

LIFEWORKS EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

On October 1, 2020, the City of Edmonton will transition its Employee and Family Assistance Program provider from Homewood Health to LifeWorks by Morneau Shepell.

An Employee and Family Assistance Program (EFAP) is a confidential service provided by the City of Edmonton that offers help with personal and work-related issues. LifeWorks will provide free short-term counselling for employees and their families.

Frequently Asked Questions (FAQs):

Who is LifeWorks by Morneau Shepell?

LifeWorks by Morneau Shepell 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.

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

LifeWorks by Morneau Shepell will be the City of Edmonton's new EFAP provider effective October 1, 2020. LifeWorks will open their telephone lines to City employees one week prior (September 24) to the official start date. To bridge Homewood Health taking on new cases that may not be completed in time for the transition, LifeWorks will open their telephone lines to City employees on September 24 and can be contacted at 1-855-789-7289.

I am currently receiving counselling services from Homewood Health, what can I expect with the transition?

Employees currently receiving counselling services from Homewood Health will continue to receive services from the same provider until their case is closed or until the end of 2020, whichever comes first. 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.

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 and have unlimited access to resources on the LifeWorks platform.

Who is eligible to receive services from LifeWorks?

Services with our new provider will be available for all permanent, temporary, and provisional staff and their families. As temporarily laid-off employees and their families were eligible to receive EFAP services from Homewood Health, they are eligible to receive the same services from LifeWorks on October 1.

Can my family access the EFAP too?

Yes, family members of all City of Edmonton employees are eligible to receive EFAP services from LifeWorks.

How can I contact LifeWorks?

On October 1, 2020, services from LifeWorks are available toll-free, 24/7 and can be accessed through their online wellness portal (coe.lifeworks.com), by phone at 1-855-789-7289, or on their mobile app, LifeWorks.