



TELUS Health EAP



TELUS Health EAP

- The EAP is voluntary and confidential
- There is no cost to the employee for use of the EAP
- Services are offered in both official languages (French and English)
- Individuals eligible to use the TELUS Health EAP:
 - Employees
 - Spouse/common-law spouse partner
 - Dependents Living within the same household as the employee
 - Children away from home attending post secondary education full time up to 25 years of age



Confidentiality is key



- No one will know you have used the EAP unless YOU tell them
- Convenient offices for in-person appointments, or online or by phone
- With your permission, discreet, non-identifying email or voicemail
- Confidential records kept in Canada
- Online services and programs are secure and password protected
- 100% confidential, within the limits of the law



What's on your mind?

- Feeling stressed
- Relationship issues
- Looking to improve the habits
- Personal issues – sadness, anxiety
- Looking to be more physically active
- Planning for retirement
- Dealing with crisis
- Childcare
- Have a legal question
- Money management questions
- Mindfulness and resiliency strategies
- Grief
- Becoming a parent
- Supporting older relatives
- Need to speak with a counsellor

How we can help

We offer confidential, professional assistance and support to help you manage all of life's complexities—be it issues with your Work, Health or Life.

Clinical Counselling

- Personal/emotional issues
- Family
- Couples/ relationships
- Work related
- Addiction related



Work-Life Services

- Legal Consultations
- Financial Consultations
 - Career Services
- Nutrition Consultations
- Health Consultations
- Family Support Services (Child and Elder care)

Counselling service modalities

When and how you want to.



Telephonic counselling



Video counselling



In-person counselling



First chat



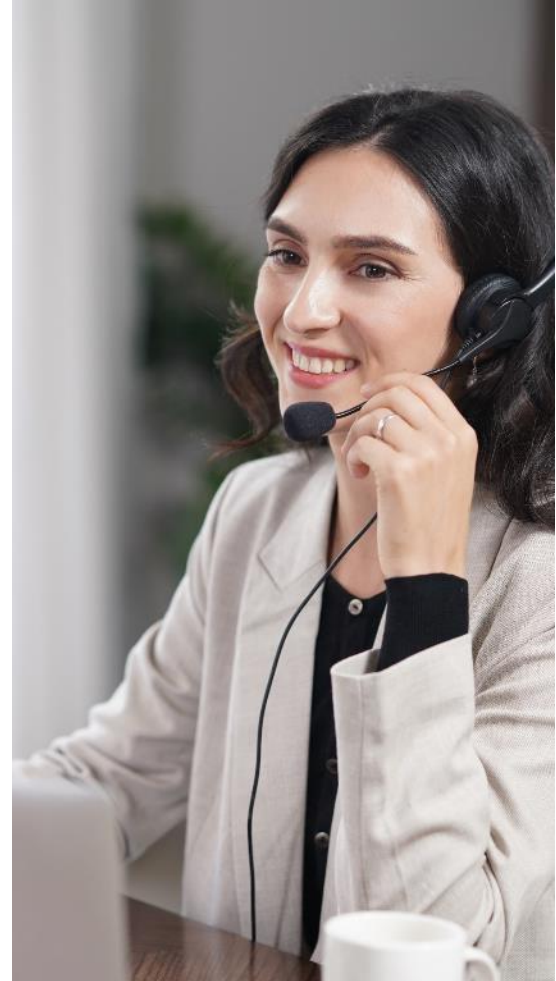
Online group counselling



Self-directed Resources

Professional Consultations

Service categories	For example...	
Legal Consultation (excl. workplace disputes)	<ul style="list-style-type: none">• Separation/divorce• Child custody• Criminal law	<ul style="list-style-type: none">• Wills/estates• Civil litigation
Financial Consultation (excl. international tax)	<ul style="list-style-type: none">• Debt/credit• Divorce• Investment planning	<ul style="list-style-type: none">• Taxes• Retirement• Insurance
Career Services	<ul style="list-style-type: none">• Counselling• Career planning	<ul style="list-style-type: none">• Career resiliency coaching• Retirement planning



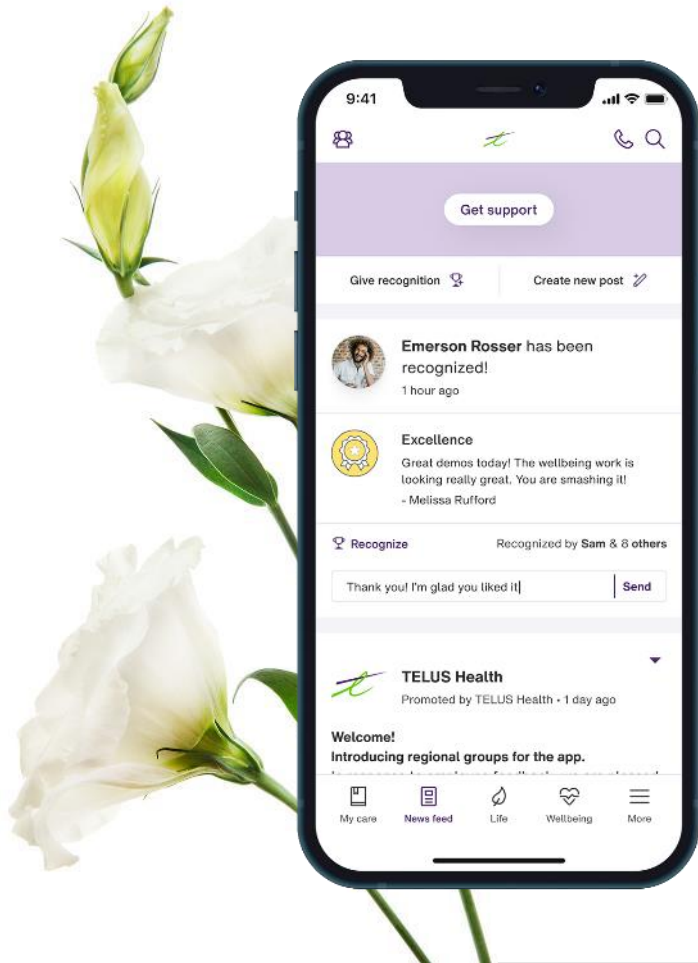


Other Work-Life Services

Telephonic/online

Work-Life Services	For example...
Nutrition Consultation	<ul style="list-style-type: none">• General healthy eating• Weight gain/loss• Disease state management• Accommodating shift work
Family Support Services	<ul style="list-style-type: none">• Planning a family• Expectant/new parents• Home support services• Special needs• Elder Care• Residential care• Community programs

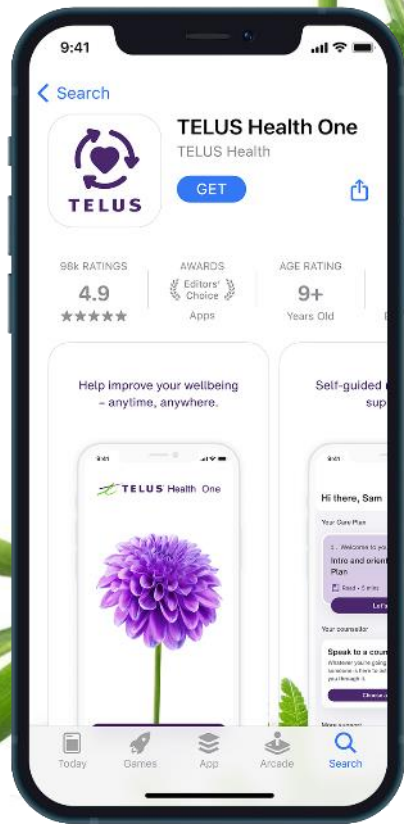
The TELUS Health One mobile experience



The Mobile Experience

Chat with an expert with just a tap – any time, from anywhere – or check wellbeing resources right on your phone or computer.

1. Visit: one.telushealth.com or
2. Download the free app on Android or iOS – simply search for “TELUS Health One”.
3. Under Log-in use the following credentials:
 - Username: **ECENS**
 - Password: **wellbeing**



Support & resources

Thousands of clinically verified and trusted:



E-books



Articles



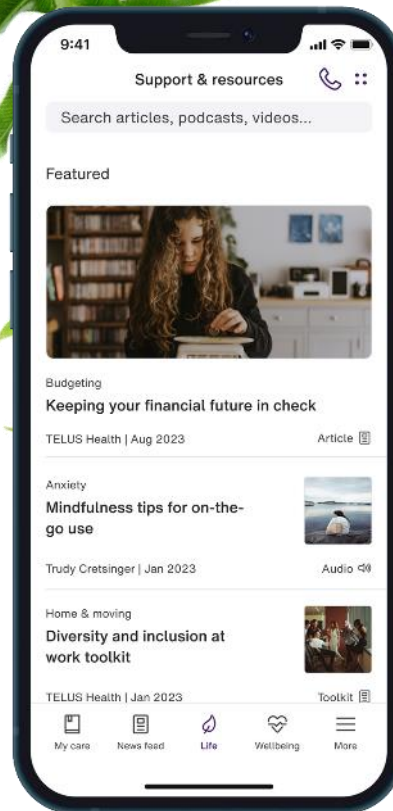
Podcast



Toolkit



Infographics

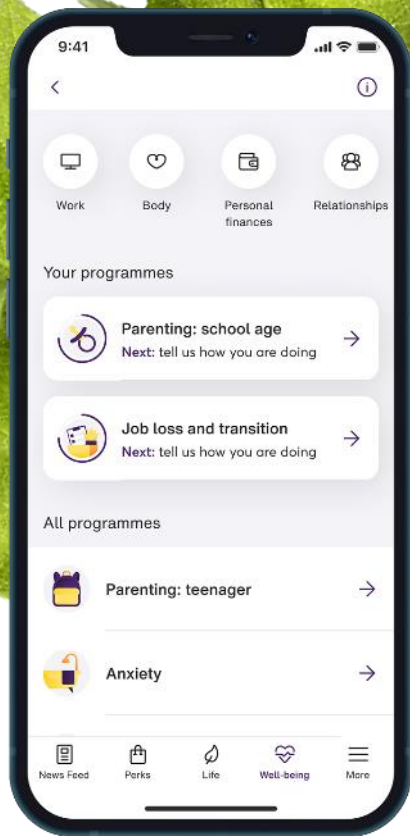


Digital Self-Help

- Instant support anytime, anywhere, for many of life's daily challenges.
- Specialized self-help support to help you make positive changes with interactive digital content, assessments and exercises.

Range of modular based programs:

- Anxiety
- Stress
- Depression
- Substance Abuse
- Communications
- Separation/divorce
- Grief
- Coping
- Tobacco and Nicotine Cessation



Total Wellbeing Assessment

The Total Wellbeing Assessment is a simple set of questionnaires based on the 4 pillars of total wellbeing.



Financial



Social

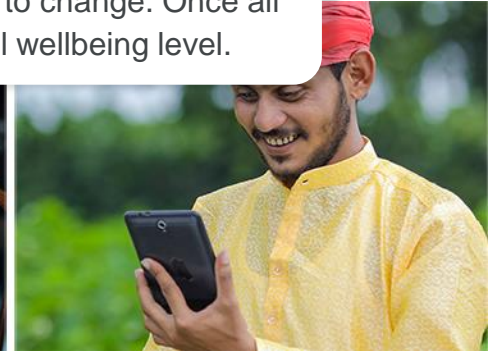


Physical



Mental

Complete all at one time for a total picture of your wellbeing, or tackle them individually to measure your wellbeing status, level of risk in key health areas, as well as your willingness / readiness to change. Once all sets are completed, you will be given a Total Health Score to assess your overall total wellbeing level.



Perks & savings

Support for your financial wellbeing.

Do you like to save money? With TELUS Health, you can benefit from great deals and discounts, made available exclusively to you through the platform.

- Discounts on Key Life Events
- Top 10 and Exclusive Offers





Connect with the TELUS Health One EAP Program



Call us 24/7/365 or log in using the information below:

Toll-free telephone number

English: 1-833-768-2174

Online:



URL: one.telushealth.com or Download the App

Under Log-In use the following credentials:

Username: **ECENS**

Password: **wellbeing**

Thank you