

March 27, 2023

**NOTICE TO CSSEA EMPLOYERS UNDER COMMUNITY LIVING SERVICES, GENERAL SERVICES AND INDIGENOUS SERVICES COLLECTIVE AGREEMENTS: EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)**

The tentative provincial collective agreements include access to an EFAP plan which includes counselling and referral services. If the tentative agreements are ratified, the provision of this benefit will be effective April 1, 2023, and will not be included within HBT's April 1, 2023 Extended Health rates. The results of the ratification vote on the tentative agreements will be known by March 30<sup>th</sup>, 2023.

In advance of the ratification vote result, HBT has secured preferred pricing with **Homewood Health** and **TELUS Health** for the provision of an EFAP program:

- Pacific Blue Cross's EFAP, provided by **Homewood Health** is currently priced at \$3.71 per employee, per month. This is a special rate available to employers with benefits through Healthcare Benefit Trust. Please feel free to contact them directly for more information. HBT is working with Pacific Blue Cross to determine whether Homewood Health's EFAP rates can be added to HBT's Extended Health rates – if required.
- EFAP provided by **TELUS Health** (previously Lifeworks) is currently priced at \$3.50 per employee, per month, but can be influenced by size and experience. There is also an option to upgrade for an additional fee to the Total-Well Being Platform that includes access to an employee recognition program, well-being assessments and a perks program. Please feel free to contact them directly for a quote.

For more information about Homewood Health and/or TELUS Health, please see the attached documents.

For further questions, including pricing and enrollment, please contact:

**Homewood Health**

Kevin Ronahan, Account Executive, Group Business  
kronahan@pac.bluecross.ca  
604.419.2147

**TELUS Health**

Rod C Ezekiel, Director, New Business  
[Rod.ezekiel@lifeworks.com](mailto:Rod.ezekiel@lifeworks.com)  
604.349.5911

## EMPLOYEE & FAMILY ASSISTANCE PROGRAM



Counselling  
Coaching  
Support

## Professional

We guarantee your confidentiality.

We are Homewood Health™, a trusted Canadian company with years of experience delivering the best possible support for clients like you. Everyone is guaranteed confidentiality within the limits of the law. You won't be identified to anybody — including your employer.

### Life Smart Coaching

#### Lifestyle and specialty counselling

You can receive coaching support for a variety of life balance and health issues, or get expert support to better manage your career. Life Smart Coaching services are available by phone.

Health	Life Balance	Career
 <ul style="list-style-type: none"> <li>• Nutrition</li> <li>• Lifestyle Changes</li> <li>• Jumpstart your Wellness</li> <li>• Smoking Cessation</li> </ul>	 <ul style="list-style-type: none"> <li>• Childcare and Parenting</li> <li>• Elderly and Family Care</li> <li>• Relationships</li> <li>• Financial</li> <li>• Legal</li> <li>• Grief and Loss</li> </ul>	 <ul style="list-style-type: none"> <li>• Career Planning</li> <li>• Workplace Issues</li> <li>• Pre-Retirement</li> <li>• Shift Work</li> </ul>

### Contact Information

Contact us 24 hours a day, 7 days a week

**1 844 PBC-EFAP**  
pbc-efap.ca

**1 844 693-5123** (French)  
**1 844 693-5124** (TTY service)

⬇️ A tear-out wallet card is provided below.

#### Employee & Family Assistance Program

Coaching | Counselling | Support

**1 844 PBC-EFAP**

**1 844 693-5123** (French)  
**1 844 693-5124** (TTY service)

Confidential | Available anytime  
pbc-efap.ca

## Choices

Counselling that's convenient for you.

Counselling is available in person, by phone, by video, or online. There is no cost to you. Offices are local and appointments are made quickly, with your convenience in mind. Have a preference for location or appointment time? We'll do our best to accommodate your preferences.

### Counselling

#### For all of life's challenges

Your Employee and Family Assistance Program helps you take practical and effective steps to improve your well-being and be the best you can be. We offer a supportive, confidential, and caring environment and will provide you with counselling for any challenge:

- Family
- Marital
- Relationships
- Addictions
- Anxiety
- Depression
- Life transitions/change
- Grief/bereavement
- Stress
- Other personal issues

### Online Resources

#### The right information at the right time

Access Homeweb anytime for e-Learning, interactive tools, health and wellness assessments, and a library of health, life balance, and workplace articles.

#### i-Volve: Online CBT

i-Volve is an online, self-paced treatment program for depression and anxiety using the best practice treatment approach, cognitive behavioural therapy (CBT).

This innovative treatment program will guide you through exercises that examine and test how you interpret and perceive external stimulation. These insights will help you change and adapt the ways in which you think, feel, and react in various situations. i-Volve will help you to identify, challenge and overcome your anxious and/or depressive thoughts, behaviours and emotions.

#### Self-Guided: Work at Your Own Pace

Unlike traditional CBT programs, i-Volve is available 24 hours a day, seven days a week, and we designed it to allow you to work at your own pace.

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## PROGRAMME D'AIDE AUX EMPLOYÉS ET À LEUR FAMILLE



Counseling  
Coaching  
Soutien

## Service professionnel

Nous garantissons la confidentialité de vos renseignements personnels.

Homewood Santé<sup>MC</sup> est une société canadienne de confiance solidement établie offrant le meilleur soutien possible à ses clients, et ce, en toute confidentialité, dans les limites permises par la loi. Votre identité ne sera révélée à quiconque, pas même à votre employeur.

### Coaching intelliVie

Obtenez des séances téléphoniques de coaching pour une grande variété de questions relatives à la santé, la qualité de vie, la conciliation travail - vie personnelle ou la gestion de votre carrière.

#### Santé



- Nutrition
- Changements au mode de vie
- Parcours mieux-être
- Abandon du tabac

#### Équilibre de vie



- Soutien parental
- Soutien aux aidants naturels (aînés/enfants/conjoint)
- Solutions relationnelles
- Conseils financiers
- Conseils juridiques
- Deuil et pertes affectives

#### Carrière



- Planification de carrière
- Difficultés au travail
- Planification de la retraite
- Travail par quarts

### Nous contacter

Communiquez avec nous en tout temps

**1 844 PBC-EFAP**  
pbc-efap.ca

**1 844 693-5123** (Français)  
**1 844 693-5124** (Service de ATS)

↓ Carte détachable de format portefeuille

### Programme d'aide pour les employés et leurs familles

Coaching | Counseling | Soutien

**1 844 PBC-EFAP**

**1 844 693-5123** (Français)  
**1 844 693-5124** (Service de ATS)  
Services confidentiels | Accessibles en tout temps

pbc-efap.ca

## Différentes options de counseling

Un counseling adapté à votre mode de vie.

Notre counseling est accessible en personne, par téléphone, par vidéo ou en ligne, sans frais pour l'utilisateur. Nous avons des bureaux partout au pays et les rendez-vous sont offerts rapidement, au moment qui vous convient. Une préférence quant à l'endroit et à l'heure du rendez-vous? Nous ferons de notre mieux pour satisfaire vos demandes.

### Counseling

#### Faire face aux défis de la vie

Votre Programme d'aide aux employés et à leur famille vous aide à prendre des mesures pratiques et efficaces pour améliorer votre qualité de vie et vous épanouir. Nous offrons un milieu favorable, confidentiel et attentionné, et vous fournissons des conseils pour toutes les épreuves :

- Problèmes familiaux
- Difficultés conjugales
- Problèmes relationnels
- Dépendances
- Anxiété
- Dépression
- Transitions de vie
- Deuil
- Stress
- Autres difficultés personnelles

### Ressources en ligne

#### La bonne information au bon moment

Consultez monhomeweb.ca en tout temps pour accéder à des cours en ligne, à des outils interactifs et à un outil d'évaluation de votre santé et de votre mieux-être ainsi qu'à une bibliothèque d'articles sur la santé, la conciliation travail-vie personnelle et le milieu de travail.

#### La TCC en ligne J'E-volue

J'E-volue est un programme d'autotraitement en ligne de la dépression et de l'anxiété fondé sur des pratiques optimales : la thérapie cognitivo-comportementale (TCC).

Les exercices de ce programme de traitement novateur vous inciteront à examiner et à remettre en question la façon dont vous interprétez et percevez les stimuli externes. Ils vous aideront à modifier et à adapter votre façon de penser, de ressentir et de réagir dans diverses situations. Le programme J'E-volue vous aidera à définir, remettre en question et maîtriser vos pensées, émotions et comportements anxieux ou dépressifs.

#### Thérapie autonome : vous travaillez à votre propre rythme

À la différence de la TCC traditionnelle, vous pouvez accéder à la thérapie J'E-volue 24 heures sur 24 et 7 jours par semaine, et elle est conçue de façon à vous permettre d'y travailler à votre propre rythme.





Homewood  
Health | Santé

FAQ



### Your Employee & Family Assistance Program (EFAP)

Homewood Health™ provides your EFAP to all eligible employees and their immediate family members. Homewood Health is a private Canadian company specializing in employee and family assistance programs for over 35 years. They offer a one-of-a-kind approach to EFAP—the highest quality of clinical support and intervention available—and an unmatched continuum of services that spans health promotion, mental health and addictions treatment, and prevention-focused work-life counselling services.

Your Homewood Health EFAP provides you with completely confidential and professional counselling for a broad range of personal and family issues. While the program can be used for crisis intervention, the ideal time to use the program is before concerns get unmanageable. **EFAP is a proactive option to help you manage your personal health and well-being.**

### What services does my EFAP offer?

Your EFAP offers counselling, coaching, information, and support for all types of issues relating to mental health management, and achieving greater personal and workplace well-being.

You, and your dependents, can receive short-term counselling from a professional counsellor either in person, over the phone or

at [pbc-efap.ca](http://pbc-efap.ca). You can also access a full suite of Homewood Health Life Smart – Lifestyle and Specialty Counselling Services, as well as several online resources.

### What kinds of counselling services are offered?

Counselling services are confidential and professional. Assessments, guidance, and referrals, when required, are offered to help with many personal challenges including, but not limited to:

- Relationship concerns in areas such as communication, separation, divorce
- Family issues including parenting difficulties, family conflict, aging parents
- Workplace concerns linked to conflict, stress, change, balance, career
- Financial and legal difficulties
- Alcohol and drug misuse or dependency
- Gambling and other addictions
- Depression and anxiety
- Bereavement and grief
- Anger management
- Sexual harassment and abuse
- Life transitions



## How does the counselling program work?

Homewood Health staff will ask you for some basic information (to establish your eligibility for this benefit) and will help set up an initial face-to-face counselling appointment at a time and office location that is convenient for you. Or, if preferred, telephonic or e-counselling can be arranged. In all cases, an experienced counsellor will help assess your concerns and aid you in developing practical solutions.

All Homewood Health counsellors have a minimum of a masters level degree and extensive experience in helping individuals with their personal challenges. If longer term counselling, hospital treatment, or specialized services (such as medical, legal or financial help) are required, your counsellor will discuss referral options with you to get you connected with the most appropriate support.

## What are Life Smart—Lifestyle and Specialty Counselling Services?

Whether you need to find a nursing home for an aging parent on the other side of the country, obtain help getting finances under control, receive advice on how to nurture a child with special needs or gifts, plan for the transition back to work following parental leave, or receive legal advice on custody or visitation questions, Homewood Health can help.

When accessing Life Smart, you will be provided with an overview of the service at time of first call by the intake counsellor initiating support with the specialist. You will have access to the specialist within 24-48 hours and the specialist can often provide you with an assessment upon first contact. Assessment outcomes, including additional support and resources, are customized for each person.

Life Smart services are offered over the telephone and often include a personalized package of information and useful tools, including tips sheets, articles, and software programs that have been specifically selected to address your needs.

Life Smart—Lifestyle and Specialty Counselling Services include:

### Life Balance Solutions

- New Parent Support
- Childcare and Parenting
- Elder and Family Care
- Relationship Solutions
- Legal Advisory
- Financial Consultation

## Health Smart Coaching Services

- Nutritional Counselling
- Smoking Cessation Program
- Jumpstart your Wellness—a healthy lifestyle program

## Career Smart Counselling Services

- Career Counselling
- Pre-Retirement Planning
- Shift Worker Support

## What services are available online?

In addition to core EFAP services, you have access to a variety of online resources that provide self-help information, references, articles, and guidelines.

**Online Health Library** — an extensive collection of educational resources organized into a Health Library with rich content, relevant topics, and easy navigation.

**Health e-Resources** — a comprehensive self-guided, self-development program that is designed to provide a personal plan of action. This also includes a Health Risk Assessment.

**E-Learning Courses** — instant access to online learning, developed by psychologists specialized in e-learning and health promotion. These self-paced, interactive, confidential learning courses target personal and workplace issues.

**BusyFamily Child and Eldercare Resource Locators** — conduct your own customized searches by keying in specific requirements. You can search for daycares, homecare, respite care, schools, camps, long-term facilities, assistive care facilities, and facilities geared towards the elderly with health needs or cultural preferences. Responses are instant and can be easily sorted for comparison purposes.

## What does the EFAP cost?

All EFAP services are offered at no cost to you or your family members. Occasionally, a counsellor will refer to resources in the community, which are considered outside of the EFAP program.

## Contact Information

**Contact us 24 hours a day, 7 days a week**

**1 844 PBC-EFAP**

**1 844 693-5123** (French)

**1 844 693-5124** (TTY service)

Confidential | Available anytime

[pbc-efap.ca](http://pbc-efap.ca)

## Essential EAP - Health Benefits Trust Pricing Summary

### TELUS HEALTH Employee Assistance Program

#### Per Employee Pricing

#### Goal Oriented Short Term Model

Employees

Up to 300 lives

Cost Per Employee per Month

\$3.50  
Per Employee per Month

Essential - FULL EAP with Clinically Appropriate  
Counselling with all modalities Face to Face,  
Telephonic, Video, Chat, Group E- Counselling.

Full Coverage plus Inc. Immediate Family  
Weblink for More info [TELUS Health EAP](#)

\* Based on a 12/24/36 month term - Pricing expires 60 days from Receipt. Pricing is available to new clients only.  
Some conditions apply. Pricing is based on first year with 10% usage. Additional Years will be experience rated. Direct set up only.

#### Services

#### Unlimited

24-7, Toll-free triage telephone access to EFAP for crisis counseling, risk  
assessment and matching to appropriate service(s)

Included

Short-term, solution-focused Professional EFAP Counselling Services  
Clinically Appropriate Counselling Model ( All Modalities)  
( Live Face to Face, Video, Group Chat, Chat, Tele , Ecounselling)

Included

WorkLife Solutions Services:

Family Support Services; Child and Elder Care Services

Included

WorkLife Solutions Services:

Nutritional support; Health Coaching with Registered Dietician

Included

News Feed – For Corporate Communication within the TELUS Health Site

Included

CARENOW – 20 Mental Health Digital Modules – Support Counselling Self  
Pace – \*\*Now includes Aysynchronous Chat for with a live therapist

Included

Standard Promotional Material & Monthly Heartbeat Newsletters

Included

Microsite and Mobile App and Newsfeed and Well Being Content

Included

30 minutes free with Lawyer ( and up to a 25% discount if services are  
continued)

Included

Financial Well Being Support – Telephonic Counselling

Included

Health Risk Assessments – 4 Pillars – Mental Physical Social and Financial  
HRA

Included

## Well Being Cost Plus - Modular Add On's



**Abiliti CBT - AbilitiCBT (Internet Cognitive Behavioural Therapy):** AbilitiCBT is a clinically effective Internet-based Cognitive Behavioral Therapy (iCBT) solution, guided by a professional therapist through a digital platform accessible anywhere. New Indigenous CBT Program is now available! (Minimum of 50 lives for this program)  
Weblink for more info - [TELUS HEALTH iCBT](#)



**Recognition with Spot Rewards** Leaderboard, Badges, Spot Rewards, Grouping

Weblink for more info - [TELUS HEALTH Recognition and Spot Rewards with Newsfeed](#)



**Challenges and Fitness Activities –** Drive engagement, support activities, offer access to a rewards program and tracking of success !

Weblink for more info - [TELUS HEALTH WELLBEING](#)



**Virtual Health – TELUS Health virtual solution** is for busy employees and their families who want convenient 24/7 virtual access to healthcare for all their health concerns - whether they need health advice, a prescription refill or urgent care support.

Weblink for more info - [TELUS HEALTH Virtual Care Med Support](#)



- **Breaking Free – Substance Use Disorder Digital Support.**

Weblink for more info - [TELUS HEALTH BREAKING FREE](#)

**Need more information?**

**Rod C Ezekiel / Director New Business –**

**TELUS HEALTH Western Canada / 604 349 5911 / [rod.ezekiel@lifeworks.com](mailto:rod.ezekiel@lifeworks.com)**

Pricing is applicable until Dec 31 2023 or until further notice.





# TELUS Health Virtual Care

Compassionate, human care, every step of the way.

At TELUS Health, we believe that human interactions are integral to the health and wellness of your employees, so we focus on creating remarkable health outcomes by putting the person at the center of their care.

With TELUS Health Virtual Care, your employees gain 24/7 on-demand access to a broad range of healthcare professionals and benefit from a genuine human experience right from the start. From primary care to mental health and allied health support, our dedicated team of clinicians addresses the health needs of your employees and their family through encrypted text and video consults, where and when they need it.<sup>1</sup>

## Attract and retain top talent.

**24/7 access to personalized physical and mental health care** from anywhere at any time<sup>1</sup> for your employees and their immediate family members<sup>2</sup> - with no cap on the duration or number of consults.



**77% of employees** would consider changing jobs for better well-being support.<sup>3</sup>

## Curb absenteeism and encourage productivity.

**Over 70% of virtual consults are initiated during work hours** (8am-6pm).<sup>4</sup>



**More than 80% of consults** are resolved through the app without needing an in-person visit.<sup>4</sup>



### The top three reasons for consults on TELUS Health Virtual Care are<sup>4</sup>:

1. Skin issues
2. Respiratory problems
3. Mental health concerns



## Patient-centric care, with continuity.

TELUS Health Virtual Care is Canada's first service to enable the electronic sharing of health information with other healthcare professionals – when authorized by the employee – to support continuity of care.



Each step was easy, seamless and each health professional I dealt with was caring, considerate and extremely helpful. To have a referral in process, lab work and then results all within three days is quite awesome.

**Kim G.,  
Waterloo, ON**



## Personal interaction with an extensive network of healthcare professionals.

Health and wellbeing matter to your employees. Show them it's a priority you share as their employer. We will customize your TELUS Health Virtual Care service to your company, including employee onboarding, ongoing engagement initiatives, personalized communications and friendly customer support.



Medical advice



Prescriptions



Referrals



Mental health support



Imaging



Diagnosis



Lab work



Allied healthcare

Show your employee they're your #1 asset.

[telushealth.com/virtualcare](https://telushealth.com/virtualcare) | [virtualhealthcare@telus.com](mailto:virtualhealthcare@telus.com)



**Improving lives,**  
improving business.





# 180+ countries covered.



**50+**

languages supported.



**80K+**

counsellors and specialised professionals worldwide.



**35M+**

people trust the service worldwide.

## Global network

As one of the world's largest employee assistance programme (EAP) provider, TELUS Health (formerly Lifeworks) supports employees and their families around the world so they can manage work, health and life challenges.

## Quality oversight

High level of clinical oversight ensures consistent operational standards are met globally. We have the only globally accredited EAP through the council on accreditation.

## Account management

Local account management is supported on both a regional and global level to provide culturally relevant programmes that drive engagement.

\*Figures presented represent the LifeWorks EAP product.



# Global Employee Assistance Program (EAP).



Essential

Add ons

## Services



**24/7 counselling**  
Immediate support,  
best-in-class counselling.



**Reporting**  
Case utilisation and platform  
participation reporting.



**Employee support**  
Emotional and  
everyday support.

## Platform

**LifeWorks app**  
An industry-leading consumer-  
grade app with direct access to  
our team of experts.

**Content**  
Searchable online library of  
EAP content.

**CareNow**  
Self-guided wellbeing  
programs.  
  
**Newsfeed**  
Wellbeing content and a  
company posts news feed.

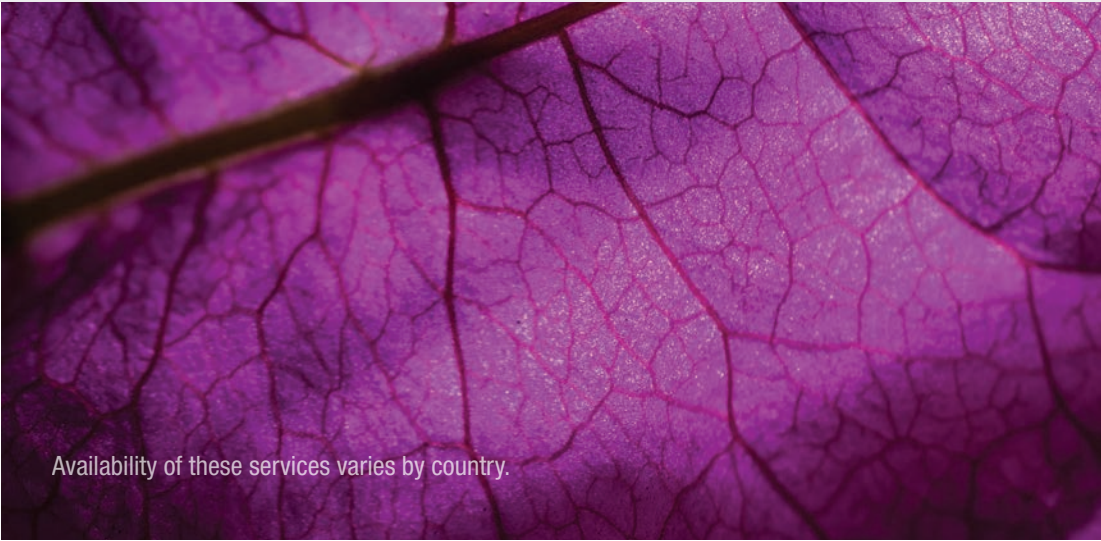
**Total Wellbeing Index (TWI)**  
with basic reporting measures the  
mental, physical, social & financial  
wellbeing of your organisation for  
robust insights and personalised  
health recommendations & resources  
to your employees.



Health challenges



Recognition



Availability of these services varies by country.





# Mental health support

## 24/7 best-in-class counselling.

Immediate telephone support from specialised professionals in counselling, social work, psychology or human services.

**50% reduction** in user ratings of poor mental health following clinical intervention by LifeWorks.



### Virtual counselling: video and telephonic.

Immediately access an EAP counsellor through video and phone for confidential and secure virtual sessions.



### In-person, counselling.

Referrals to an extensive network of master's level clinical counsellors and affiliates.

### Multiple modalities increase engagement and improve outcomes.

Our wellbeing platform offers the choice needed to engage multicultural and multigenerational needs and preferences.

“ Thanks to the access to LifeWorks preventative programmes, I was able to manage symptoms of depression and feel more in-control before it got worse.



**Marie Bourdon**  
Paris, France

Source: LifeWorks Workplace Outcome Suite 2021.  
Availability of these services varies by country.





**Sunil Kumar**  
New Delhi

# Employee and manager support.

## Employee support

### Emotional support

Emotional support includes anxiety, depression, stress management, bereavement, personal relationship issues, addictive behaviours, anger management and sleep hygiene.

### Everyday support

Practical everyday support includes legal services, financial & debt support, education, relocation, parenting, midlife & retirement, and everyday issues.

## Management support

Support for managing employees (suicide and depression, workplace-aggression/bullying, sexual harassment), employee referrals, employee performance, referrals, manager personal growth (training, stress/absence management, appraisals), workplace safety.



I completed the LifeWorks financial wellbeing assessment, tried the recommendations and it's been reassuring to see my score improve. Being able to speak to a financial advisor made all the difference to putting the changes into action.



## Sunil's care journey.

### Total Wellbeing Index

Sunil's score's revealed that while he had a good work/life balance and was in good shape, his mounting debts were causing his mental health to suffer. It provided him with some actionable steps to take. His score started to improve and he was feeling calmer.



### Employee support

His position was improving, but Sunil still faced large debts which caused him anxiety. He called a LifeWorks financial advisor who signposted him to the right resources and services to consolidate and manage his debt.





# Self-guided digital content.

## Assessments

### Total Wellbeing Index with basic reporting.

Motivate positive lifestyle changes with data-driven, personalised recommendations, tips and resources based on an easy-to-use behavioural assessment that helps them understand their health risks and make informed decisions across all 4 pillars of total wellbeing - mental, physical, social & financial.

## Programmes

### Online clinical programmes (CareNow).

Specialised self-help resources based on cognitive behaviour therapy (CBT) principles. Users can choose their own path and learn their way with interactive content, exercises, podcasts, meditation and videos.

## Content

### Digital EAP content.\*

Articles, podcasts, infographics and toolkits with recommendations based on health risks, relevant content and with search capabilities.



# TELUS Health

An industry-leading mobile app with direct access to our team of experts.



## Essential Wellbeing Newsfeed

### Sticky and promoted posts

The ability to have a post appear as the first post that any employee sees on the wellbeing news feed for a period of time.

### Company posts

Congratulatory posts and company-wide announcements (i.e. benefits, press, training). Employees can also post to share team news and achievements.

## Clinical interventions delivered through the platform showed significant improvements:

50% reduction in user rating of poor mental health.

50%

42%

42% increase in self rating of good mental health.

22% reduction in severity of symptoms.

22%

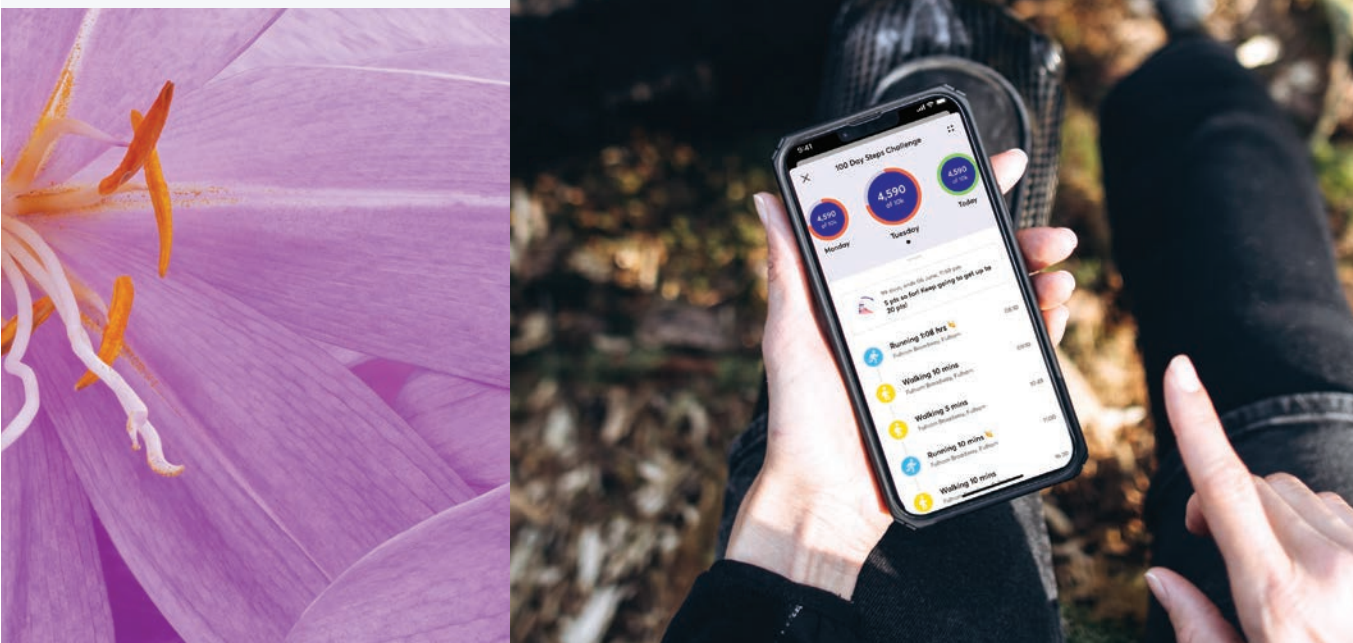
38%

38% reduction in resenteism from 56.8 to 35.7 hours per month.

Availability of these services varies by country. \*Content varies by country and language.

Source: LifeWorks Workplace Outcome Suite 2021.





# Recognition and challenges

Create a healthier, happier and more productive workplace by combining our Essential option with our innovative add-on features.



## Challenges

Health, wellness and fitness challenges with wearable tech integration encourage behavioural change. Employees can choose to participate in organisation-wide challenges, or set their own goals through personal challenges.



## Recognition

Employees can recognise peers for great work by posting company-wide messages. Recognition is tied to default core values.

“ Whilst working from home I have missed the interaction and recognition from colleagues. Receiving company-wide recognition has boosted my confidence and makes me feel valued.

Availability of these services varies by country.





# Case utilisation, platform participation reporting and insights.

## Real-time analytics on how your wellbeing strategy is performing.

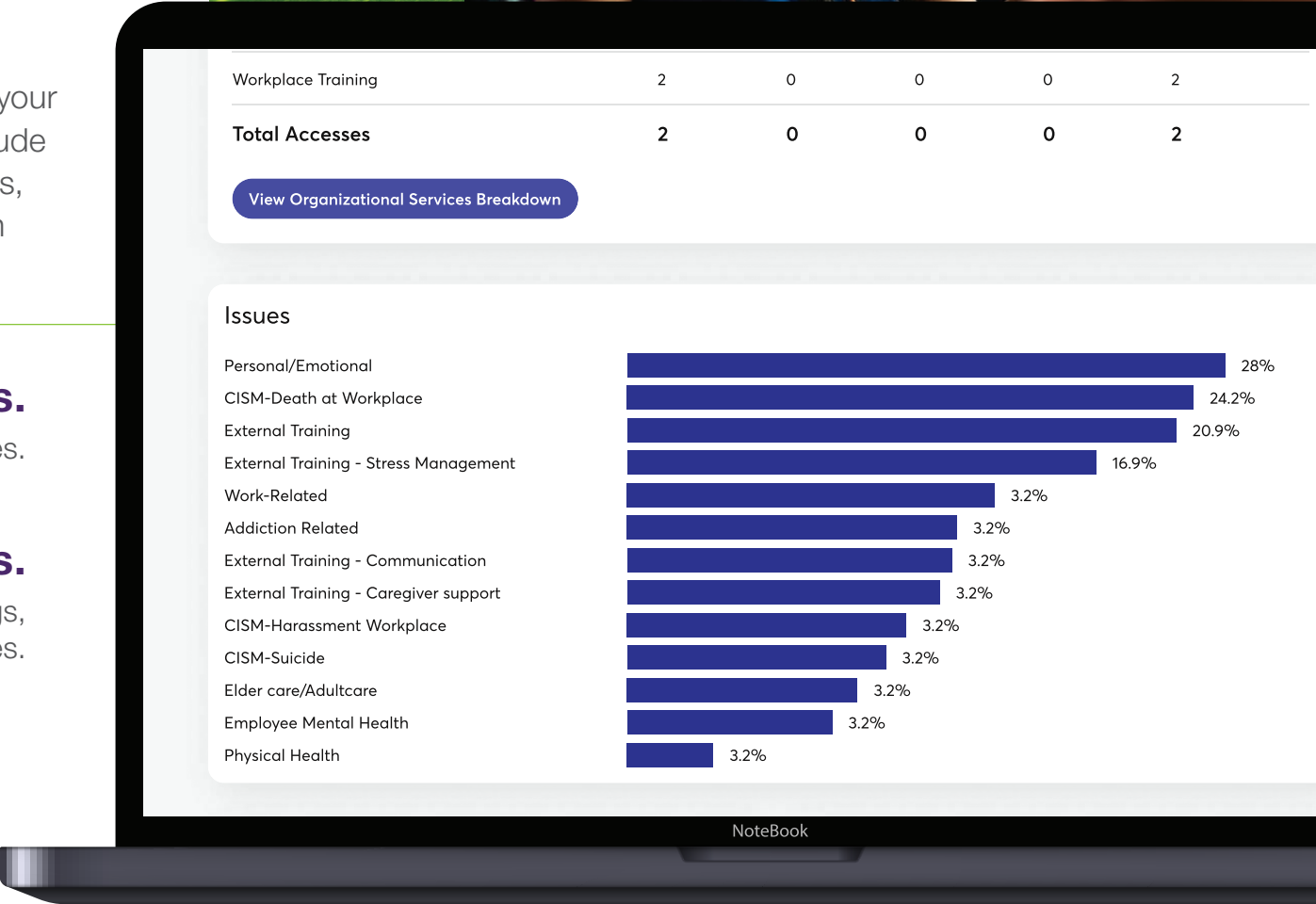
You receive quantitative data with big-picture insights on your employees' health, wellbeing and productivity. These include analytics that provide insights into drivers of key outcomes, which directs strategic actions that will have an impact on improving wellbeing.

### Dashboard of priority metrics.

Usage statistics and insights on key issues.

### Utilisation and participation reports.

Emerging issues, user demographics, total savings, recognition activity, wellness challenges.



# Extra services

Available for an additional fee.

### Community

Connect people from various organisations and industries around the world in 30 languages for emotional support. Using online posts, people anonymously give and receive support from one another while trained professionals monitor posts and escalate crisis situations.

### Critical incident support

Telephonic and on-site support for critical incidents (workplace violence, natural disasters, accidents, terrorist events and more).

## Workplace learning and development.

### Workshops and seminars:

- Respect and harassment
- Communication and conflict
- Addiction
- Physical health and wellness
- Organisational change
- Leadership and career
- Family
- Mental and emotional health
- Retirement

### Why choose learning?

We're able to confidently help you do all of this because:

As a global leader in mental health and wellbeing, we're the only learning provider that puts wellbeing and resiliency at the heart of every programme. We ensure they drive behavior change that you expect.

Our insights from mental health research and your employee assistance programmes give us an ability to understand your unique business and people challenges and customise our learning solutions to fit your specific needs.

Our Learning consultants are a trusted part of your team; they work with you to develop your resilient culture strategy and recommend learning solutions that fit you best.



Want to learn more? [www.lifeworks.com](http://www.lifeworks.com)

**Globally consistent,  
locally relevant.**

We offer a consistent experience in more countries using global best practices for mental health and wellbeing support.

**Comprehensive  
product offering.**

We combine wellbeing solutions like perks, recognition and challenges in an easy to use app that engages more people.

**Positive impact,  
measurable outcomes.**

We are world leaders in mental health support and combine human and self-guided solutions for maximum impact.

