



Royal Neighbors of America Employee Assistance Program

Welcome to your EAP.

Feel supported and connected with a confidential Employee Assistance Program (EAP) and innovative wellbeing resource. Life can be complicated. Get help with all of life's questions, issues and concerns with TELUS Health. Any time, 24/7, 365 days a year. We offer support with mental, financial, physical and emotional wellbeing. Whether you have questions about handling stress at work and home, parenting and child care, managing money, or health issues, you can turn to TELUS Health for a confidential service that you can trust.

Life

- Retirement
- Midlife
- Student life
- Legal
- Relationships
- Disabilities
- Crisis
- Personal issues

Family

- Parenting
- Couples
- Separation/divorce
- Older relatives
- Adoption
- Death/loss
- Child care
- Education

Health

- Mental health
- Addictions
- Fitness
- Managing stress
- Nutrition
- Sleep
- Smoking cessation
- Alternative health

Work

- Time management
- Career development
- Work relationships
- Work stress
- Managing people
- Shift work
- Coping with change
- Communication

Money

- Saving
- Investing
- Budgeting
- Managing debt
- Home buying
- Renting
- Estate planning
- Bankruptcy



How to use the Employee Assistance Program.

The Employee Assistance Program (EAP) is a free and confidential service provided by your employer that offers help with personal and work-related issues.

Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.

Call your EAP toll-free, any time, **24/7, 365 days a year:**



1

Call us

If you're using the mobile app, you can call us with one tap from your smartphone.

2

Provide your name

and employer's name to an advisor.
Your information will be kept confidential.

3

Share your concerns

with a professional advisor for expert advice, strategies, and next steps.

4

Arrange with the advisor

about how, when, and where you want to be contacted if follow-up is required.

Your advisor will ask for your employer's name (or other sponsoring organization's name) so we can confirm the type of service available to you, along with other important health insurance and benefits information.



An advisor will discuss your needs and concerns with you, listen, and assess the situation. Depending on your situation, the EAP advisor may:



Work

with you to make a plan to resolve your issues or concerns.



Help

you navigate the EAP website for helpful resources, including articles, booklets, recordings, and more.



Refer

you to an EAP counselor for short-term support.



Guide

you to resources in your community, such as a support group or helping agency.



Recommend

community support for long-term counseling needs.



The EAP is free.

The EAP is a service provided by your employer at no cost to you. That means that you pay nothing to use it.

However, if you accept a referral to services outside the EAP, you may be responsible for costs that may be associated with resources external to the EAP. The EAP advisor will work with you to find the most appropriate and cost-effective help to address your needs.

If you are or someone close to you is going through a difficult time, remember the EAP is only a phone call away. Contact us today.

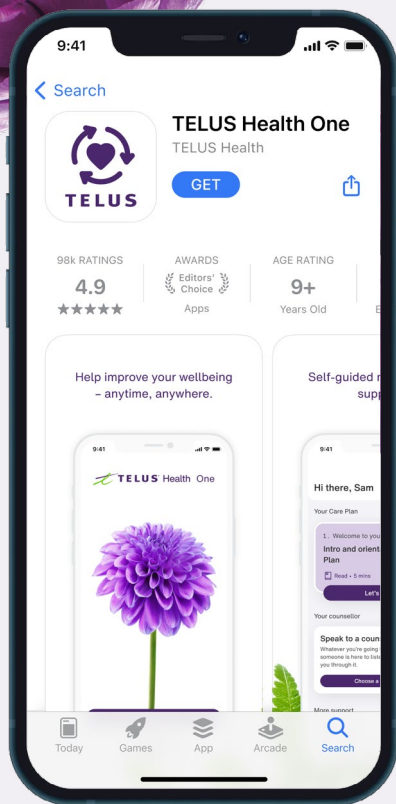




Download the TELUS Health One app.

Feel supported and
connected wherever you are.

With the TELUS Health One app, you can
access your employee assistance program
(EAP), which includes qualified support for your
mental, physical, social and financial health.



- Search for resources and tools on topics ranging from **family and life to health, money and work**
- Stay connected to your organization through the **News Feed**
- Receive support on your own schedule with **CareNow**
- Access the **Total Wellbeing Assessment** to help identify your wellbeing strengths and opportunities for improvement

What's more, the app acts like your digital wallet card. You can call an EAP advisor with just one tap – toll-free, 24/7 – for expert advice, resources and referrals.

Download the TELUS Health One app today for convenient access to wellbeing support.

1. Download the free app on Android or iOS – simply search for 'TELUS Health One'.
2. Watch your email inbox for an invitation to join the platform.



Call us, 24/7:



TELUS Health EAP.

Frequently asked questions.

What is TELUS Health EAP?

TELUS Health EAP is a full-service employee assistance program (EAP) and resource that provides confidential consultations, information and resources, connections to community agencies, and referrals to counseling.

Why would I contact TELUS Health EAP?

TELUS Health can provide support and resources to help you find answers to questions related to work, life, health, family, or money. You can contact TELUS Health for support with any issue, challenge, or concern. The service is available 24/7.

How do I contact the EAP?



Toll-free by phone, 24 hours a day, seven days a week, 365 days of the year, Connect with a professional consultant for support, strategies, tools, and referrals.



Online at one.telushealth.com.

Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.



By free mobile app (for iOS & Android). Download the TELUS Health One app on your mobile device.

Who pays for TELUS Health EAP?

The EAP is available at no additional cost to you, as defined by your benefits plan. Your employer provides this program as a benefit to support your wellbeing.

What are the qualifications of EAP counselors?

Every one of our counseling professionals has either a master or doctorate in psychology, clinical social work, marriage and family therapy, or a related mental health field. They must have a minimum of three years post-master level clinical experience, preferably with EAP experience, and at least 2,500 hours of professional counseling experience.

Potential candidates undergo an intensive recruitment and screening process, which includes several interviews. Candidates must provide proof of degree and liability insurance, which are primary source verified. All candidates are licensed to practice independently. Clinicians are bound by the code of ethics, complaint investigation process and disciplinary sanctions within their own associations and licensing boards.

Minimum requirements are:

- Master's-level education, typically in social work, counseling psychology, marriage and family therapy or related mental healthcare program
- Three years of post-master's level clinical experience
- Successful completion of an intensive screening process with reference checks
- Ongoing proof of active liability insurance
- Licensed to practice independently

How many counseling sessions can I expect?

Our counseling model is short-term and solution-focused. The number of sessions provided is based on what is deemed clinically appropriate, and up to the service level your employer has selected. In the event that your concern is ongoing in nature, your counselor will discuss with you the appropriateness of a referral to a community resource outside the EAP and will work with you to access this long-term support.

Is TELUS Health EAP confidential?

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





Who can use the EAP?

TELUS Health is available to you as an employee of your organization, as well as to your spouse/partner, and to your immediate family members/dependents.

How does TELUS Health support the wellbeing needs of diverse communities?

TELUS Health supports and promotes diversity and inclusion in the workplace in many ways, including:

- Matching people with counselors who share similar lived or cultural experiences when requested
- TELUS Health actively recruits providers that represent the communities in which they serve, with a particular focus on providers from traditionally marginalized communities. This targeted and purposeful recruitment allows for our clients to request and access service with a counselor who has similar lived experience
- In addition to continuously creating structural inclusivity in our EAP, we also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace



CareNow.

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioral change.

The CareNow service gives you access to a range of programs designed to help with anxiety, depression, stress and more. We will continue to improve our offerings and add new topics continuously, so visit the CareNow page frequently to keep updated.

To access CareNow:



Web app

Click on “Wellbeing” from the top navigation and scroll down to the CareNow section.
Select the appropriate program for you and follow the steps.



Mobile app

Click on “Wellbeing” from the top navigation and scroll down to the CareNow section.
Select the appropriate program for you and follow the steps.

You may be prompted to create a personal user account when accessing CareNow. Simply follow the steps to get started.





Employee Assistance Program (EAP) Counseling Services

From time to time, we all need support to deal with an issue or challenge. If you could benefit from professional help to proactively address a personal or work-related concern, you can turn to TELUS Health.

The Employee Assistance Program (EAP) is available to you and your dependents at no additional cost (as defined in your benefits plan) and includes access to confidential counseling. Here are just some of the ways that EAP counseling can help:

- You're dealing with conflict or changes at work and it's affecting your productivity.
- You'd like to learn to better control anger or manage stress.
- You recently learned you have a chronic illness or disability.
- You're going through a separation or divorce.
- You're concerned about an addicted spouse or family member.
- You're struggling with self-esteem or communication issues; parenting challenges; midlife concerns; sexual orientation or gender identity, or other personal issues.

To get started, contact us toll-free anytime, 24/7, to speak with a caring advisor for guidance, resources, and a referral to a counselor for face-to-face, telephonic, or video sessions for short-term, solution-focused counseling. All our counselors are experienced therapists with a minimum Master's degree in psychology, social work, educational counseling, or other social services field.





Dealing with depression and anxiety? TELUS Health EAP can help.

We all go through ups and downs, feel sad, or worry about specific events from time to time. But life's normal range of experiences and occasional difficult feelings shouldn't be confused with serious, but treatable, medical illnesses known as mood and anxiety disorders. Here's some information about mood and anxiety disorders:



Depression is a type of mood disorder that involves your body, mood, and thoughts. It's not the same as a passing case of the blues, nor is it a condition you can wish away. Symptoms can include feelings of worthlessness, helplessness, or hopelessness; loss of interest in things like hobbies or relationships; changes to appetite and sleep patterns; low energy; fatigue; guilt; poor concentration; difficulty making decisions.



Individuals with **anxiety disorders** experience excessive anxiety, fear, or worry, causing them either to avoid situations that might cause anxiety or to develop rituals or behaviors to lessen that anxiety. Anxiety disorders -- of which there are a variety of types -- can interfere with relationships, school and work performance, social activities, and recreation.

If you believe you or someone you love may be struggling with a depressive or anxiety disorder, contact your EAP any time, 24/7, to speak confidentially with a caring, professional consultant for support, information, and referrals. You can also log in any time to the TELUS Health One platform to access related articles and resources.



Your Financial Wellbeing.

Your TELUS Health EAP can help.

Financial wellbeing is now understood to be as important as physical and mental wellness. It's about more than having money in the bank. Financial wellbeing means feeling in control of your finances, being able to handle a financial setback, and being on track to achieve your financial and life goals (including having a plan for retirement).

Do you need financial help?

Almost everyone needs some sort of financial planning. Yet many people find it all too easy to put off planning for years, even up to retirement when they suddenly find there isn't enough money. You might know your financial goals, such as buying a new home or paying for your child's college education, but you may not know how best to meet those goals.

Financial counselors

With your TELUS Health EAP, you have access to financial counselors offering support on a variety of issues:

- Budgeting and overall money management
- Credit card debt & debt management options
- Credit management and rebuilding of credit
- Financial emergency options
- Difficulty paying student loans
- Foreclosure and other housing issues
- Basic mortgage questions including buying versus renting
- Financial aspects and implications of bankruptcy
- Identity theft





Tax consultation.

Service is available in a variety of formats, such as email materials, online information and financial calculators, and one-on-one telephonic consultations. Financial Tax Consultants are qualified tax professionals. The consultations focus on providing information and education about federal tax questions. In keeping with the approach of the service, affiliate tax consultants offer information and education. They never offer tax advice or prepare returns. They offer information about federal taxes only. Questions regarding state taxes are referred to state resources. If you need help with federal tax issues, a telephonic appointment is made for you to speak with an affiliated tax professional.

Tax consultations cover topics such as:

- Past due taxes and dealing with the IRS
- Filing requirements & forms
- Amending previous returns
- Deductions, exemptions and credits
- Implications of transferring money
- Selecting a local tax specialist
- Year-to-year changes in tax rules and requirements

Online financial wellbeing toolkit.

Access easy to use resources to help you with:

- Assessing your financial wellbeing
- Budgeting and cash flow
- Debt
- Financial changes
- Saving
- Worry and stress about money

Online financial assessment.

Our Financial Assessment, which takes only minutes to complete, will help you assess your financial wellbeing.

Take a couple of minutes to answer a brief series of general questions about budgeting and saving, debt and financial worry. The questions are designed to help you evaluate your financial picture.

Once you've completed the assessment, the tool generates helpful resources and recommendations tailored specifically for you, based on your responses to the set of questions.

Visit the TELUS Health One platform today to access these valuable resources.

Follow the online instructions to create your separate account to take advantage of all features.





TELUS Health EAP.

Legal assistance: receive the support you need.

Whether it's a question about divorce, real estate, writing a will, estate planning, handling a legal dispute, or finding a lawyer in your area, we're here to help.



Document preparation

TELUS Health offers an online tool that provides valuable information and guidance on drafting legal forms such as a will, power of attorney, complaint letter and more.



Legal consultation

We can refer you to a lawyer through our legal referral service for a 30-minute telephonic consultation in almost all areas of law at no cost to you, except for business and employment law.



Local attorney referral

If needed, we will help you find a licensed attorney in your area to provide legal advice and representation. If you wish to retain a lawyer from our network, you may be eligible to receive a discount off retainer fees.



Legal library

An easy-to-browse legal library with hundreds of articles, answers to FAQs, and legal information on topics such as bankruptcy, divorce and family law, estate planning, immigration, landlord/tenant issues, and dozens of other topics.

Visit the TELUS Health One platform today to access these valuable resources.

Follow the online instructions to create your separate account to take advantage of all features.

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



TELUS Health EAP.

Stress management: we can help.

We all experience stress. Some stress, called positive or eustress, can help motivate us to move forward, reach our goals and, most importantly, to stay safe. However, a prolonged, high level of stress is negative stress, and it can compromise your health.

If unmanaged, stress can lead to depression, anxiety, and burnout. Log in to the TELUS Health One platform at any time to access a wealth of wellbeing tips information and exercises including:

- [Stress management toolkit](#)
- [Coping with money worries](#)
- [Managing stress as a family](#)
- [Practicing mindfulness to reduce stress podcast](#)
- [Quick tips for managing stress](#)
- [Relaxation tips to help you beat stress](#)
- [When a couple is under stress](#)
- [Understanding different types of meditation](#)
- [Five senses meditation](#)

Call us anytime for counseling, guidance and advice on managing stress and boosting your wellbeing. **Turn to us for a confidential service you can trust.**