



Employee and Family Assistance Program



Let us help

Your Employee & Family Assistance Program (EFAP) provides you with **immediate and confidential help** for any life or work concern.

We're available anytime, anywhere. Let us help.



COE.lifeworks.com



This service is provided by the City of Edmonton for employees and eligible family members.



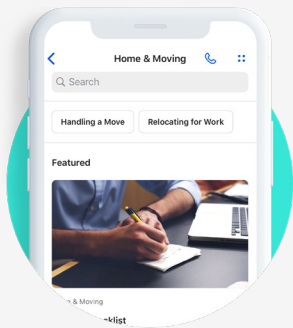
How to use the Employee and Family Assistance Program

The Employee and Family Assistance Program (EFAP) is a confidential service provided by your employer that offers help with personal and work-related issues.

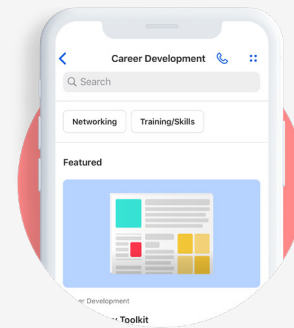
Professionally trained advisors are available to help with family problems, relationship concerns, stress, depression, and other issues affecting your personal or work life.

The EFAP is free and confidential. Advisors are available to help 24 hours a day, 7 days a week, 365 days a year. Below is information on how the EFAP can help and how it works.

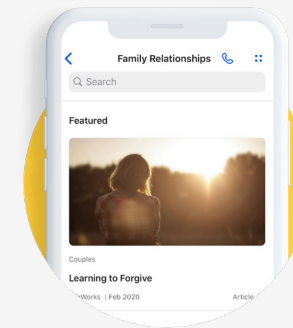
Life



Work



Personal/Family



The EFAP encourages employees and eligible family members to seek help early, before a minor problem becomes more serious. The EFAP is designed to address short-term issues and to identify resources and referrals for emergency and long-term issues. When in doubt, contact the EFAP for help or support. Additional resources available through the City of Edmonton can be found on onecity.

Call your EFAP toll-free, any time, 24/7, 365 days a year:



Call us

If you're using the LifeWorks mobile app, you can call us with one tap from your smartphone.



Provide your name

and employer's name to an advisor. Your information will be kept confidential.



Share your concerns

with a professional advisor for expert advice, strategies, and next steps.



Arrange with the advisor

about how, when, and where you want to be contacted if follow-up is required.

An advisor will discuss your needs and concerns with you, listen, and assess the situation.

Depending on your situation, the EFAP advisor may:



Work

with you to make a plan to resolve your issues or concerns.



Help

you navigate the EFAP website for helpful resources, incl. articles, booklets, recordings, and more.



Refer

you to an EFAP counsellor for short-term support.



Guide

you to resources in your community, such as a support group or helping agency.



Recommend

community support for long-term counselling needs.



The EFAP is free

The EFAP is a service provided by the City of Edmonton at no cost to you. That means you pay nothing to use it. You will receive up to 5 counselling sessions with a professional counsellor, and because the City of Edmonton cares about the mental health of its employees, additional support/resources may be available.

If you or an eligible member of your family are going through a difficult time, remember the EFAP is only a phone call away. Contact LifeWorks today.

Your EFAP is toll-free, 24/7:

Online:

Feel supported and connected.



EFAP Resource



Well-being newsfeed

LifeWorks is an exciting and innovative well-being resource that:

- Supports you with a confidential **Employee & Family Assistance Program (EFAP)** and well-being resource, available 24/7 by phone, online, and by mobile app.
- Connects you to information, tips, and updates to support your wellbeing and success.

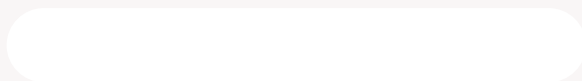
Dealing with a personal or work issue?

The EFAP can provide support, referrals, and resources related to many issues, including the following:

- Adoption issues
- Alcohol or substance use concerns
- Anxiety
- Child care and parenting issues
- Concern about another person's alcohol or substance use
- Conflict at work
- Crisis and trauma
- Depression
- Domestic violence
- Education issues
- Elder care/caregiving issues
- Gambling and other addictions
- Grief and loss
- Job burnout
- Relationship issues
- Separation and divorce
- Stress
- Workplace change
- Work-related problems and job stress

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Download the app now, just search for "LifeWorks".

