

Professional Support - Anytime, Anywhere, Always Confidential



What is it all about?

LifeWorks Global EAP is a confidential support service that can help you and your dependents solve a wide range of problems and challenges in your lives, at no cost to you. In our increasingly fast-paced world, you may find it challenging to take care of yourself while balancing responsibilities at work with obligations at home. The EAP offers timely, qualified assistance and support to help manage all of life's complexities. The EAP Care Access Center can be contacted toll-free, 24 hours per day, 7 days per week so that you can access support when you want it.

EAP services

- EAP is designed to provide local expert support and consultation
- Assistance in meeting challenges and resolving work/life issues
- Short-term, solution-focused counseling and consulting services
- Services offered away from the workplace, in confidentiality
- Caring advisor who can help you choose a support option that best suits your needs and learning style
- In case of a crisis situation speak to a counselor right away
- LifeWorks counselors are experienced Master's level professionals (or equivalent)
- Get connected to a counselor or consultant that can provide support in the local language

Confidentiality

Information relating to participation in the EAP is strictly confidential. No information will be shared with anyone without informed, voluntary and written consent. We are bound by the highest international standards of confidentiality and privacy for the protection of our clients.

No matter what the nature of your issue, or how overwhelming it may seem, the wide scope of expertise available through EAP is there to support you as you work towards a positive resolution.

What is the cost of EAP services?

There is no cost to you for taking advantage of the Global EAP service, as these costs have been paid for by your employer. For each concern you are experiencing, you can receive a series of support sessions, over the telephone, online or in person.

If you need more specialized or long-term support, your Global EAP will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified counselor or consultant will review with you your possible support options and any related costs.

EAP can help you:

- Strengthen relationships and improve communication
- Deal with stress, anxiety and depression
- Resolve personal and emotional difficulties
- Address marital and relationship difficulties
- Understand grief and bereavement
- Find solutions for work-related issues
- Work towards life goals
- Cope with isolation and loneliness
- Adapt across cultures
- Identify and cope with culture shock
- Address alcohol and drug misuse
- Access crisis and trauma support



888-456-1324



login.lifeworks.com

One-time sign-up required to get started with the LifeWorks platform!

If you're joining LifeWorks using an invitation code, go to login.lifeworks.com or download the app and click on “**Sign up.**”

Enter your invitation code which will be formatted as **BGI-Employee Identifier**. Your employee identifier is your first initial and first 6 letters of your last name followed by month and day of your birthdate (MMDD).

For example, an employee named James Harrington whose birthdate is March 16 would use the invitation code: BGI-JHarrin0316

You'll then be prompted to create your personal login credentials (email and password).