



Department of Human Resources

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www.uwindsor.ca/humanresources

MEMO

To: UWindsor Employees Eligible for the Employee Assistance Program
From: Jody Fraser, Associate Vice-President, Human Resources
Date: August 22, 2023
Subject: **Update to UWindsor's Employee Assistance Program**

Dear Team Member,

We are writing to share an important update regarding our Employee Assistance Program (EAP) provided by LifeWorks. Following the acquisition of LifeWorks by TELUS Health in 2022, LifeWorks is rebranding to TELUS Health. There are no changes to your EAP services or contact details at this time.

As the provider of the current program, Lifeworks provides immediate and confidential support to help resolve work, health, and life challenges. Lifeworks professionals assist with stress, relationship problems, depression, anxiety, nutrition and weight loss, parenting, and more. Employees and their family members can access services and supports 24 hours a day, seven days a week with more information listed [on our website](#).

As part of this transition from LifeWorks to TELUS Health, we will be updating our EAP online/App resources from Work Health Life/My EAP to [TELUS Health One](#). The new name of TELUS Health One represents their commitment to connecting mental, physical and financial wellbeing services, so you can more easily access a broad range of support from a single point of entry.

We will be sharing more information in the coming weeks to keep you informed when the new online/App resources will be available. You will begin to see the TELUS Health brand and TELUS Health One in updated EAP information that will be available towards the end of September, 2023.

What does this change mean for you?

- You will continue to have access to the same services, functionalities and professionals as before.
- New EAP online URLs and QR codes will be communicated in September. The ones you have been using (www.workhealthlife.com/My EAP APP) will continue to work, and we will be providing communications once the updates are in place. The [current program information on our website](#) will be updated towards the end of September.
- The contact number used to access EAP remains the same.
- You will start to see the TELUS Health name and brand in communications in the coming weeks.
- Once the rebranding is completed, telephone calls to the EAP line will be answered as TELUS Health.

When are the changes taking place?

In mid- to late-September:

- We will transition to the updated TELUS Health One platform/App.
- The platform branding (name, logo, colours, App icon, etc.) will reflect TELUS Health.

At the end of September:

- A new URL/App to access the EAP online resources will be available.
- TELUS Health will be reflected on our EAP service brochure and overviews.

If you have any questions about this rebranding update from Lifeworks, please reach out to:

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