

✓ Here for you

There are no additional costs to access EAP services. Your plan provides up to 12 hours with a professional (number of actual hours may vary). If specialized or longer-term support is needed, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. Fees for additional services outside of your EAP are your responsibility but may be covered under your Group Benefit 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 confidential help for work, health or life concerns.

The program is a 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 eligible family members can access support in a way that is most suited to your preferences and lifestyle.



Let us help.

Let us help.

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

1-800-668-0193

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 when you need it most. Let us help.



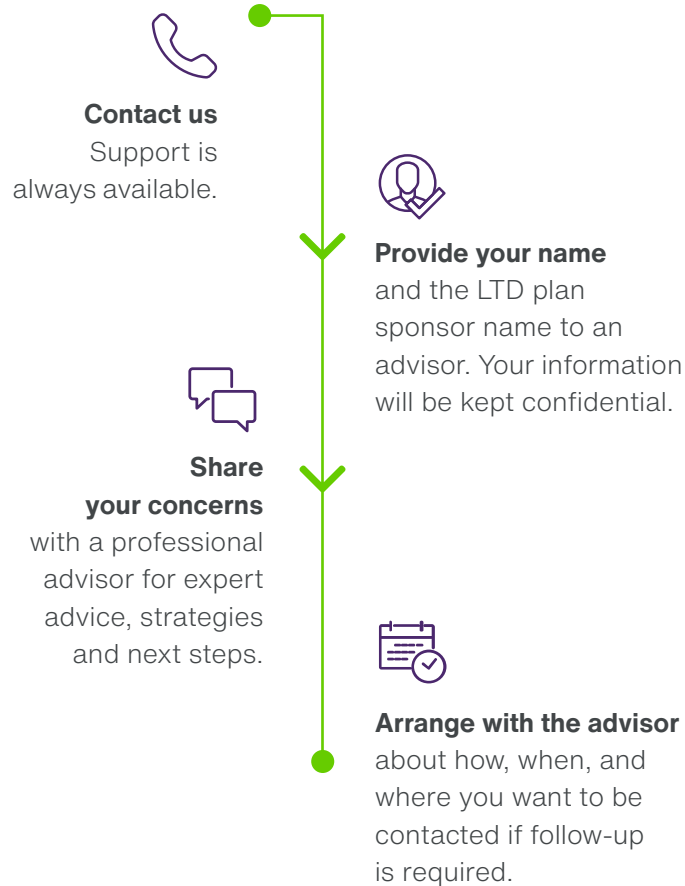


Convenient access to online resources.

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

one.telushealth.com

1-800-668-0193



 **TELUS[®] Health**

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

Username: Lifeworks1 **Password:** @OTIPTL123



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.



Financial helpline support

Debt management, bankruptcy,
retirement.



Online scheduling

Frequently asked questions

What types of appointments can be booked?

Video, telephone and in person counselling appointments can be booked using the online scheduling tool. The tool is used for booking first appointments, then subsequent appointments will be booked directly with the counsellor. Members can return to use the online scheduler for future new issues if applicable. If a member is looking to book in person counselling, they can utilize the chat feature within the online scheduling tool to chat with a member of our team who would be happy to assist with booking an in-person counselling appointment, which requires gathering a little more information from the user.

Can members see information on the provider they book an appointment with?

Yes, members will be able to see useful information on the counsellor so they can select the counsellor that feels right for them. Members will be able to filter their counsellor search by gender, language, and area of specialization. On the appointment selection screen, when a member hovers over the appointment slot, they may see the counsellor's name, designation, gender, language, ethnic background, sexual orientation and religious affiliation.

Is member information on the app/website secure?

Yes. The management of personal information is fundamental to our services, and we are committed to protecting the privacy of the members who utilize our services. Please review the details of our [privacy policy here](#).

What if a member is at risk?

There is a built-in risk screening question. If a member indicates they are at risk, a pop up will provide instructions to call local emergency services and will reference our always available crisis line where a representative can connect them to the immediate support they require.



How do members attend their appointments?

Telephone based appointments: The counsellor will call the member at the number they provide during booking at the date and time of the appointment.

Video based appointments: The counsellor will contact the member by email prior to the appointment to provide a link to the video based appointment. Members will access the appointment by using the link provided by the counsellor at the date and time of the appointment.

In person appointments: The confirmation email will outline the details of the appointment time and location.

How can someone access online scheduling?

Online scheduling is available through the TELUS Health One platform. Look for “Book a Counsellor” within the Feel Supported section.

How do I book an appointment online?

1. Click on “Book a Counsellor” on the TELUS Health One platform in the Feel Supported section.
2. Enter/pick your organization name.
3. Answer the risk question. If there’s no risk proceed with booking.
4. Answer a few simple intake questions – who the appointment is for, the area of your life you need help with, and what type of appointment you would like to book.
5. Enter your personal information (first name, last name, date of birth, language preference – French or English) and contact details (country, province, email address and phone number).
6. The first available appointment will appear; however, you can further refine your search by filtering by counsellor gender, language and area of specialization.
7. Select your preferred appointment time and hover over the counsellor’s name to learn more about them.
8. Confirm your appointment.

And that’s it. The appointment is booked, and an email confirmation will be sent to the email provided.



Fields displayed will vary by provider.



Employee Assistance Program.

Feel supported and connected with expert advice and access to online resources from TELUS Health EAP, a confidential employee assistance program.

Getting started with TELUS Health is easy.

- 1 Download the TELUS Health One app or visit one.telushealth.com
- 2 Open the app, click on 'Log in' and enter your shared log-in credentials.

Username: **Lifeworks1**

Password: **@OTIPTL123**



Contact TELUS Health any time, 24/7, for support:

1-800-668-0193

Connect online: one.telushealth.com or by mobile.