

# Welcome to your EAP

Feel supported and connected with a confidential Employee Assistance Program (EAP) and innovative wellbeing resource. Life can be complicated. Get help with all of life's questions, issues and concerns with TELUS Health. Any time, 24/7, 365 days a year. We offer support for mental, financial, physical and emotional wellbeing. Whether you have questions about handling stress at work and home, parenting and child care, managing money, or health issues, you can turn to TELUS Health for a confidential service that you can trust.



## Life

- Retirement
- Midlife
- Student life
- Legal
- Relationships
- Disabilities
- Crisis
- Personal issues

## Family

- Parenting
- Couples
- Separation/divorce
- Older relatives
- Adoption
- Death/loss
- Child care
- Education

## Health

- Mental health
- Addictions
- Fitness
- Managing stress
- Nutrition
- Sleep
- Smoking cessation
- Alternative health

## Work

- Time management
- Career development
- Work relationships
- Work stress
- Managing people
- Shift work
- Coping with change
- Communication

## Money

- Saving
- Budgeting
- Managing debt
- Home buying
- Renting
- Estate planning
- Bankruptcy





# Frequently asked questions

## What is TELUS Health EAP?

TELUS Health EAP is a full-service employee assistance program (EAP) and work/life/wellbeing resource that provides confidential consultations, information and resources, and referrals to counselling.

## Why would I contact TELUS Health?

TELUS Health can provide support and resources to help you find answers to questions related to work, life, health, family, or money. You can contact TELUS Health for support with any issue, challenge, or concern. Consultants are available 24/7.

## How do I contact TELUS Health?



**Toll-free by phone, 24 hours a day, seven days a week, 365 days of the year:**

Connect with a professional consultant for support, strategies, tools, and referrals.



**Online at [one.telushealth.com](https://one.telushealth.com):**

Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.



**By free mobile app (for iOS & Android).**

Download the TELUS Health One app on your mobile device.



## Who pays for TELUS Health?

TELUS Health is available at no additional cost to you. Your employer provides this program to support your wellbeing free of charge.

## What are the qualifications of EAP counsellors?

EAP counsellors are highly qualified, and we carefully screen all our clinicians to verify their credentials and level of experience. Minimally, counsellors are required to have a Master's degree in psychology, social work, educational counselling, or other related human services field.

## How many counselling sessions can I expect?

Our counselling model is short-term and solution-focused. The number of sessions provided is based on what is deemed clinically appropriate, and up to the service level your employer has selected. In the event that your concern is ongoing in nature, your counsellor will discuss with you the appropriateness of a referral to a community resource outside the EAP and will work with you to access this long-term support.

## Is TELUS Health confidential?

Yes. We take the utmost care to protect the identity of anyone who uses TELUS Health. The only exceptions to confidentiality include those governed by law, i.e., we are required to release documents under court subpoena, and we have a duty to intervene and report if a consultant or counsellor deems an individual to be at imminent risk of harm to self or others.

## Who can use TELUS Health?

TELUS Health is available to you as an employee of your organisation, as well as to your spouse/partner, and to your immediate family members/dependents.

## How does TELUS Health support the wellbeing needs of diverse communities?

TELUS Health supports and promotes diversity and inclusion in the workplace in many ways, including:

- Matching people with counsellors that share similar lived or cultural experiences, when requested.
- TELUS Health actively recruits providers that represent the communities in which they serve. This targeted and purposeful recruitment allows for our clients to request and access service with a counsellor who has similar lived experience.
- In addition to continuously creating structural inclusivity in our EAP, we also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace.

