

Work-Life Employee Assistance Program

Helping you deal with life's everyday challenges

Life's busy and sometimes it's hard to balance work and family life. That's why the RBC Insurance® Work-Life Employee Assistance Program (EAP) is available to you and your eligible* dependents as part of your employer's RBC Insurance Group Benefit Solutions plan. In addition to expert counselling services, your EAP offers a variety of services, programs and resources to support you in all aspects of your life.

Home life: Whether you're looking for parenting advice, relationship guidance or need help for your elderly parents, get the advice and support you need.

Health & wellness: Your physical and mental health are important to living your best life. Whether it's simply eating better and exercising more, or taking the steps to curb a bad habit or addiction, you and your family have access to programs and resources that can help you achieve these goals. Some examples include:

- **Nutritional consultations:** Meet with a Registered Dietician to explore your eating patterns and receive personalized resources and support to help you meet your specific goals.
- **Naturopathic services:** Learn ways to restore and maintain your optimum health through well-studied nutritional and lifestyle changes that support your body's ability to heal.
- **Stop smoking centre:** If you are thinking about quitting smoking, this program and Support Community will give you the help you need to succeed!

Financial planning: From housing to buying a car, to saving and investing, you'll find tools and resources to help you plan your financial path. Check out the online Financial Wellbeing Toolkit to see where you stand or schedule a personal consultation.



Insurance

Career: Get the support you need to get the most out of your career. Listen to podcasts or read engaging and relevant articles on career development and the workplace.

Life in general: If you're feeling stressed, are dealing with an unexpected situation or need advice on a new chapter in your life, there are many services and tools to help you.



Specialized toolkits for life events

You'll find toolkits to help you with a variety of topics related to family, health, money and work. Some toolkits provide valuable information to help navigate stressful life events, such as divorce, loss of a family member, being a single parent and student life, while other toolkits provide step-by-step guidance on how to plan in advance for important events, such as will and

estate planning, emergency preparedness and moving. Each toolkit contains a variety of resources related to the topic, such as informative articles written by field experts, helpful to-do checklists, a list of key professional contacts, links to useful websites, book suggestions and more.

Get the support you need, the way you choose

By telephone: Call us anytime, 24 hours, 7 days a week, knowing it's completely confidential. An expert will get to know your needs and direct you to the best and most appropriate resources.

By live webcam or in person: Access counselling through face-to-face video or in person.

By visiting our website or app: Access articles, educational materials, toolkits, podcasts, and so much more.

To access resources by phone:

We're here to help. You can call us 24 hours a day, 7 days a week, toll-free at:

English: 1-877-630-6701

French: 1-877-588-1299

TTY/TDD: 1-877-371-9978

We have counsellors who speak English and French and can help in more than 140 languages, when needed.

To access online resources:

Plan members with health coverage can access in two ways:

- Sign in to our secure **Online Group Benefit Solutions** service, select "Access Now" under the Wellness & Employee Assistance banner.
- Download the RBC Insurance **My Benefits app** and sign in with your username and password. On the main menu, select Wellness Program > Life.

Plan Members with Disability Coverage only:

Visit www.lifebalance.net or download the LifeWorks app: 

English user ID and password: **rbceng**

French user ID and password: **rbcfr**



Insurance

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* Dependent spouse and dependent children under the age of 26.

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116445 (07/2019)