

Employee Assistance Programme (EAP)

In a world where global mobility is on the rise, you may find yourself living abroad or travelling regularly. In a foreign environment, you may find it particularly challenging to balance taking care of yourself, your family and work responsibilities.

The Employee Assistance Programme is a confidential and professional 24/7 multilingual support service that can help you and your dependants address a wide range of life issues and challenges, such as:

- Work/life balance
- Cultural shock
- Workplace challenges
- Relationships
- Addiction concerns
- Stress, depression, anxiety
- Family/parenting
- Cope with isolation and loneliness
- Cross-cultural transition



This multilingual service is available locally anytime, anywhere



Confidential, professional counselling*



Critical incident support



Legal and financial referral services



Innovative app, to access:

- Qualified support for your mental, physical, social and financial wellbeing
- Wellbeing resources on several topics, e.g. family, life, money and work

* Confidential professional counselling is available in person, by phone, or on video .

Let us help:



+1 905 886 3605

An English-speaking agent will answer your calls, but you can ask to talk to someone in a different language. We will organise interpreter services if an agent is unavailable for the language you need.

This is not a free phone number. If you need a local number, please access the website below. Once logged in, click on 'International Numbers'.



<https://www.allianzcare.com/eap-login>
(available in English, French and Spanish)



Download the Lifeworks app in Google Play or Apple Store:



Login on the website or the app using the following details:

Username: AllianzCare

Password: Expatriate

For a more detailed description of the services included, see your Employee Benefit Guide.