

Professional Support

Anytime, Anywhere, Always Confidential



What is it all about?

LifeWorks' Member Assistance Program (MAP) 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 MAP offers timely, qualified assistance and support to help manage all of life's complexities. The MAP Care Access Centre can be contacted toll-free, 24 hours per day, 7 days per week so that you can access support when you want it.

MAP Services

- MAP is designed to provide local expert support and consultation
- Assistance in meeting challenges and resolving work/life issues
- Short-term, solution-focused counselling 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 counsellor right away
- LifeWorks counsellors are experienced Master's level professionals (or equivalent)

Confidentiality

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

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

What is the cost of MAP services?

There is no cost to you for taking advantage of the MAP service, as these costs have been paid for by CPABC. 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 MAP will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified counsellor or consultant will review with you your possible support options and any related costs.

MAP 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
- Receive financial guidance
- Get legal advice
- Address alcohol and drug misuse
- Access crisis and trauma support

Additional Resources available on the LifeWorks app

- Wellness tools and personalized recommendations, such as assessments, digital clinical programs, and challenges to help you reach your health and fitness goals and keep you on track.
- Trusted, expert-led online audio, video, and article content on a variety of vital topics.
- Toolkits related to Family, Health, Life, Money, and Work.
- Exclusive Offers to help you save money on daily essentials and key life events.



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