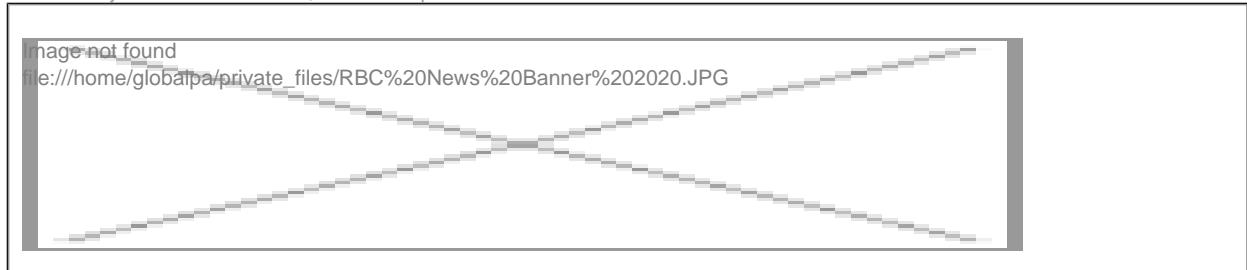




GLOBAL PACIFIC  
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## Enhanced Employee Assistance Program updates

Submitted by Victoria on March 15, 2021 - 4:38pm



### Enhanced Employee Assistance Program updates

Through the Work-Life Employee Assistance Program (EAP), clients and their employees have access to a variety of services and resources that can help them navigate everyday challenges associated with personal, family and work issues. Thanks to this support, employees are better equipped to manage life's everyday challenges and continue working effectively.

To help continue supporting clients and their employees, we are pleased to announce that the Enhanced EAP now includes new features and additional services for clients with LTD coverage only.

### What's new?

RBC clients with LTD coverage now have access to new digital features within the Enhanced EAP. These features are designed to help support employee wellness and engagement through services such as:

- Total Wellbeing Index (TWI) assessment (a health assessment tool)
- Perks and savings including gift cards, discounts to online shopping, and cashback offers
- Company News Feed
- To help promote these benefits, the Enhanced EAP marketing brochure has been updated to include an overview of the enhanced features and contact information for LifeWorks.
- You can also visit the Sales Resource Centre to find this brochure as well as additional Group Benefit resources.

What you need to know:

- These newly added features are available to LTD clients who choose to purchase Enhanced EAP services
- There is no impact to H&D clients as they already have access to these services through the wellness program
- Inforce clients with Enhanced EAP services:
- As Enhanced EAP services are managed by LifeWorks, over time, dedicated relationship managers will introduce the new features to clients through periodic checkpoints.

Action:

- Please share the [attached marketing brochure](#) with your LTD clients and utilize this information to

promote the benefits of the Enhanced Employee Assistance Program.

**Source URL:** <https://globalpacific.ca/bulletins/rbc-insurance/2021-03-15/enhanced-employee-assistance-program-updates>