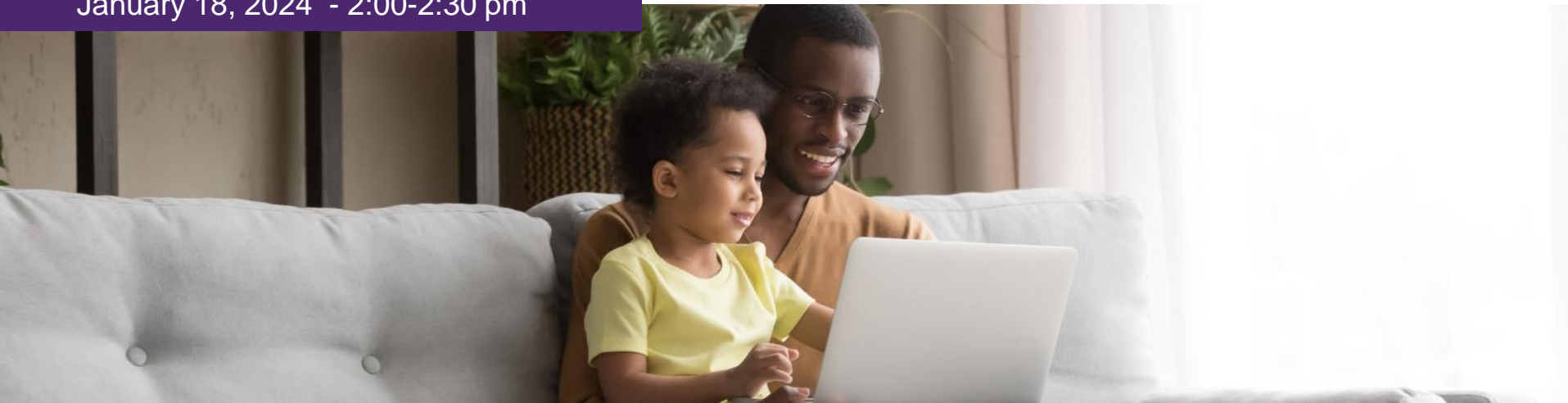




Welcome to TELUS Health EAP

January 18, 2024 - 2:00-2:30 pm



TELUS Health EAP

- TELUS Health acquired LifeWorks in 2022
- The EAP is voluntary and confidential service
- There is no cost to employee or eligible family to use of the EAP.
- Services are offered in both official languages (French and English).
- Access 24/7/365 – crisis support

Individuals eligible to use the TELUS Health EAP:

- Employees
- Spouse/common-law spouse partner
- Dependent children to age 21
- Dependent Children age 22-25 if attending school full-time



Confidentiality is key



- No one will know you have used the EAP unless YOU tell them.
- No back-to-back in-person appointments with employees from same organization.
- With your permission, discreet, non-identifying email or voicemail.
- Confidential records kept in Canada. Employee ID used on records.
- Online services and programs are secure and password protected.
- Licensed professionals must abide by confidentiality code of ethics.
- 100% confidential, within the limits of the law.

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 Short-term Counselling

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

**Counselling can be accessed
for Individual, Couple or family
needs.**



Work-Life Services

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

Clinical counselling in more detail



Our clinical team is equipped to address a broad range of issues that may be impacting you or your family.

Short-term counselling is based on setting a goal and working toward that goal with your counsellor.

Couple/ relationship

- General relationship
- Relationship breakdown
- Separation/divorce
- Intimacy issues
- Communication
- Conflict resolution
- Family planning

Family

- Parenting
- Child/ adolescent behaviour
- Blended family
- Communication
- Elder-related
- Extended family relations

Addiction related

- Alcohol
- Drugs
- Other's addictions
- Smoking
- Gambling

Work-related

- Workplace performance/ stress
- Work relationships/ conflict
- Career planning
- Career resiliency
- Retirement planning
- Workplace violence/ harassment

Personal /Emotional

- Stress/anxiety
- Depression
- Suicidal risk
- Self esteem
- Anger issues
- Life stages
- Post-trauma support
- Abuse

Counselling service modalities

Convenient options



Telephonic counselling



Video counselling



In-person counselling



First chat



Online group counselling



Self-directed Resources

Professional Worklife Consultations

Telephonic/online

Service categories

For example...

Legal Consultation (phone or in-person)

Request a Lawyer Referral
If you need Legal
Representation*

- Separation/divorce
- Child custody
- Criminal law
- Wills/estates
- Civil litigation
- Excludes Work-related

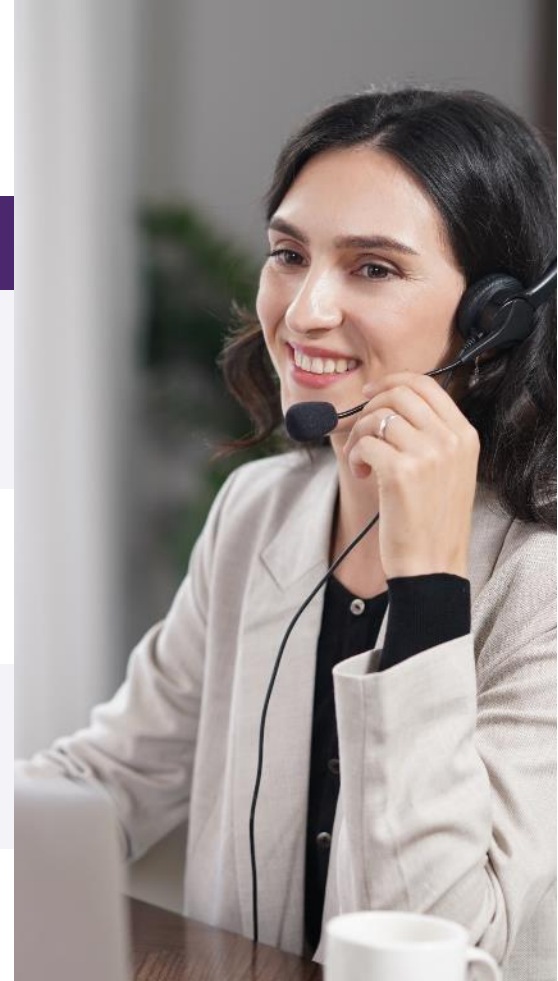
Financial Consultation (excl. international tax)

- Debt/credit
- Divorce
- Investment planning
- Taxes
- Retirement
- Insurance

Career Services

- Counselling
- Career planning
- Career resiliency coaching
- Retirement planning

**inquire with Lawyer if they offer EAP referral discounted rate.*



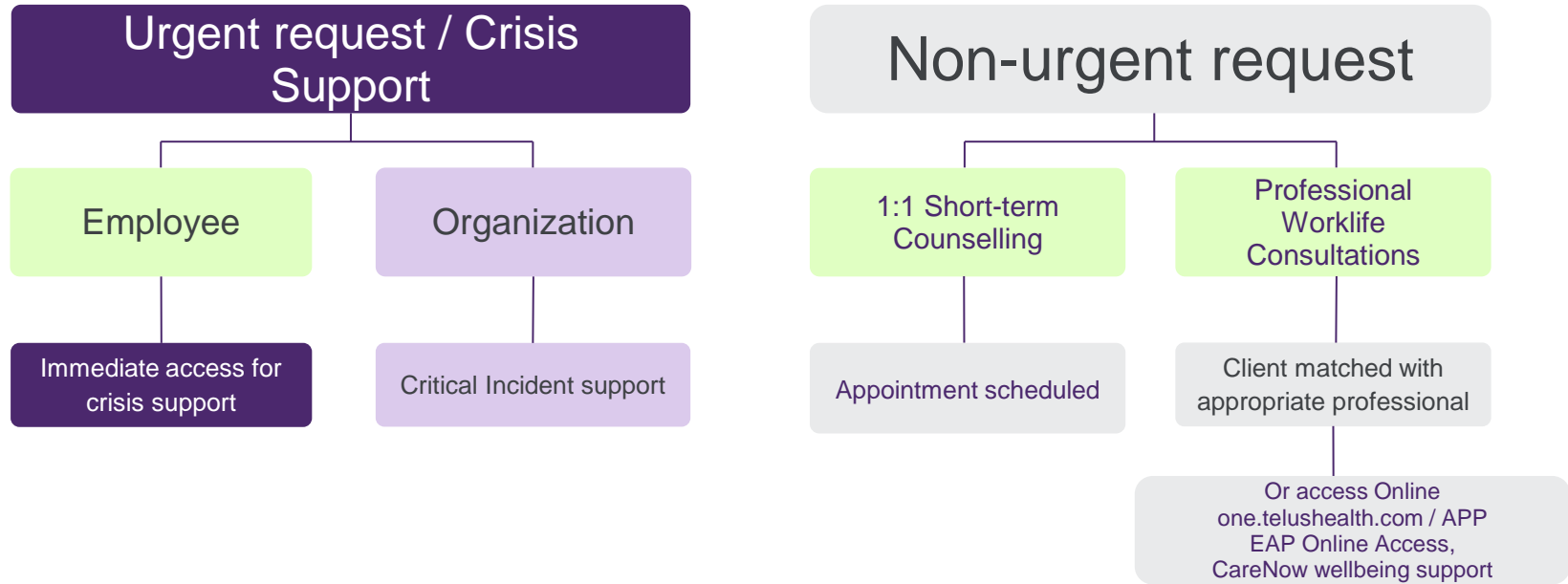
Other Work-Life Services

Telephonic/online

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

EAP intake & assessment

Access 24/7, immediate assessment of your needs by a team of professional and caring counsellors





Quality assurance

While Accessing Services:

Finding the right match for counselling is as important to us as it is to you. If at any time you feel the connection isn't right between you and your counsellor, we encourage you to call back to our Care Access Center and request an appointment with a different counsellor. We're here to support you and ensure a positive experience.

After using the EAP, you'll receive a survey and possibly a follow-up call:

- Voluntary satisfaction survey
- Follow-up call from an EAP service representative

The EAP is designed to provide you with the support, resources and services you need. The EAP Care Access team can provide support to employees with service issues, or reach out to your Human Resource Team if employee requires assistance.



Online access for wellbeing support

Online platform / app features:

- Access EAP contact information / resources
- Chat with a counsellor
- Support & Resources: articles, videos, podcasts, toolkits, quick links
- Wellbeing CareNow Digital Self-Help
- Total Wellbeing Assessments

Support & Resources

Thousands of clinically verified and trusted:

Articles

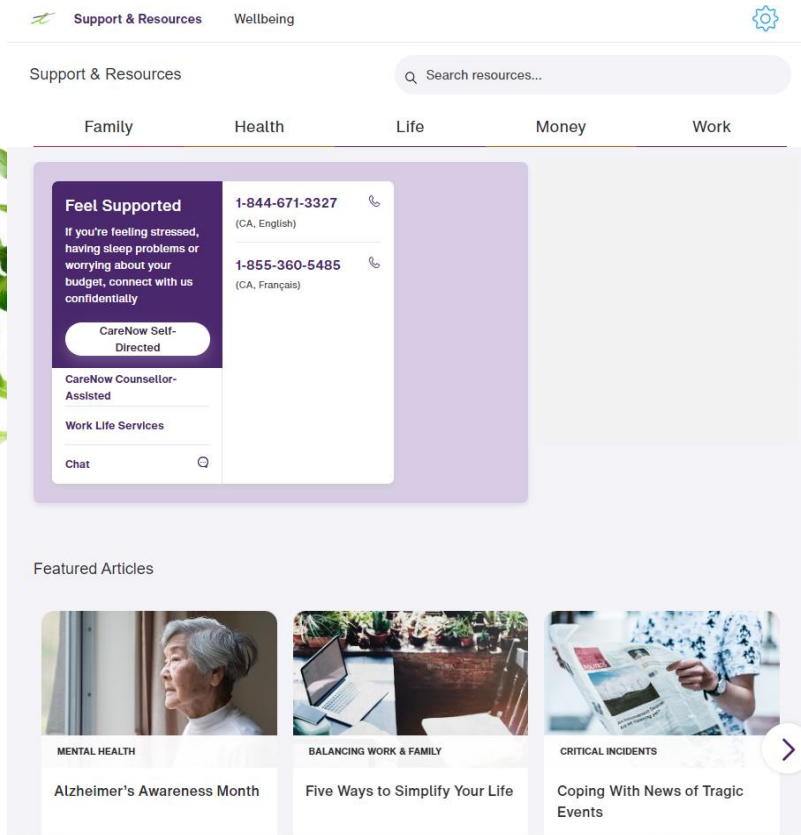
Podcasts

Toolkits

Videos

Microsites

Quick links

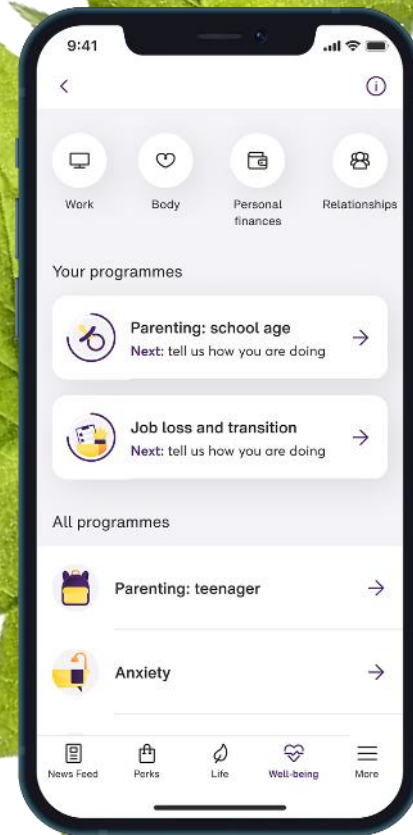


Wellbeing CareNow

- 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.
- CareNow Counsellor Assist for additional support.

Range of modular based programs:

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



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.



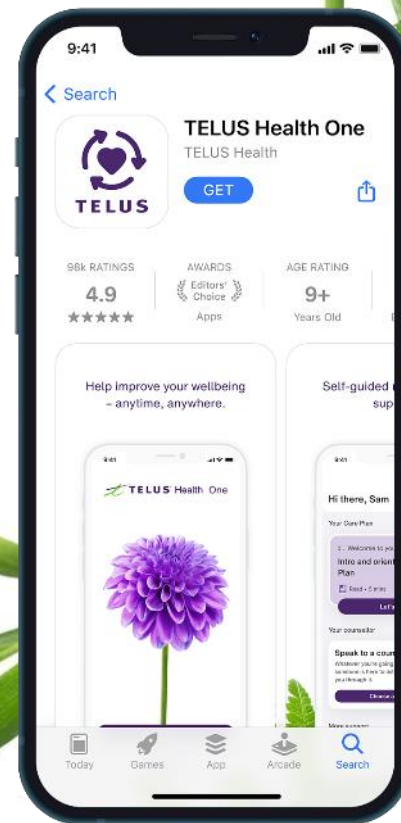
A woman with dark, curly hair is sitting at a desk in an office. She is wearing a purple sweater and is smiling while looking at her smartphone. In the background, there are two computer monitors displaying data, a green plant, and a colorful abstract painting. The scene is well-lit and professional.

How to connect with TELUS Health EAP.

Download the TELUS Health One app.

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

1. Download the free app on Android or iOS – simply search for “TELUS Health One”.
2. Click “Log In” and enter your Username: EAP-uwindor. and Password: EAP



Connect online: one.telushealth.com

Getting started with TELUS Health is easy.

- 1 Download the TELUS Health One app or visit one.telushealth.com
- 2 Click on '**Log In**' and enter your shared log-in credentials
Username: Password:

EAP-u Windsor

EAP

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

1.844.880.9142 / 1.844.671.3327



Questions?



Thank you