

LIFEWORKS EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

The City of Edmonton's Employee and Family Assistance Program (EFAP) provider is LifeWorks.

An EFAP is a confidential service provided by the City of Edmonton that offers help with personal and work-related issues. LifeWorks provides free short-term counselling for employees and their families (up to five sessions) in addition to many other wellness resources, supports and tools.

To access LifeWorks 24/7 supports, call 1-855-789-7289

Frequently Asked Questions (FAQs):

Who is LifeWorks?

LifeWorks is the City of Edmonton's Employee and Family Assistance Program Provider. LifeWorks is dedicated to enabling healthier, happier, more productive employees. They bring together an Employee and Family Assistance Program, with a best-in-class user experience and clinical support to help employees through everyday issues and concerns about family, health, life, money and work.

How can I contact LifeWorks?

Services from LifeWorks are available toll-free, 24/7 and can be accessed by **phone at 1-855-789-7289**, through their online wellness portal (coe.lifeworks.com, log-in instructions [here](#)), or on their mobile app, "LifeWorks". You do **not** need a referral from a supervisor, disability manager, doctor, etc. You and your immediate family members can simply connect directly with LifeWorks yourselves.

Is there a cost to employees?

Access to the EFAP comes at no cost to City of Edmonton employees and their families. Employees and their families can receive up to 5 free counselling sessions per person, per year, per issue and have unlimited access to resources on the [LifeWorks platform](#).

Who is eligible to receive services from LifeWorks?

Services are available for ALL City employees and their immediate family members, provided they are 16 years of age or older. This includes permanent, part-time, casual, temporary, provisional staff, and temporarily laid-off employees.

Can my family access the EFAP too?

Yes, immediate family members of all City of Edmonton employees are eligible to receive EFAP services from LifeWorks provided they are 16 years of age or older. Family members aged 14-15 will be asked to demonstrate they understand confidentiality and the nature of their call prior to being able to access counselling services independent of their parent or guardian. Children under the age of 14 will always need consent from their parents or guardians before accessing any EFAP services.

Are EFAP services available to employees and family members under 16 years of age?

Initial support over the phone is always provided for anyone who calls LifeWorks, regardless of age. Before being able to access counselling services independently, employees and family members aged 14-15 will be asked further questions at intake to determine if they understand important aspects of confidentiality and the nature of their call. Further consent and support from a parent or guardian may be required at times.

Children under the age of 14 will always need consent from their parents or guardians before accessing any EFAP services.

When can I expect to be able to meet with a counsellor?

If you need to talk with a counsellor immediately on your first call, you can request this. Typically, your first appointment will be booked when you call in. Depending on your availability and preferences, this appointment should be scheduled within 5 business days after your call. If you have limited availability or specific provider needs, such as requiring an in-person appointment, or specific time of day, it may take a bit longer to find you an available appointment time.

Our service standards for response and appointment times from LifeWorks are as follows:

1. An appointment should be booked at time of call or within 24 hours after first call.
2. The first counseling appointment should occur within 5 business days of initial intake call, unless the employee cannot accommodate an appointment within this time frame.

LifeWorks said they would call me back to schedule an appointment, but I haven't heard from them. What should I do?

To protect confidentiality and privacy when doing call-backs, LifeWorks will show up as "No Caller ID" on your phone. As well, they will only leave a voicemail message if you have given them permission to do so. If you have not heard back from LifeWorks within the expected time, or you missed their call, you can call them back at the toll-free number (**1-855-789-7289**) to follow-up on your appointment time.

When did LifeWorks transition into the role of the City's EFAP provider?

LifeWorks has been the City of Edmonton's new EFAP provider since October 1, 2020. Previously, the City's EFAP was with Homewood Health.

I used to receive counselling services from Homewood Health, can I still access their counsellors?

You will need to go through LifeWorks to access EFAP counselling services as a City employee. Should there be any exceptional or sensitive client situations that would benefit from clinical collaboration and case management between Homewood Health and LifeWorks, they will work together to transfer the employee's file to ensure a seamless and confidential transition between providers.

What can I do if I am not satisfied with my LifeWorks experience or I have concerns about the service?

If you have a question or concern about any of the services provided by LifeWorks, you can contact the [Help Centre](#) at LifeWorks or provide your feedback directly to the representative handling your call. LifeWorks is dedicated to ensuring you are completely satisfied with their services and will work with you to make certain that is the case.

In addition, you can contact **John Dowds, City Chaplain, 780-496-7863** or **Jessica Culling, Mental Health/Healthy Living Consultant, 780-508-9272**.