LifeSpeak Frequently Asked Questions (FAQs)

What is LifeSpeak?

LifeSpeak is a family caregiver support benefit available to employees who are managing caregiving scenarios for loved ones of any age. The self-service digital platform and advising services from expert specialists provide access to relevant action plans, decision-making tools, and the knowledge base needed to address and resolve day-to-day challenges.

- **eGuides & Toolkits** – Tutorials and tools with personalized recommendations.
- **Webinars & Podcasts** – Live and on-demand, covering relevant topics.
- **Daily Management** – Record keeping for storing, organizing, and tracking information.
- **Team Sharing** – Ability to share content with family members and care teams.
- **Advising Services** – 1:1, action-oriented sessions with an expert advisor, by phone or video.

What type of caregiver concerns can LifeSpeak help me with?

LifeSpeak helps users navigate a wide variety of caregiving scenarios to solve pressing issues for their children, elders, or themselves, whether they are experiencing a situation as a result of a disability, special need, or illness, or simply need guidance through a particular developmental phase or day-to-day life.

- **Caring for children** – Autism and special needs support, IEP process and support tools, accessing public benefits, managing issues such as cyberbullying, screen-time addiction, getting homework help, best practices for collaborating with public school systems, medical and legal professionals, information on obtaining free resources to support a child, helping a child advocate for him/herself, recognizing the signs of depression, and more.
- **Caring for aging loved ones and adults** – Support addressing the needs of an aging loved one or sick spouse, or planning for their own present or future needs, avoiding senior scams, navigating housing options for aging loved ones, managing issues such as estate planning, Alzheimer's and dementia screening, obtaining free public services, home safety, how to confront taking the car keys away from Mom or Dad, and many more.

What if I can't find what I need on the LifeSpeak platform?

Advising Session – If a user prefers to speak with an advisor, they can request an advising session right through the platform. A member of the LifeSpeak team matches the user with an advisor, and an introduction by email lets them set up a time to talk. Sessions typically take place by phone, and may also take place by video, usually within a few days of the request. After the session, the advisor's notes are emailed to the user as a PDF.

Is there a fee for creating a LifeSpeak account?

No. LifeSpeak is provided to you and your family members by your company at no cost.

Is the content on the LifeSpeak platform accurate and up-to-date?

Yes. LifeSpeak engages top professionals to offer the latest information. All content is either created or fully vetted by LifeSpeak's Practice Leaders who are experts in their fields with decades of experience.

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What are the qualifications of LifeSpeak's Expert Advisors?

Our Expert Advisors cover several multidisciplinary areas including counseling, advocacy, legal/regulatory support, and challenge/condition/disease subject matter expertise, and have a variety of credentials: MSW, LCSW, PhD (psychologists), EdD, MEd, MA, MS, MPH, CCC-SLP, OTR/L, LCP, JD, MBA, LU/CLAP, and Consultant/Certified Consultant.

Is the information that I provide kept private?

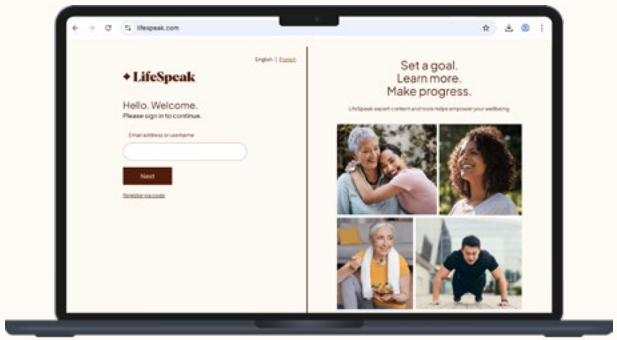
Yes. LifeSpeak protects users' privacy with the utmost care. Only the user can invite someone to view the information filled out on the platform. The LifeSpeak Privacy Policy further details the extensive measures taken to ensure your privacy and is available on the platform for you to access any time.

Is there a secure way to store or share records and documents?

Yes. LifeSpeak offers a secure electronic filing cabinet to store and selectively share any documents related to a user's loved one. The filing cabinet enables users to tag and sort by the types of digital content stored, making it easy to organize and access when needed.

How do I sign up for LifeSpeak?

1. Go to portal.lifespeak.com
2. Login with your existing username (often email) and password. If you can't remember your password, you can select "Forgot Password."



How does LifeSpeak's digital platform work?

Upon registration, the digital platform prompts users to complete a profile of their child, elder loved one, or themselves and guides them through a series of specific questions. This process will take less than 5 minutes. Based on the responses given, the recommendation engine then populates and contextualizes a dashboard with relevant digital content and answers that provide information and support needed to resolve caregiving issues.
It is not mandatory to complete a profile upon registration. Users who are not ready to or do not choose to complete a profile upon registration can use the search engine to explore a particular topic or concern on their own.

Can LifeSpeak be accessed from a mobile device or tablet?

Yes. LifeSpeak can be accessed 24/7 from all mobile devices and tablets. You can download the LifeSpeak app on your preferred app store.