

EMPLOYMENT ASSISTANCE PROGRAM (EAP)

Our **employee support plan** has shifted to a **NEW WEBSITE** and **NEW PHONE NUMBER** but the **SAME SERVICES**.

1.844.671.3327

www.lifeworks.com

username: SD23 / password: SUPPORT (all letters are uppercase)

We want to make sure everyone knows so that we all have access to whatever support we may need.

As always, whether your needs are direct mental health concerns, or whether you need help in areas that support your wellness (legal, financial, health, career, etc.), **we have FREE & CONFIDENTIAL support available to us any time, 24 hours a day/ 365 days a year.**

The EAP is FREE & CONFIDENTIAL. Support is available to us any time, 24 hours a day/ 365 days a year.

There are many options for support:

- **FREE COUNSELLING** (in a variety of service formats of your choice)
- **FREE ONLINE GROUP COUNSELLING** (private & secure online setting, group interaction, variety of digital platforms)
- **FREE LEGAL ADVICE** (30-60 min FREE per issue & ACCESS 24/7)
- **FREE FINANCIAL SERVICES** (mortgage, bankruptcy, debt/credit management, etc.)
- **FREE CHILD/ELDERCARE ASSISTANCE** (options for local supports for babysitting, summer camps, care homes, etc.)
- **FREE NUTRITIONAL ADVICE** (help from a dietician)
- **FREE HEALTH COACHING** (speak with nurses for disease management ie: migraines, allergies, Crohn's, blood pressure, etc.)
- **FREE "LIFT session VIRTUAL FITNESS"**
- **FREE HEALTH SERVICES** (Naturopathic consultations)
- **FREE INFO RESOURCES** (online resources specific to topic(s) of your choosing)
- **FREE CAREER COUNSELLING** (including resiliency training for your current job)
- **FREE COVID-19 RESOURCES** (articles & videos, counselling services)

"MY EAP" APP for mobile phones (iPhone, iPod, iPad, BlackBerry and Android devices)

- Immediately and securely book services with Online Access or use "First Chat" to see if counselling fits for you
- Access Online Financial Planning and obtain a financial wellness score assessment
- Assess your stress, and health of your relationship or finances
- Read new expert health and wellness articles and watch videos on demand
- Resolve inquiries with Frequently Asked Questions

Read below for further information on any service that might be helpful to you or read the attached flyers!

These services are **FREE for both you and your immediate family members**. This includes your spouse plus children up to the age of 21 who are registered dependents, and dependent children up to age 24 who are in full-time schooling.

Please note that you have **FREE support, 24 hours a day, 7 days a week:**
1.800.387.4765 www.workhealthlife.com

***note: when you search online at this site, we are listed in the drop down menu as "School District #23 - Teacher" or "School District #23 – Non-Teacher"**

[FREE COUNSELLING SERVICES](#)

1.800.387.4765

www.workhealthlife.com

Options: in-person, phone, e-counselling, and video chat

You can book an appointment to meet with a local counsellor. There are many counsellors available, and you always have the option to make a specific request, which SHEPELL would try to accommodate.

The available counsellors vary depending on the issue (ie: family counselling, youth counselling, etc.). You may also make a gender request in terms of the counsellor that you see, and SHEPELL is happy to honour that request.

Shepell has many counsellors who they will refer clients to within the Kelowna area. Please know that more are available, and you are always welcome to request someone different than Shepell's first suggestion of referral. Plus, if you meet with a particular counsellor and find that you don't 'click', you can call and request someone new without any problem or judgment.

Confidentiality is very much preserved. They won't book 2 school district clients back-to-back to avoid any potential crossovers in the waiting room. Any phone messages involved in arranging the appointments are discreet, non-identifying messages (plus you must give permission for phone calls before anyone would even attempt it). There is a full-service intake for both urgent and non-urgent support. Generally, employees are given 3-4 sessions per issue, but there is flexibility should you require further support.

"First Chat" is also available within counselling services. After calling for regular intake for a counselling referral, you can choose to use "First Chat" to have real time messaging with a counsellor through the Shepell website or app. Shepell has found this is something used by those with busy jobs / lives that allows clients to ask a few questions before then deciding to book an in-person or phone counselling session.

NOTE: In-person counselling is limited due to COVID-19. While in-person counselling is still available, there are also many virtual options for support.

[FREE ONLINE GROUP COUNSELLING](#)

1.800.387.4765

www.workhealthlife.com

Multiple participants discuss a similar issue with a counsellor in a private and secure online setting.

There are three available topics: general anxiety, parenting, & communication.

Group interactions allow participants to build relationships, receive feedback on how to meet goals and overcome challenges, plus gain encouragement from others. Participants can use any digital platform: smartphone, tablet, personal computer. No software needs to be installed to participate. There is no yearly limit to service.

FREE LEGAL ADVICE

1.800.387.4765
www.workhealthlife.com
Options: phone

You have IMMEDIATE & FREE access to a lawyer 24/7 – all day, every day, all year!

You can have a FREE consultation with a lawyer, usually about 30-60 minutes per issue. A follow up session is also possible for free. After that session, if you wish further legal consultation on that issue, you can be referred to a lawyer at up to 25% discount off the general fee. There is no yearly limit to service.

FREE FINANCIAL SERVICES

1.800.387.4765
www.workhealthlife.com
Options: phone

You can book an appointment (typically a 1-hour session) to meet with a financial counsellor specific to your needs, such as mortgage advice, bankruptcy, debt management, credit management, etc. This service is tailored to the needs of each client.

They can also give you an online tool for you to work independently on your personal finances. With the App, you can also obtain a financial wellness score assessment. There is no yearly limit to service.

FREE CHILDCARE/ELDERCARE RESOURCES

1.800.387.4765
www.workhealthlife.com

They can offer you help with researching daycares, eldercare options, personal support workers, summer camp possibilities, nannies, etc. Of course, you must make your own decision about what suits you (& your family) best.

They also have information packages tailored for your needs such as adoption, pregnancy, new dad, etc. There is no yearly limit to service.

FREE NUTRITIONAL ADVICE

1.800.387.4765
www.workhealthlife.com
Options: phone only

You can have up to 3 free sessions with a dietician to look at your personal nutritional concerns. There is no yearly limit to service.

FREE HEALTH COACHING

1.800.387.4765

www.workhealthlife.com

Options: phone only

You can have telephone consultations with a Registered Nurse or Occupational Health Nurse. They will assess your health history and then provide information and/or assist you with managing your health challenges, i.e., diabetes, high blood pressure, migraines, weight management, stress management, asthma, allergies, PMS, menopause, andropause (male menopause), Crohn's, ulcers, pre-natal care, post-natal care, etc. There is no yearly limit to service.

FREE "LIFT session VIRTUAL FITNESS"

www.workhealthlife.com

LIFT session, one of Canada's leading virtual fitness providers, has built a platform where users can work out on their own with personalized programs and access coaches if they have questions, or choose to work out under the live supervision of a coach online in 1-1 personal or group sessions.

LIFT is free, but there are some optional app upgrades for a fee.

FREE HEALTH SERVICES

1.800.387.4765

www.workhealthlife.com

Options: phone only

You can have access to free consultations with a Naturopath. The support options and number of sessions vary depending on the issue of the client. The general goal is to address concerns through diet and recipes as opposed to directing you to spend a lot of money on specific supplements.

You can also have consults on topics such as sleeping healthy, smoking cessation, menopause, jet lag, andropause (male menopause), shift work sleeping issues, workplace wellness, etc.

There is no yearly limit to service.

FREE INFO RESOURCES

1.800.387.4765

www.workhealthlife.com

Shepell has information resources they can send you, tailored for your concerns. Some possible topics are stress, separation & divorce, enhancing relationships, work stress, new parents, adoption, grief/bereavement, etc.

You can have sessions over the phone with a career counsellor, either for yourself or for your dependents. Together with the career counsellor you can look at career options. You can also do resiliency training with the counsellor to maximize your potential in your current job. This service offers support also for post-career planning and retirement.

There is no yearly limit to service.

FREE COVID-19 RESOURCES

1.800.387.4765

www.workhealthlife.com

Shepell has articles and videos on their website for a variety of topics linked to COVID-19 (ex: "Helping Your Kids Adjust to Going Back to School After Lockdown", "Coping with Anxiety as Your Children Go Back to School", "Managing Expectations about the 'new normal', etc.) You can also call to access counselling services for COVID concerns.