



Welcome to TELUS Health EAP



Confidentiality is key



- No one will know you have used the EAP unless YOU tell them
- Convenient offices for in-person appointments, or online or by phone
- With your permission, discreet, non-identifying email or voicemail
- Confidential records kept in Canada
- Online services and programs are secure and password protected
- 100% confidential, within the limits of the law

TELUS Health EAP

- The EAP is voluntary and confidential
- There is no cost to the employee for use of the EAP
- Services are offered in both official languages (French and English)
- Individuals eligible to use the TELUS Health EAP:
 - Employees
 - Spouse/common-law spouse partner
 - Dependents Living within the same household as the employee
 - Children away from home attending post secondary education full time up to 25 years of age





What's on your mind?

- Feeling stressed
- Relationship issues
- Looking to improve the habits
- Personal issues – sadness, anxiety
- Looking to be more physically active
- Planning for retirement
- Dealing with crisis
- Childcare
- Have a legal question
- Money management questions
- Mindfulness and resiliency strategies
- Grief
- Becoming a parent
- Supporting older relatives
- Need to speak with a counsellor

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 Counselling

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



Work-Life Services

- Legal Consultations
- Financial Consultations
 - Career Services
- Nutrition Consultations
- Health Consultations
- Family Support Services (Child and Elder care)
- Online Fitness Sessions

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.



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

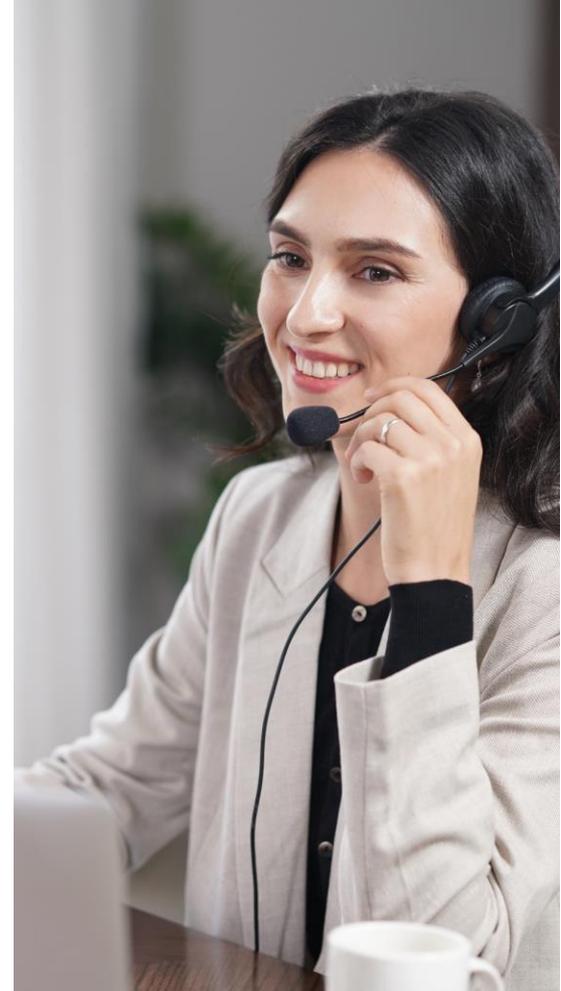
- Workplace performance/ stress
- Work relationships/ conflict
- Career planning
- Career resiliency
- Retirement planning
- Workplace violence/ harassment

Personal /Emotional

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

Professional Consultations

Service categories	For example...	
Legal Consultation (excl. workplace disputes)	<ul style="list-style-type: none">• Separation/divorce• Child custody• Criminal law	<ul style="list-style-type: none">• Wills/estates• Civil litigation
Financial Consultation (excl. international tax)	<ul style="list-style-type: none">• Debt/credit• Divorce• Investment planning	<ul style="list-style-type: none">• Taxes• Retirement• Insurance
Career Services	<ul style="list-style-type: none">• Counselling• Career planning	<ul style="list-style-type: none">• Career resiliency coaching• Retirement planning

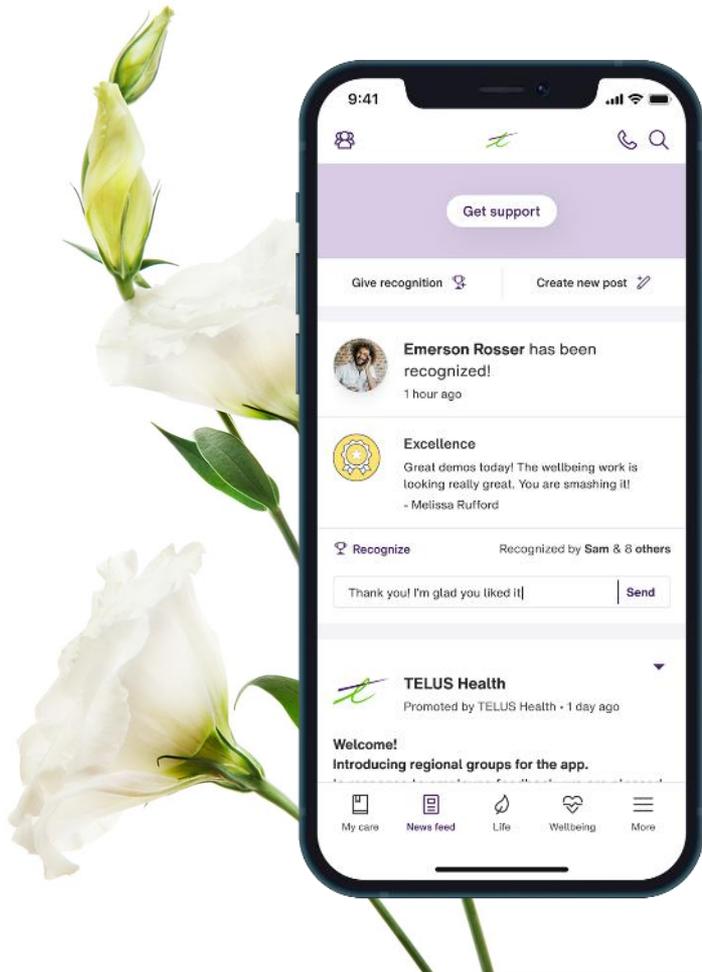


Other Work-Life Services



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 Consultation	<ul style="list-style-type: none">• Physiology• Risk reduction• Stress management	<ul style="list-style-type: none">• Diet/lifestyle• Weight management
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
Fitness Program	<ul style="list-style-type: none">• Virtual fitness program (on web or app)	<ul style="list-style-type: none">• Customized program• No equipment required

The TELUS Health One mobile experience

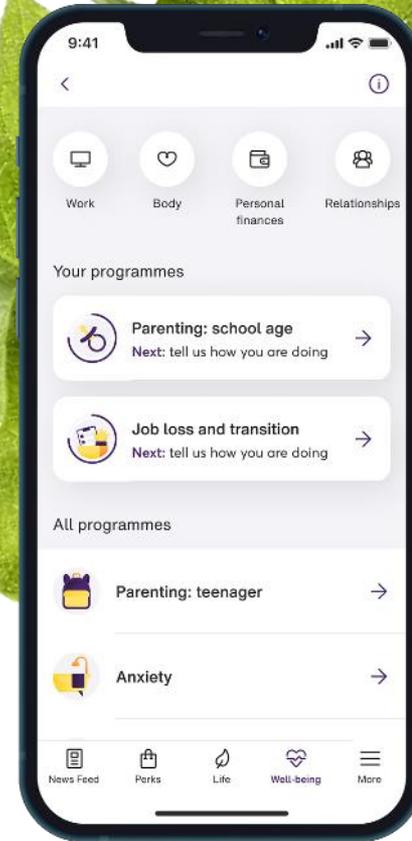


Digital Self-Help – Care Now Programs

- 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.

Range of modular based programs:

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



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.



Support & Resources

Thousands of clinically verified and trusted:



E-books



Articles



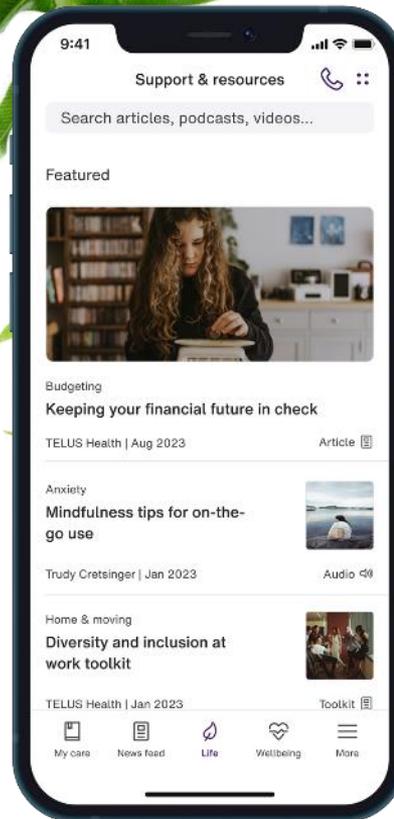
Podcast



Toolkit



Infographics



Perks & savings

Support for your financial wellbeing.

Do you like to save money? With TELUS Health, you can benefit from great deals and discounts, made available exclusively to you through the platform.

- Discounts on Key Life Events
- Top 10 and Exclusive Offers

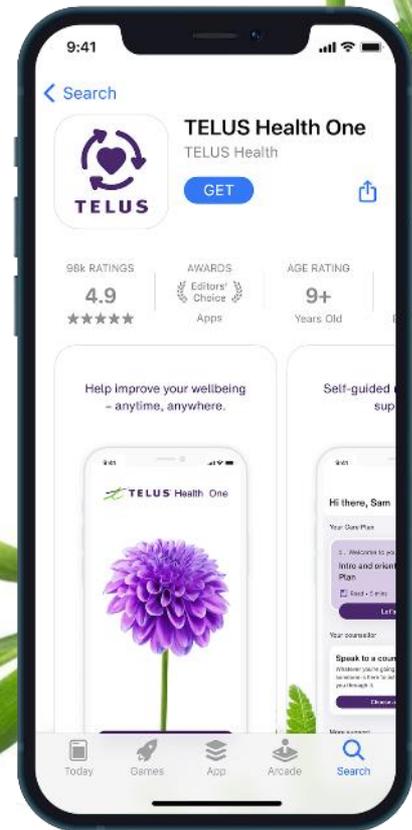


Download the TELUS Health One app or visit one.telushealth.com

1. Download the free app on Android or iOS – simply search for “TELUS Health One” or visit one.telushealth.com
2. Click “Log In” and enter your credentials as follows:

Username: Memorial

Password: wellness (case sensitive)





Connect with TELUS Health EAP.



Call us 24/7/365 or log in using the information below:

Toll-free telephone number

English: 1-800-387-4765



Online:

URL: one.telushealth.com

Shared Login Username: Memorial

Password: wellness (case sensitive)