

Employee Assistance Program

Your Employee Assistance Program (EAP) provides you with immediate and confidential help for any work, health or life concern. We're available anytime and anywhere.

Your EAP is a confidential and 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 immediate family members can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.



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

1800 320 799

TELUS® Health



Employee Assistance Program

What is the service?

Your Employee Assistance Program (EAP) is a confidential wellbeing resource, available any time, 24/7, to help you find answers to questions about work, life, health, family or money. We can offer expert advice, support, practical resources and referrals to help you manage life's issues and challenges – whether personal or professional.

What can I expect from my EAP appointment?

TELUS Health EAP offers confidential support from an experienced clinician.

During your conversation our clinician will gain an understanding about the issue you are experiencing and then provide you with helpful proactive strategies on how you can approach the situation.

You can arrange to meet with a clinician either face-to-face, via phone, video, or SMS.

What are the qualifications of EAP clinicians?

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

Is the service confidential?

Yes. We take the utmost care to protect the identity of anyone who uses the service. 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 clinician deems an individual to be at imminent risk of harm to self or others.

Who pays for the service?

Your employer provides this program to support your wellbeing free of charge.

Solutions for your **work, health and life.**

Achieve wellbeing
- Stress • Mental health concerns
- Grief and loss • Crisis situations
- Sleep issues

Manage relationships and family
- Communication • Separation/divorce
- Parenting

Deal with workplace challenges
- Stress • Performance • Work-life balance

Tackle addictions
- Alcohol • Drugs • Smoking cessation
- Gambling

Get legal advice
- Family law • Separation/divorce
- Custody

Receive financial guidance
- Debt management • Bankruptcy
- Retirement • Financial wellbeing

Nutrition Wellbeing
- Family nutrition
- Sustainable weight management
- Food intolerances and medical conditions

How do I connect with this service?

By phone:

1800 320 799

Online: **one.telushealth.com**

By free mobile app for iOS or Android

TELUS® Health