health concerns, depression and anxiety
- Grief and loss
- Addiction and recovery

GRATITUDE JOURNAL

BOUNCING
BACK

Staying resilient through
the challenges of life

Mindfulness Toolkit

Change and Resilience Toolkit

Divorce Toolkit

Health and Well-being

Support in a number of areas including:

- Diet and physical activity
- Stress reduction
- Healthy aging
- Living with a disability or chronic condition
- Getting the sleep you need
- Nutritional Services
- Naturopathic Services



DIET AND NUTRITION
MAR, 2017

**Losing Weight
Together Podcast**



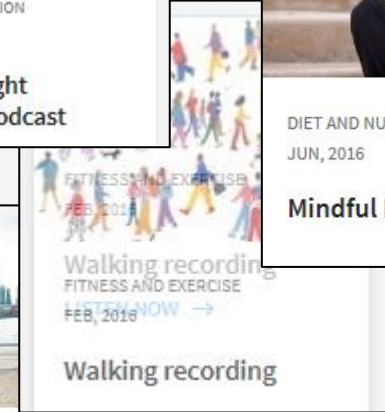
DIET AND NUTRITION
JUN, 2016

Mindful Eating Podcast



FITNESS AND EXERCISE
MAR, 2017

Get Moving recording



FITNESS AND EXERCISE
FEB, 2016
Walking recording



Sleep Health Toolkit

Caring for Older Adults

Qualified support provided by Master's level counsellors with a specialization in elder care

- Caring for a loved one with Alzheimer's disease/other dementia
- Older adult health issues
- Long-distance caregiving
- Searches for residential care and housing facilities, in-home care services

CAREGIVING WHEN YOU WORK

Talk with your manager.

Have a conversation with your manager if family caregiving tasks are affecting your work. Your manager may be able to adjust your duties or your schedule, and know of helpful programs offered by your employer to help you juggle your work and caregiving responsibilities.



Consider adding outside help.

A geriatric care manager can tackle caregiving tasks, such as coordinating medical appointments. Look into home healthcare services, as well as house cleaning, meal delivery, or property maintenance. Be sure to check references for anyone entering your loved one's home.



Use timesaver tools and apps.

Lotsa Helping Hands has a secure online group calendar that lists the services your relative needs and allows friends and family to sign up to help. CareZone offers a way to track doctors' appointments, reminders for prescription refills, and more.



Take care of yourself.

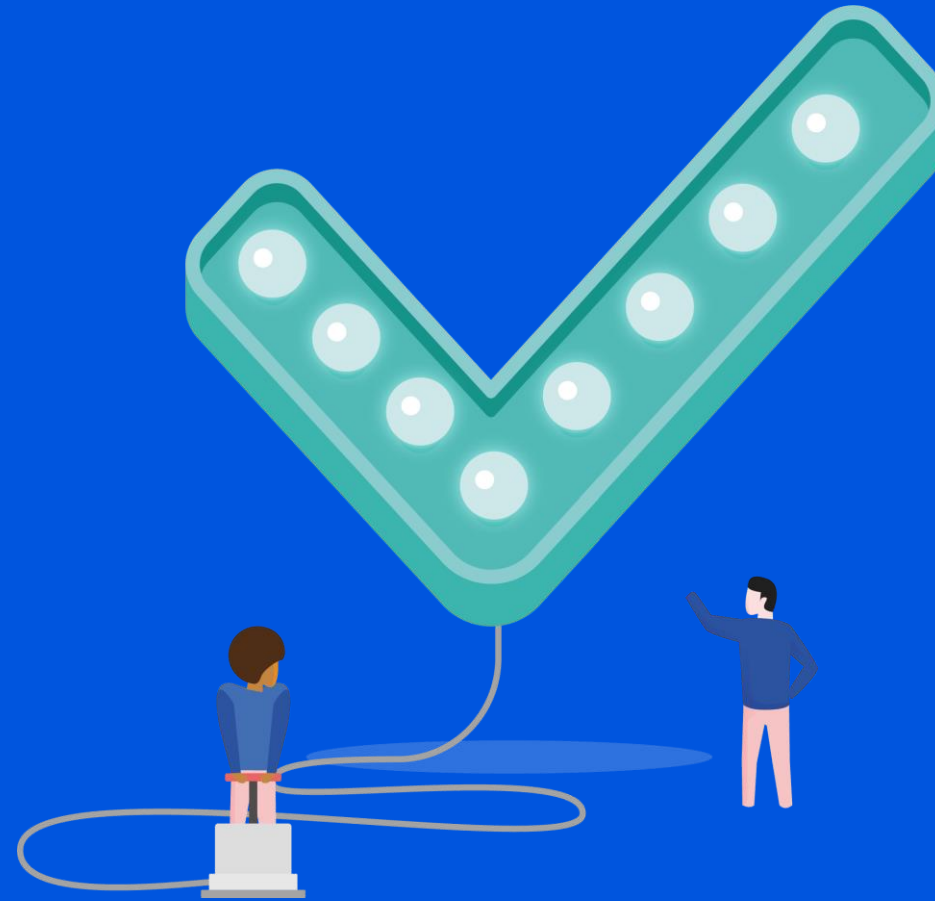
Caregiving affects your physical and mental health. That's why it's important to eat a healthy diet, exercise regularly, and get seven to nine hours of sleep a night. Look into respite care if you feel burned out. Use your vacation time to recharge.



Quality Assurance:

After using the EFAP, you'll receive a survey and possibly a follow-up call:

- We truly value your feedback, please don't hesitate to reach out to the contact centre again to voice your concerns, or reach out to HR. We take feedback seriously and would like to 'make it right' whenever possible.



Connect with LifeWorks - 24/7

Toll-free telephone number (landline or mobile): **1-888-207-8833** Français : 1-888-307-1080

TTY: 1-877-371-9978

Online: login.lifeworks.com

English Username: sd67

English Password: wellness

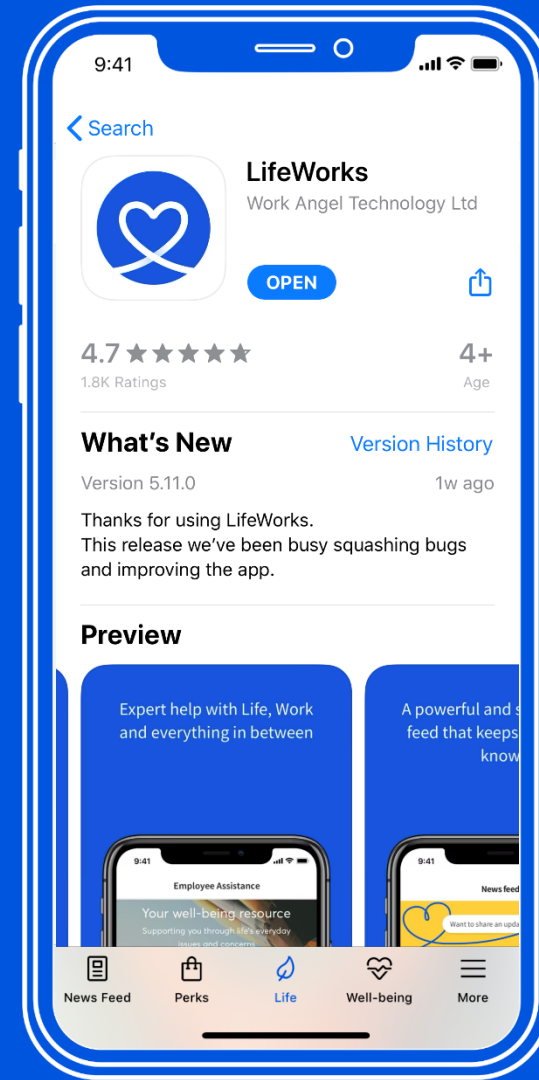
****You just need to log in and not sign up for group log in**



Download the LifeWorks app

Chat with a LifeWorks expert with just a tap – any time, from anywhere – or check well-being resources right on your phone.

1. Download the free app on Android or iOS – simply search for “LifeWorks”.
2. Log In to the platform.



LifeWorks Platform Features

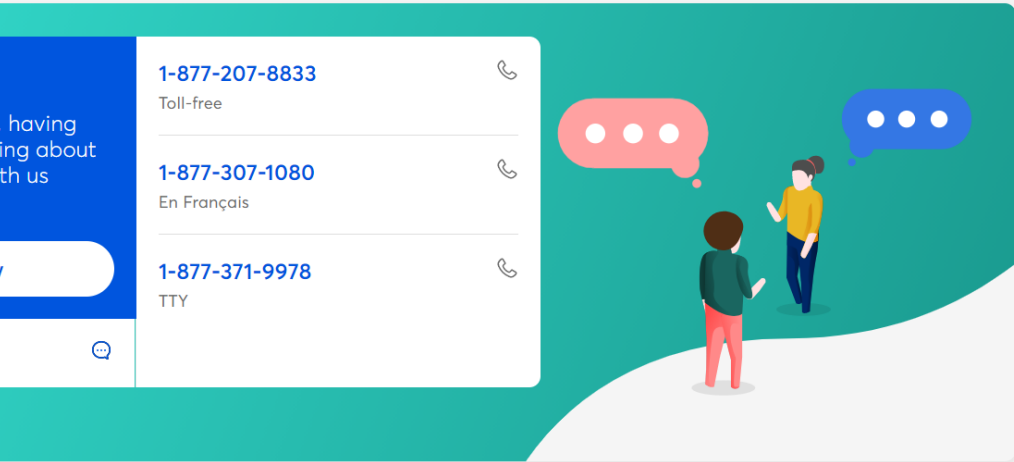
Q Search resources...

Health

Life

Money

Work



LifeWorks contact information and an illustration of two people talking. The contact information includes:

- 1-877-207-8833
Toll-free
- 1-877-307-1080
En Français
- 1-877-371-9978
TTY

The illustration shows two stylized figures, one in a green shirt and red pants, and another in a yellow shirt and blue pants, standing on a light blue path. They are surrounded by speech bubbles, suggesting a conversation or support session.

Quick Links



[COVID-19 Support](#)



[LIFT Session Fitness](#)



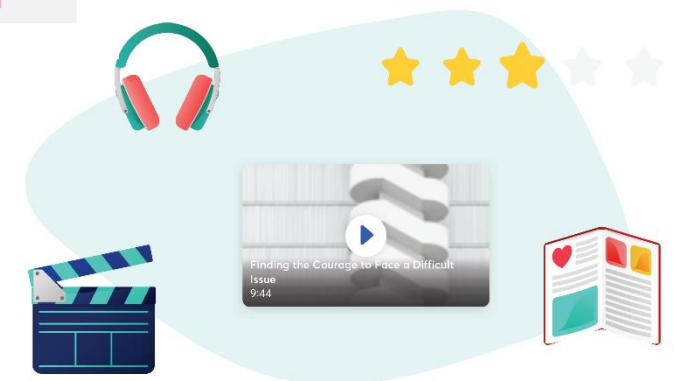
CareNow

Self-directed CBT-based programming

CareNow, easily accessible on the LifeWorks platform, is a suite of self-directed programs grounded in the principles of cognitive behavioural therapy (CBT). Each program consists of up to 20 learning modules that feature audio tracks, videos, reading, exercises, meditations and self-assessments.

- Anxiety
- Depression
- Stress
- Coping
- Substance use
- Separation/Divorce
- Grief
- Communication

New services added with LifeWorks platform



LifeWorks is...

- ✓ Not just counselling
- ✓ Available to you and your immediate dependents at no additional cost to you (as defined by your benefits plan)
- ✓ Voluntary and Confidential
- ✓ A convenient app for anywhere access

Thank you!

