

Maximize the benefits of LifeWorks with counselling



The COVID-19 global pandemic has been a tremendous strain on so many, leading to increased stress, anxiety, and depression. One of the services available through LifeWorks is counselling. Counselling is a proven way to improve your mental wellbeing and can help you navigate these challenging times. Please use these counselling services to get the help you and your family may need.

Here are some helpful suggestions when seeking counselling support:

Use the service that works best for you

LifeWorks offers many ways to connect with counsellors, including by online chat, telephone, and video.*

LifeWorks also offers a range of self-serve digital support tools such as CareNow. If you need support immediately, let your agent know that you would prefer to speak with a counsellor right away. If you feel uncomfortable speaking live about your challenges, you can also try the chat service. Phone or video counselling will likely require longer scheduling times. If you are in a crisis and in need of urgent care, always call 911 or visit your nearest hospital emergency centre.

Express your needs

LifeWorks hires a diverse group of clinical professionals to serve a diverse set of needs. Their goal is to deliver the appropriate short-term counselling support. This may include resources with experience and/or association with a specific gender, geography, language, as well as specializations including ethnicity or religion. Requests for specialized counsellors may take longer to match to ensure the best possible fit for your unique circumstances. Immediate support needs take priority and will get the first available counsellor.

Share how you are feeling

You know best how you are feeling. Counselling provided by LifeWorks is 100% confidential and is here to help. The more you convey what you need and how you are feeling, the more LifeWorks' intake team and counsellors can meet your needs. If you need more immediate support, please clearly indicate that to the LifeWorks representative.

* in-person counselling is also available where local public health guidelines permit; however, virtual counselling is as effective as in-person counselling in terms of outcomes.

Call LifeWorks 24/7:

Visit LifeWorks online: