

# CoreContact

**Employee assistance program** Wellness and disability When facing a major life change or hard times, it can be hard to stay focused. To help you in your time of need, your group benefits plan has an employee assistance program called CoreContact. You and your family can get confidential support from CoreContact. It's available for free, 24/7 and is bilingual.

**You can get help with:** • Marital and other relationships • Family and parenting • Career • Addictions

**How does it work?** A qualified counsellor works with you to find solutions to problems in a short time frame. You can choose from six counselling options: face to face, phone, e-counselling, video counselling, online chat, and using self-directed resources. If you need long-term, specialized attention, counsellors will refer you to a professional or agency to help you. Although this third-party counselling isn't covered under CoreContact, your CoreContact counsellor will keep in touch with you (with your permission) and manage the case until your treatment ends.

**What CoreContact offers** • Confidential assessment, counselling and referral • Crisis intervention • Trauma response • Health information and assessment • Nutrition and naturopathic information • Legal and financial consultation and referral • Childcare and eldercare information and resource referral • Interactive online resources and virtual support

## How to reach CoreContact

Call us toll-free at 1-866-289-6749.

A TTY service is available for the hearing impaired at 1-877-338-0275.

To access the LifeWorks website, sign in to [mycanadalifeatwork.com](http://mycanadalifeatwork.com), go to **Coverage and balances**, select **Health** and scroll down to **Other coverage**. Then click on the link under employee assistance program.

**Download the LifeWorks app and enter:** Username: canadalife Password: lifeworks