

How to use the Employee Assistance Program.

The Employee Assistance Program (EAP) is a free and confidential service provided by your employer that offers help with personal and work-related issues.

Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.

Call your EAP toll-free, any time, **24/7, 365 days a year:**



1

Call us

If you're using the mobile app, you can call us with one tap from your smartphone.

2

Provide your name

and employer's name to an advisor.
Your information will be kept confidential.

3

Share your concerns

with a professional advisor for expert advice, strategies, and next steps.

4

Arrange with the advisor

about how, when, and where you want to be contacted if follow-up is required.

Your advisor will ask for your employer's name (or other sponsoring organization's name) so we can confirm the type of service available to you, along with other important health insurance and benefits information.



An advisor will discuss your needs and concerns with you, listen, and assess the situation. Depending on your situation, the EAP advisor may:



Work

with you to make a plan to resolve your issues or concerns.



Help

you navigate the EAP website for helpful resources, including articles, booklets, recordings, and more.



Refer

you to an EAP counsellor for short-term support.



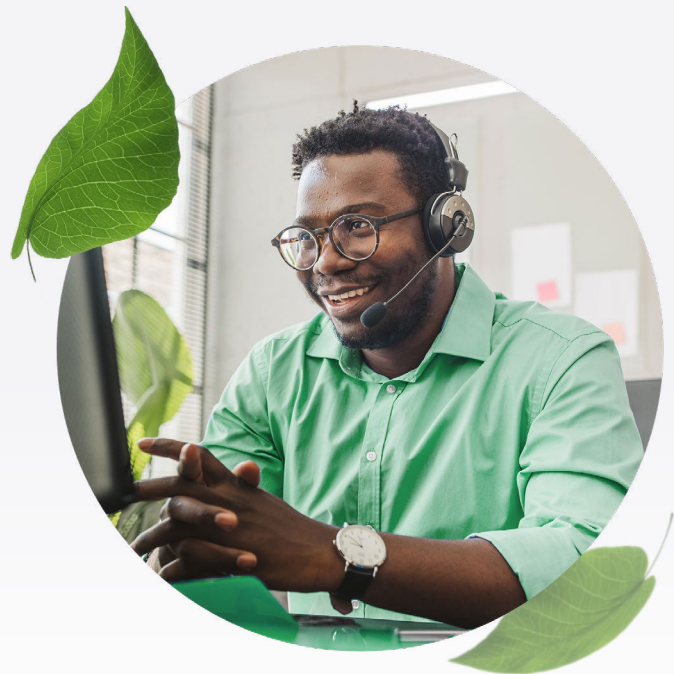
Guide

you to resources in your community, such as a support group or helping agency.



Recommend

community support for long-term counselling needs.



The EAP is free.

The EAP is a service provided by your employer at no cost to you. That means that you pay nothing to use it.

However, if you accept a referral to services outside the EAP, you may be responsible for costs that may be associated with resources external to the EAP. The EAP advisor will work with you to find the most appropriate and cost-effective help to address your needs.

If you are or someone close to you is going through a difficult time, remember the EAP is only a phone call away. Contact us today.



1 833 754 3786

Download the TELUS Health One app or visit one.telushealth.com.

Parameters of Services Offered



Legal Consults

30 minutes per topic
Telephonic



Financial Consults

60 minutes per topic
Telephonic



Family Support

Length of consult varies
Telephonic



Career Coaching

Length of consult varies
(up to 5 sessions)
Telephonic



Nutrition Services

Length of consult varies
(typically 2-3 sessions)
Telephonic



Counselling

Length of consult varies
(up to 6 sessions per EAP service
category per year)
Telephonic

✓ No cost

There is no cost to use the EAP. This benefit is provided to you by your employer, and can include a series of sessions with a professional. If you need more specialized or longer-term support, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your health plan.

🔒 Confidentiality

TELUS Health EAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the program unless you choose to tell them.

Understanding your **employee assistance program.**

TELUS Health EAP provides you and your family with immediate and confidential help for work, health or life concerns. We're available anytime and anywhere.

The program is a confidential and voluntary support service that can help you take the first step toward change. Let us help you find solutions to the challenges you face at any age and stage of life.

You and your immediate family members (as defined in your employee benefit plan) can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

TELUS Health EAP



Let us help.

Let us help.

Access your TELUS Health EAP 24/7 by phone, web or mobile app.

1 833 754 3786

Download the TELUS Health One app now.



Your **employee assistance program** provides you with immediate and confidential help for a broad range of work, health or life concerns. We're available anytime and anywhere. Let us help.

 **TELUS Health**

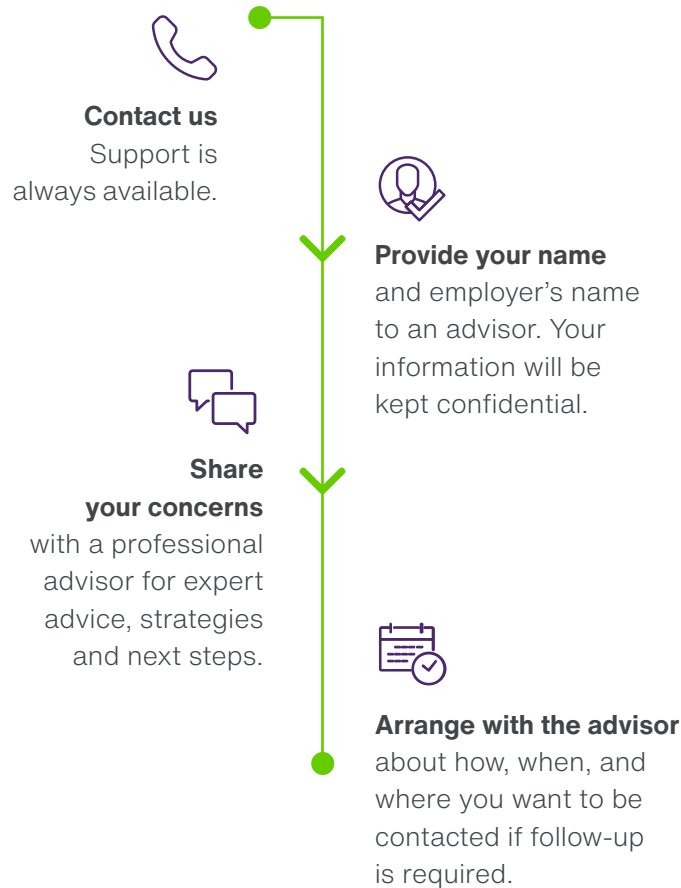


Convenient access to online resources.

Access your TELUS Health EAP 24/7
by phone, web or mobile app. Download
the TELUS Health One app now.

one.telushealth.com

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Download the **TELUS Health**
One app or visit
one.telushealth.com.

Enter your work email
address.

Click "Next" and you will be
redirected to single sign on for
your organization.



TELUS
Health

Solutions for your work, health and life.



Support wellbeing

Stress, mental health concerns,
grief and loss, crisis situations.



Manage relationships and family

Communication, separation/divorce,
parenting.



Deal with workplace challenges

Stress, performance, work-life balance.



Tackle addictions

Alcohol, drugs, smoking cessation,
gambling.



Find child and elder care resources

Child care, schooling,
nursing/retirement homes.



Get legal advice

Family law, separation/divorce, custody.



Financial helpline support

Debt management, bankruptcy,
retirement.



Your confidential **employee and family assistance program**, and resources to support your mental, physical, social, and financial wellbeing.





Access your employee and family assistance program 24/7 by phone, web or mobile app.

- 1 Download the TELUS Health One app or visit one.telushealth.com
- 2 Enter: **your work email address**
- 3 Click “Next” and you will be redirected to single sign on for your organization.

Online:

one.telushealth.com

Call us:

1 833 754 3786

