

What counselling options are available through HAVEN Helpline?

- In-person counselling.
- Counselling over the telephone.
- Support online (via E-counselling or an interactive support program).
- Self-directed resource package and tools.

Is the service available in English and French?

Yes. HAVEN Helpline is a bilingual incident reporting line available to ACTRA members and DGC members across Canada.

Can I access in-person counselling?

Yes. Members have access to professional, confidential, in-person counselling related to incidents of workplace violence or harassment. To make an appointment, call HAVEN Helpline 24/7, toll-free at 1-855-201-7823.

What is LifeWorks by Morneau Shepell?

LifeWorks by Morneau Shepell is a well-being resource, accessible from a mobile app or the web. Through LifeWorks, you have access to support and treatment to help you through difficult situations you may face in the workplace – including violence and harassment. You can also easily access **HAVEN Helpline** by phone (**1-855-201-7823**) or through the **LifeWorks chat function**. LifeWorks is available on the web at login.lifeworks.com, and the free LifeWorks mobile app can be downloaded from the Apple App Store or from Google Play.

What online well-being resources are available on the LifeWorks platform?

Hundreds of articles, toolkits and audio recordings are available on LifeWorks. Produced and reviewed by industry experts and bestselling authors, there's a wealth of content that can be tailored to meet your interests about issues related to Family, Health, Life, Money and Work. Simply log-in to LifeWorks and visit the "Life" section from the menu bar.

Where can I get help if there are technical issues with the app?

In the LifeWorks web app, hover over your profile image (top right) and select Help from the dropdown menu. On the Help Centre page, click the **Submit a Request** button.

In the mobile app, tap the **More** tab (bottom right), then tap **App Support & Feedback** from the menu. Scroll the page and tap the **Submit a Request** button.

Technical support requests are typically addressed within 24-48 hours.

Who can I contact if there is a problem with the service?

Should you have a concern about the service, you can request a Quality Assurance Review directly with the Care Access Centre through the LifeWorks platform or email ACTRA at feedback@actra.ca.

How is confidentiality respected and maintained?

Morneau Shepell adheres to stringent standards to ensure it respects the privacy of its clients. Morneau Shepell meets all of the audited confidentiality and privacy requirements as established by the Council On Accreditation (COA). This is the highest standard of accreditation in the Employee and Family Assistance Program (EFAP) industry. No one will know you have accessed services unless you choose to tell them (within the limits of the law). No identifying information will be shared with ACTRA, AFBS or the DGC without your consent.

Is my personal information secure?

Morneau Shepell takes steps to prevent your personal information from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed, in accordance with applicable data protection laws, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA), the Personal Information Protection and Electronic Documents Act (PIPEDA), and the EU General Data Protection Regulation (GDPR). If you have any questions about security, please [contact Morneau Shepell](#).

Is the information I input into the LifeWorks app shared with my union, a third party or my insurance provider?

The information you input into the LifeWorks app is linked to your profile, but that profile is not shared with your union, a third party or your insurance provider. In other words, your Health Risk Assessments and newsfeed preferences are not shared.

Will my information be tracked or sold?

Morneau Shepell does not share or sell the confidential information it collects. They only provide **aggregate** reporting data to ACTRA. For example, Morneau Shepell provides the number of calls to HAVEN Helpline, from which provinces, and the number of persons accessing services. Morneau Shepell does not share any information that could identify any particular member. The aggregate data helps ACTRA ensure the service is being used and is meeting the needs of our members.



HAVEN

 **1-855-201-7823**



login.lifeworks.com