



# Welcome to LifeWorks

## Employee Assistance Programme

### Total Wellbeing Solution



# Understanding your EAP

- **Voluntary** - No one will know you have used the EAP unless YOU tell them
- **Private and confidential** - All confidentiality is protected within the limits of the law
- Support for any **work, health and life issues** you're facing
- **Practical Support**- Legal, Financial, Family Support
- Intuitive Online Platform



# Modern Employee Assistance Program (EAP)



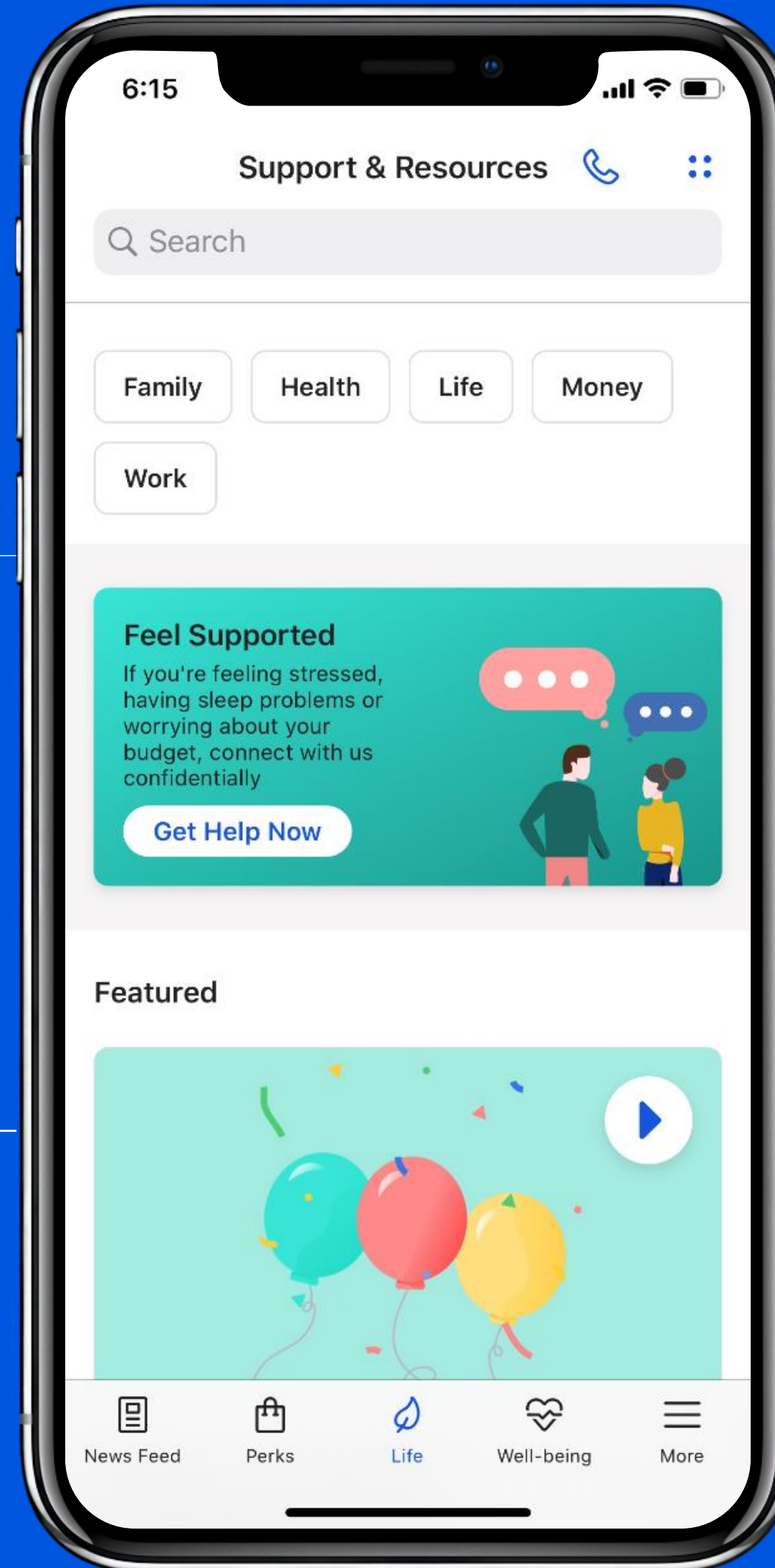
Receive support from specialists in financial and legal, child care and elder care, future planning and debt support, retirement and more.

## Access to 24/7 Specialist Counselling

Get immediate access to specialised experts.

## Well-being Content

Feel empowered with personalised well-being content.



## Multiple counselling options

Confidential and secure virtual counseling sessions include video, tele-counselling.

## CareNow

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.



# Register for a Lifeworks account

You will need an invitation code to register, which you should have received in an email when joining the Co-op. However, you can request this code at any time by emailing [HR\\_Wellbeing@coop.co.uk](mailto:HR_Wellbeing@coop.co.uk) or contacting the Lifeworks [support team](#).

## Download the LifeWorks app

Chat with a LifeWorks expert with just a tap – any time, from anywhere – or check well-being resources right on your phone.

1. Download the free app on Android or iOS – simply search for “LifeWorks”.
2. Log in to the platform.

