

Employee and Family Assistance Program - Virtual platform by LifeWorks

Key Messages and Questions and Answers

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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 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 efapgos.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.