

Work-Life Employee Assistance Program

Helping you deal with life's challenges



Group Benefit Solutions also includes several other value-added services and savings to help support your business and your employees:

- Best Doctors[†]
- RBC Insurance HR Support Centre
- Elevate™ Wellness Program

Caring for an aging parent. Going through a divorce. Dealing with the loss of a loved one. These are just a few examples of the challenges that life sometimes throws our way.

You're not alone

Whatever challenge you're facing, the RBC Insurance® Work-Life Employee Assistance Program is there to help you. This comprehensive resource is available to you and your eligible* dependents as part of your employer's RBC Insurance Group Benefit Solutions plan.

Experienced consultants will listen to you, answer your questions, direct you to practical information and resources and help you reach out to the right experts for support.

The program includes:

- **Telephone consultations.** Speak confidentially with an expert consultant anytime, 24 hours a day, 7 days a week to clarify your needs and identify the best resource for assistance.
- **Counselling.** Arrange for face-to-face counselling in your community from a Master's level counsellor for short-term issue resolution. Professional counsellors are also available by phone and video (live via webcam).
- **Health and wellness support.** Nutritional coaching, naturopathic services, online health assessments and screening tools, tips, advice and more.
- **Personalized searches and referrals.** Get help developing a list of referrals and resources in your community.
- **Online issue-specific resources.** Search a variety of topics online.
- **Educational materials.** Information, toolkits, interactive booklets, health and financial calculators are all available online.

Comprehensive services to make your life easier

The RBC Insurance Work-Life Employee Assistance Program can give you information on a broad range of topics, from personal and work-related problems to the little things that demand your attention every day, including:

- Emotional well-being
- Parenting and childcare
- Elder care
- Finances
- Education
- Addiction and recovery
- Health and wellness
- Everyday issues
- Work
- Legal issues
- Disability

All resources are available in conjunction with support from professional consultants and state-of-the-art online services.

We're here to help

For more information on the Work-Life Employee Assistance Program:

- Call toll-free, 24 hours a day, 7 days a week:
 - English: 1-877-630-6701
 - French: 1-877-588-1299
 - TTY/TDD: 1-877-371-9978

We have counsellors who speak English, French and other languages upon request. We offer simultaneous translation into more than 140 languages.

- Visit RBC Insurance Work-Life Employee Assistance Program online at www.lifebalance.net
 - English user ID and password: rbceng
 - French user ID and password: rbcfr



Insurance

Underwritten by RBC Life Insurance Company.

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

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