



Welcome to  TELUS<sup>®</sup> Health

# What's on your mind?

- Stress
- Relationships
- Restless sleep
- Family
- Sadness, anxiety
- Ageing parents
- Organization
- Physical activity
- Childcare
- Paying rent/mortgage
- Debt / tight budget
- Professional goals
- The future
- No time

# Telus Health: A Total Wellbeing Solution

## Physical Wellbeing

Lifestyle choices that support current and long-term health and physical ability



## Social Wellbeing

Strong social relationships that give people a sense of connection and belonging

## Mental Wellbeing

Helping individuals realize their full potential, cope with daily stressors and be productive



## Financial Wellbeing

Knowledge, behavior, design, strategies and insights that support financial security

# Telus Health EAP Overview

## What is an EAP?

An **Employee Assistance Program (EAP)** is a voluntary resource to support you with any work, health, and life issues you are facing.

## Is it confidential?

**YES!** The program is completely confidential. No one will know you have used the EAP unless you tell them.

All confidentiality is protected within the limits of the law.

## Is there a cost?

**NO!** Telus Health is a free-to-you service available to you and your immediate family in your household.

**Included:**  
**FIVE counseling sessions** per presenting issue, per family member per year



# CareNow Counselor-Assisted

Telus Health **CareNow Counselor Assisted** is self-guided care with a human touch. A digital service where users access self-directed wellbeing content and reach out via messaging for counseling support as needed.

## Self-Guided

Users access self-directed wellbeing content at their own pace. The programs are built using Cognitive Behavioral Therapy (CBT) methodology.

## Messaging

Messages between users and counselors are exchanged over time. Responses from counselors will be meaningful and personalized.

## Regular check-ins

Counselors schedule future specific check-in dates and times to help users keep track of their goals.

# Clinical Counseling

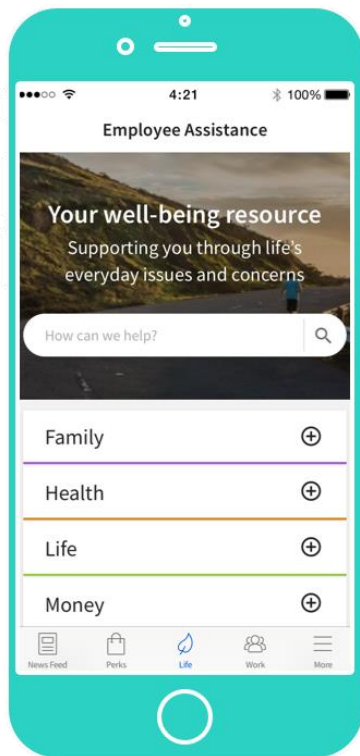
If referred, a **Professional Clinical Counselor** can address a broad range of issues that could affect you and your family.

\*Five (5) 1:1 counseling sessions included per person per year

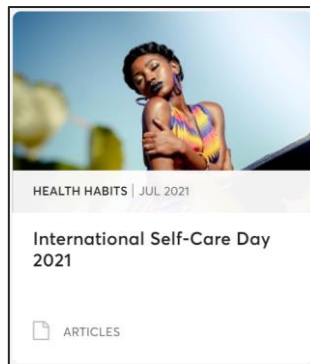
Personal/ Emotional	Family	Couple/ Relationship	Work	Addictions
<ul style="list-style-type: none"><li>• Stress/anxiety</li><li>• Depression</li><li>• Suicidal risk</li><li>• Self-esteem</li><li>• Anger</li><li>• Life stages</li><li>• Post-trauma support</li><li>• Violence</li></ul>	<ul style="list-style-type: none"><li>• Parenting</li><li>• Child/Adolescent behaviour</li><li>• Blended family</li><li>• Communications</li><li>• Elder issues</li><li>• Extended family relations</li></ul>	<ul style="list-style-type: none"><li>• General relationships</li><li>• Relationship breakdown</li><li>• Separation/divorce</li><li>• Intimacy issues</li><li>• Communications</li><li>• Conflict resolution</li><li>• Planning a family</li></ul>	<ul style="list-style-type: none"><li>• Workplace performance/ stress</li><li>• Work relationships or conflicts</li><li>• Career planning</li><li>• Career resiliency</li><li>• Retirement planning</li><li>• Workplace violence or harassment</li></ul>	<ul style="list-style-type: none"><li>• Alcohol</li><li>• Drugs</li><li>• Someone else's addiction</li><li>• Smoking</li><li>• Gambling</li></ul>

# Online Resources

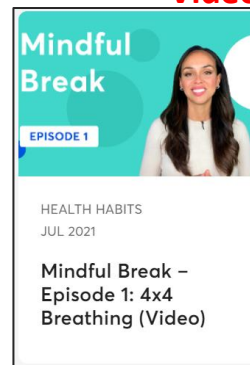
Clinically verified and trusted resources.



## Articles



## Video



## Audio



## Toolkits



- “Recommended for you” based on search activity
- Full search capabilities

# Connect with Telus Health



## 24/7 Care access centers – Telus Advisors

U.S. employees, English and Spanish: 800-433-7916  
Canadian employees, English: 877-207-8833  
Canadian employees, French: 877-309-1080



## Website: [login.lifeworks.com](https://login.lifeworks.com)\*

Use your personal login credentials.  
Invite family members: Profile > Family > Invite Family Members

If you have not registered:  
Use the Telus Health email invitation link, enter your code, and  
create your personal login credentials.

If you need the Telus Health email invitation resent:  
Contact Jennifer Steinbaugh, [jennifer.steinbaugh@idq.com](mailto:jennifer.steinbaugh@idq.com)



## Telus Health One mobile app

Support anytime, anywhere  
Use your personal login credentials



\*The login website has not transitioned to Telus Health yet. [login.lifeworks.com](https://login.lifeworks.com) remains the URL.

