



Online Access

Online Access brings you a whole new way to learn about and gain access to many Employee Assistance Program support services available to you and your family members.

Found on workhealthlife.com, employees and their family members residing in Canada can now simply follow the Online Access step-by-step process to initiate and complete their own EAP support service request.

After logging in on workhealthlife.com and selecting Online Access, users will be guided through the following steps:

- Identification of what they need help with:
 - Health
 - Family
 - Work
 - Finances
 - Relationship
 - Legal;
- View, learn about and choose their preferred EAP support service;
- Completion of the Online Access Service Form and Survey with required information to initiate the selected EAP support service;
- Submission of the Online Access support service request and view an on-screen confirmation.

Your care, your way

Online Access provides the opportunity to view and learn about a range of EAP support services available to you and your family members all conveniently online for those most comfortable in the online environment. Make your own choice as to which service will best support your needs, lifestyle and learning preference without having to speak directly to a Shepell·fji Representative.

Online Access does not replace Shepell·fji's Care Access Centre which can also be accessed 24/7 by telephone; it's simply another way for you and your family to access EAP support where and when it's needed most.

Not all EAP services are available via Online Access, including most counselling services and support for high risk issues or crisis situations. Services designed for and accessed by Managers will also remain offline. If you are in a crisis situation, at risk of harm to yourself or others, the Shepell·fji Care Access Centre is available 24/7 for confidential support, information or assistance.

Complete confidentiality

Ensuring complete confidentiality is a primary focus. Shepell·fji EAP protects user privacy within the limits of the law. We are the first full-service EAP provider in Canada to be accredited by the Council on Accreditation (COA), under rigorous criteria that define the highest EAP delivery standards Online Access through workhealthlife.com is delivered utilizing secure data transmission and storage [SSL encryption].

To find out more about Online Access offered through Shepell·fji, please contact us at **1 800 387-4765** or visit workhealthlife.com.



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