

Just a reminder that we have support for free if we or our family members need it.



Check out the list of options below – childcare, legal advice, career counselling, mental health counselling, etc. Maybe this is the time to access the support you need? **Remember as well that 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.**

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.**

1.844.671.3327

www.lifeworks.com

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

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 "CARENOW" COUNSELLING (formerly E-counselling) (Combines a personalized counsellor-guided program with online tools and exercises)

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)

and also

"LIFEWORKS" APP for mobile phones (App Store / Google Play)

- ✓ 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.

If nothing else, please remember you have FREE support if you want it, 24 hours a day, 7 days a week.

FREE COUNSELLING SERVICES:

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

You can book an appointment to meet with a local counsellor. There are many people available, and you always have the option to make a specific request which LIFEWORKS 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 LIFEWORKS is happy to honour that request. **Lifeworks 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 Lifework'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 crossover in the waiting room, and 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 to do regular intake for a counselling referral, you can choose to use "First Chat" to do real time messaging with a counsellor through the Lifeworks website or app. Lifeworks 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 absolutely still available, there are also many virtual options for support.

FREE ONLINE GROUP COUNSELLING

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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 "CARENOW" COUNSELLING (formerly E-counselling)

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Lifeworks combines a personalized counsellor-guided program with online tools and exercises. Messages exchanged with a counsellor are not in real time, but rather an ongoing conversation in chat. This allows participants time to review the resources and practice the exercises in between interactions with their counsellor. Available for a variety of issues including (but not limited to) anxiety, depression, separation/divorce, and workplace stress with other programs being added regularly.

FREE LEGAL ADVICE

1.844.671.3327

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

1.844.671.3327

Options: phone

You can book an appointment (typically a 1 hour session) to meet with a financial counsellor specific to your needs which could be things like 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

1.844.671.3327

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They can offer you help with researching daycares, eldercare options, personal support workers, summer camp possibilities, nannies, etc. Of course, you have to 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

1.844.671.3327

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

1.844.671.3327

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. ie: 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 LIFEWORKS FITNESS"

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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

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Options: phone only

You can have access to free consultation 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, work place wellness, etc. There is no yearly limit to service.

FREE INFO RESOURCES

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Lifeworks has information resources online, tailored for your concerns including articles, videos, and podcasts curated- by world-class leaders in mental health. Some possible topics are stress, personal relationships, addictions, work relationships, new parents, adoption, grief/bereavement, etc. Choose 'support and resources' and enter the topic you are interested in.

FREE CAREER COUNSELLING

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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 in order 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

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Mid-way down the home page, there is an option called "New Normal Support" which leads to all sorts of resources aimed at supporting folks in our COVID world (ex: "Coping with change and adjusting to a new normal", "Burnout & COVID-19", "When a couple is under stress after COVID-19", etc.). You can also call to access counselling