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.

<table>
<thead>
<tr>
<th>Couple/relationship</th>
<th>Family</th>
<th>Addiction related</th>
<th>Work-related</th>
<th>Personal /Emotional</th>
</tr>
</thead>
<tbody>
<tr>
<td>General relationship</td>
<td>Parenting</td>
<td>Alcohol</td>
<td>Workplace performance/ stress</td>
<td>Stress/anxiety</td>
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<tr>
<td>Relationship breakdown</td>
<td>Child/ adolescent behaviour</td>
<td>Drugs</td>
<td>Work relationships/ conflict</td>
<td>Depression</td>
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<tr>
<td>Separation/divorce</td>
<td>Blended family</td>
<td>Other’s addictions</td>
<td>Career planning</td>
<td>Suicidal risk</td>
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<tr>
<td>Intimacy issues</td>
<td>Communication</td>
<td>Smoking</td>
<td>Career resiliency</td>
<td>Self esteem</td>
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<tr>
<td>Communication</td>
<td>Elder-related</td>
<td>Gambling</td>
<td>Retirement planning</td>
<td>Anger issues</td>
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<tr>
<td>Conflict resolution</td>
<td>Extended family relations</td>
<td></td>
<td>Workplace violence/ harassment</td>
<td>Life stages</td>
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<td>Family planning</td>
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<td>Post-trauma support</td>
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</tbody>
</table>

| | | | | Abuse |
# Professional Consultations

<table>
<thead>
<tr>
<th>Service categories</th>
<th>For example…</th>
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</thead>
<tbody>
<tr>
<td><strong>Legal Consultation (excl. workplace disputes)</strong></td>
<td>Separation/divorce  &lt;br&gt; Child custody  &lt;br&gt; Criminal law  &lt;br&gt; Wills/estates  &lt;br&gt; Civil litigation</td>
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<tr>
<td><strong>Financial Consultation (excl. international tax)</strong></td>
<td>Debt/credit  &lt;br&gt; Divorce  &lt;br&gt; Investment planning  &lt;br&gt; Taxes  &lt;br&gt; Retirement  &lt;br&gt; Insurance</td>
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<tr>
<td><strong>Career Services</strong></td>
<td>Counselling  &lt;br&gt; Career planning  &lt;br&gt; Career resiliency coaching  &lt;br&gt; Retirement planning</td>
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## Other Work-Life Services

<table>
<thead>
<tr>
<th>Work-Life Services</th>
<th>For example…</th>
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<tbody>
<tr>
<td><strong>Nutrition Consultation</strong></td>
<td>- General healthy eating</td>
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<td></td>
<td>- Weight gain/loss</td>
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<td>- Disease state management</td>
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<td>- Accommodating shift work</td>
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<tr>
<td><strong>Health Consultation</strong></td>
<td>- Physiology</td>
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<td></td>
<td>- Risk reduction</td>
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<td></td>
<td>- Stress management</td>
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<td></td>
<td>- Diet/lifestyle</td>
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<tr>
<td></td>
<td>- Weight management</td>
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<td><strong>Family Support Services</strong></td>
<td>- Planning a family</td>
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<td>- Expectant/new parents</td>
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<td>- Home support services</td>
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<td>- Special needs</td>
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<td></td>
<td>- Elder Care</td>
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<td>- Residential care</td>
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<td></td>
<td>- Community programs</td>
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<tr>
<td><strong>Fitness Program</strong></td>
<td>- Virtual fitness program (on web or app)</td>
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<td></td>
<td>- Customized program</td>
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<td>- No equipment required</td>
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</table>
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
- 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)