



Ceridian

LifeWorks® Solutions

Employee Assistance Program (EAP), Work-Life & Wellness Services

Boost productivity, build commitment, manage workplace risk and gain a valuable competitive advantage. Increase employee satisfaction, and attract and retain talent in a tight market with LifeWorks.

Provide your employees with 24/7 access to the confidential support and resources they need to lead healthier, happier, and more productive lives. LifeWorks can help your organization achieve exceptional workplace performance through quality clinical, work-life and wellness expertise. Our practical solutions and effective action plans enhance an individual's ability to manage the issues of life and work.

Enrich your benefits offering

LifeWorks is Ceridian's comprehensive employee assistance solution that can be delivered via three service levels:

- EAP services provide 24/7 access to confidential counselling;
- Work-life & Wellness services deliver consultation and practical support to individuals managing personal and professional priorities; or,
- A fully-integrated solution that combines EAP counselling with work-life and wellness services for the most comprehensive resource.

No matter which service level you choose for your organization, LifeWorks can help address diverse issues that your employees might face, from addictions and health concerns to bereavement, financial management, workplace change, and so much more.

When your employees and their families are supported by a proven employee assistance solution, they're free to focus on what is most important - your core business.



EAP services include:

- Bilingual expert counsellors available 24 hours a day, seven days a week via a toll-free number
- In-person counselling during the day, evening and on weekends
- Telephonic counselling sessions with master's-level counsellors
- On-line assistance
- Management consultations
- On-site support for crisis situations and critical incident stress management

Work-Life & Wellness Services include:

- 24/7 access to consultations with bilingual experts in parenting, child care, education, elder care, financial and wellness issues
- In-person consultation for legal issues
- Referrals to helpful community resources
- Extensive library of educational materials including articles, booklets, CDs and kits
- Online interactive tools, information and resources
- Live and online employee and manager effectiveness training

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Why should your organization provide an employee assistance solution?

- Mental health concerns including stress-related disorders cost Canadian businesses billions of dollars annually in lost productivity.
- With an employee assistance solution, organizations benefit from increased productivity and employee satisfaction by helping employees address personal and workplace problems.
- Rising STD/LTD claims have increased labour costs, motivating HR professionals to seek ways to lower costs while delivering valuable support to their employee base. Employee assistance solutions prevent problems from escalating through early identification of the issue.
- Organizational change such as mergers, acquisitions, restructuring, and downsizing require effective change management strategies.
- Today's competitive employment market demands attractive benefit offerings.

Features

Benefits

A comprehensive solution

Ceridian has led the way with EAP, work-life and wellness services under one roof, with our own staff of professional counsellors, program specialists and dedicated researchers.

24/7 access to counselling through the EAP

As an EAP client, you can be confident that we'll be there for your employees whenever they need support. Our French and English expert counsellors are available through a toll-free number 24 hours a day, 7 days a week, 365 days a year. Translation is also available to more than 140 languages.

Delivery of service through a variety of modes

LifeWorks meets individual needs and preferences. Services are delivered through many convenient modes, including continual 24-hour service through a toll-free telephone number, face-to-face assessment and counselling, on-site critical incident stress management, our members' Web site, LifeWorks® Online, TTY/TDD lines, on-site training and orientation, printed materials and audio recordings.

Customized for you

All of our services can be customized to meet your specific needs. We can make recommendations and build a program to suit your organization.

Follow-up

Ceridian continually monitors client satisfaction through our interactive voice response (IVR) system by conducting follow-up calls (upon approval) with individuals accessing the service. We also solicit feedback through telephone surveys (upon approval) and survey client companies twice a year.

Affordable

LifeWorks, Ceridian's integrated EAP, Work-Life & Wellness solution has a low monthly cost per employee, with a typical return on investment for services ranging from \$6 – \$10 per each dollar invested.

Quality assurance

Using the Six Sigma quality improvement process, divisions of Ceridian LifeWorks work together on cross-functional teams using the data collected across our organization. We strive to improve our problem solving methodologies, which ultimately lead to improved quality and efficiency for all services provided.