



## Department of Human Resources

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# MEMO

To: UWindsor Employees Eligible for the Employee Assistance Program  
From: Jody Fraser, Associate Vice-President, Human Resources  
Date: January 18, 2024  
Subject: **Update to UWindsor's Employee Assistance Program (EAP) – now TELUS Health (formerly Lifeworks)**

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Dear Team Member,

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

As the provider of the current program, TELUS Health provides immediate and confidential support to help resolve work, health, and life challenges with professionals to assist with stress, relationship problems, depression, anxiety, nutrition and weight loss, parenting, and more. Employees and their immediate 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 the transition from LifeWorks to TELUS Health, we have updated the [online resources](#) and the Mobile App has changed from 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.

### What does this change mean for you?

- You will continue to have access to the same services, functionalities and professionals as before.
- The contact number used to access EAP remains the same.
- You will start to see the TELUS Health name and brand in communications.

### When are the changes taking place?

#### *January 2024*

- A new URL to access the EAP online resources is available.
- A new Telus Health One App is available.
- The platform branding (name, logo, colours, App icon, etc.) will reflect TELUS Health.
- TELUS Health will be reflected on our EAP service brochure and overviews.

#### *March 2024*

- The University will fully transition to the updated TELUS Health One platform/App.

For you to see the new branding, your mobile app will have to be updated. If your device settings are set for automatic app updates, you do not need to take any action and your app will update. If your automatic updates are not turned on, you will see a pending update in your app store indicating the changes to TELUS Health One are available. Please complete this update when prompted.

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

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