

## **Employee and Family Assistance Program - Virtual platform by LifeWorks**

### **Key Messages and Questions and Answers**

#### **December 2021**

#### **Key Messages:**

- The Government of Saskatchewan's EFAP provides voluntary personal and confidential health and wellbeing support that is short-term and goal-focused for employees and their eligible family members. Employees can call the EFAP Care Access Centre toll-free any day, any time at 1-844-880-9142 to discuss available services, supports and service providers that best fit their needs.
- The Government of Saskatchewan's EFAP service provider has changed its name from Morneau Shepell to LifeWorks.
- LifeWorks has launched an enhanced EFAP virtual platform for employees that can be accessed at the [efapgos.lifeworks.com](https://efapgos.lifeworks.com) website and the LifeWorks app, free for download from app stores. Logging in is easy and convenient through a generic **username:** gos and **password:** efap.
- On the virtual platform, employees have access to self-help articles, videos, podcasts, assessments and self-directed self-paced programs intended to improve personal health and wellbeing. Employees also have access to a chat function for personal support, or intake and referral to professional services.
- Employees have the option to create a confidential personal account, including a unique username and password. A personal account allows employees to track their wellbeing progress as they participate in self-help assessments, programs or services.
- All services on the LifeWorks virtual platform adhere to the same privacy and confidentiality procedures as in-person EFAP services.
- Two orientation videos are available to help you learn more: [Orientation to EFAP for Supervisors/Managers](#) and the [Orientation to EFAP for Employees](#) video.
- Find [answers to frequently asked questions](#) and more information regarding the EFAP on [Taskroom](#).

#### **Questions and Answers:**

##### **What is the purpose of an Employee and Family Assistance Program (EFAP)?**

The EFAP provides voluntary personal and confidential health and wellbeing support that is short-term and goal-focused for employees and their eligible family members. For additional or long-term supports, the EFAP can help with transition to other resources, such as your [health benefits plan](#), [community](#) supports and provincial [healthcare](#) services.

##### **How do I access EFAP services?**

There are three ways in which you can connect to EFAP:

- Call the Care Access Centre any day, any time toll-free at 1-844-880-9142 to discuss services, supports and service providers that best fit your needs.
- Via the [EFAP virtual platform](#) or with the LifeWorks app, available in app stores.

### **What information is available on the EFAP virtual platform (website and mobile app)?**

Employees have access to articles, videos, podcasts, assessments and self-directed self-paced programs intended to improve personal health and wellbeing. Employees also have access to a chat function for personal support, or intake and referral to professional services.

### **How do I access the EFAP virtual platform?**

- Visit the [efaggos.lifeworks.com](https://efaggos.lifeworks.com) website. Log in using **username:** gos **password:** efap.
- Download the “LifeWorks” app from an app store. Log in using **username:** gos **password:** efap.

### **Does the LifeWorks app work on any device?**

Yes. Employees can download the free LifeWorks app on any Android or iOS device from your app store.

### **Do I have to select my ministry to access the virtual platform?**

No. We’ve simplified this process with the enhanced platform. Employees now access EFAP services on the virtual platform using generic login information **username:** gos **password:** efap.

If you choose to create a confidential personal account, you can log into the desktop and mobile platform via your personal username and password.

### **Do I have to create a confidential personal account to login with?**

No. You can access most services using the generic **username:** gos **password:** efap.

By creating a confidential personal account, the platform can save and track your progress on personal assessments and self-help, self-directed learning programs called CareNow programs inside of the LifeWorks virtual platform. Watch this short [video](#) to learn more about CareNow.

### **Are there features that require a confidential personal account?**

Yes. CareNow programs are only available through a confidential personal account. Although personal assessments can be completed by logging into the generic EFAP virtual platform, the platform can only save completed assessments through a confidential personal account. Watch this short [video](#) to learn more.

### **What is CareNow?**

CareNow is a set of digital programs available inside of the EFAP virtual platform. There is a wide range of programs with interactive content, exercises, podcasts, meditation and videos. The programs are defined as self-help and self-directed, meaning you can complete the programs when it’s convenient for you.

Access CareNow programs in the Wellbeing section of the website and mobile app. Watch this short [video](#) to learn more about CareNow.

### **Is my personal account on the LifeWorks virtual platform confidential?**

Yes. The LifeWorks virtual platform adheres to strict privacy and confidentiality procedures, as is the case with other services. The EFAP is completely confidential within the limits of the law - threat of harm to oneself or others, child abuse or a subpoena require the EFAP provider to release information by law.

### **Where can I find more information about EFAP?**

Employees can find [answers to frequently asked questions](#) and more information regarding the EFAP on [Taskroom](#).

### **Who do I contact if I have questions but don’t want to talk to my manager?**

Employees can call the EFAP Care Access Centre toll-free any day, any time at 1-844-880-9142 to discuss available services, supports and service providers.

If you would like to discuss an EFAP experience, a confidential [Concern Resolution](#) process is in place to do so.