



TELUS Health One user guide.



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What is the TELUS Health One?

- TELUS Health One is an online platform accessible via mobile app or web browser.
- TELUS Health One makes care more accessible, bringing together mental, physical and financial wellbeing and allowing you to receive the support you need when, where, and how you prefer.
- Included with TELUS Health One is access to TELUS Health EAP, which gives you access to 24/7 support for mental health care and for other areas of your personal and professional life, including legal and financial assistance, child and elder care, career services, nutrition services, and more.
- Access a large and diverse network of counsellors for mental health appointments virtually, by phone, and in person.
- Leverage a searchable online library of wellbeing content and clinically verified resources.



Employee Assistance Program (EAP).

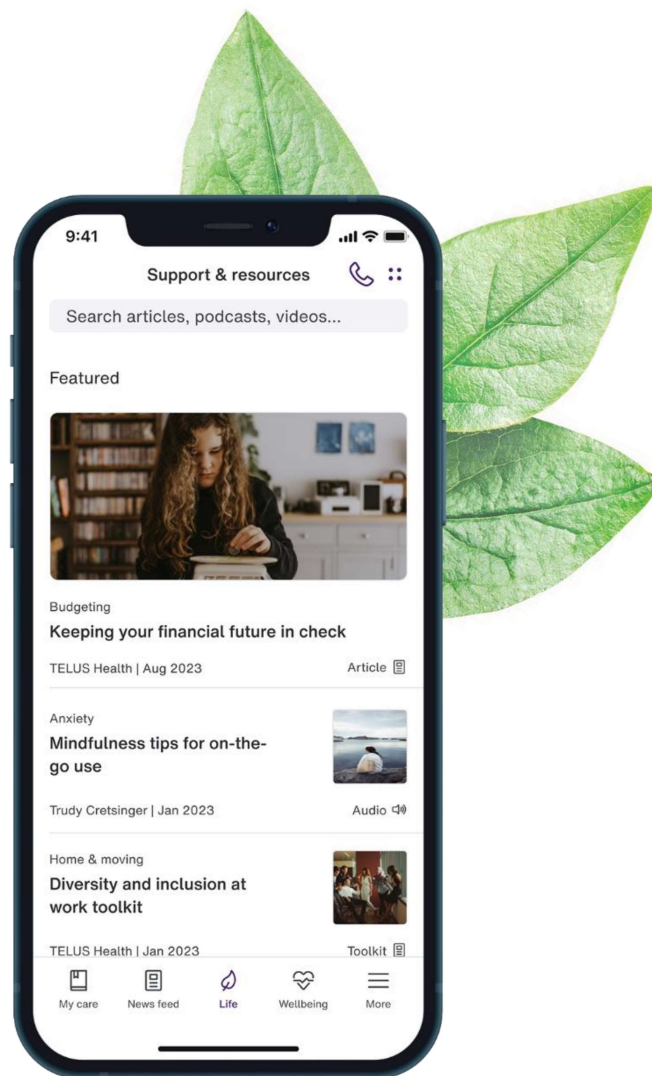
Bounce back from whatever life throws at you.

Life has its ups and downs. But we can help. Whether you have questions about relationships, family problems, stress at work and home, anxiety, financial matters, or health issues, you can turn to us for a confidential service you can trust.



How can we help?

- Any time, anywhere, any way: we are available, 24/7, by phone, online by browser and by mobile app
- 24/7 access to professional advisors for advice, work-life support, and referrals
- 24/7 access to counselling by phone for immediate, short-term support
- 24/7 access by the mobile app (iOS and Android) and online to hundreds of articles, recordings, quizzes, e-books, self-assessments, and more
- Referrals to in-person counselling, as well as other modalities to fit your schedule and comfort level
- Best-in-class clinical Programs that offer help and support for work, health and life challenges.
- Connections to organizations and agencies in your community to help you address specific needs.



Online wellbeing resources to support you.

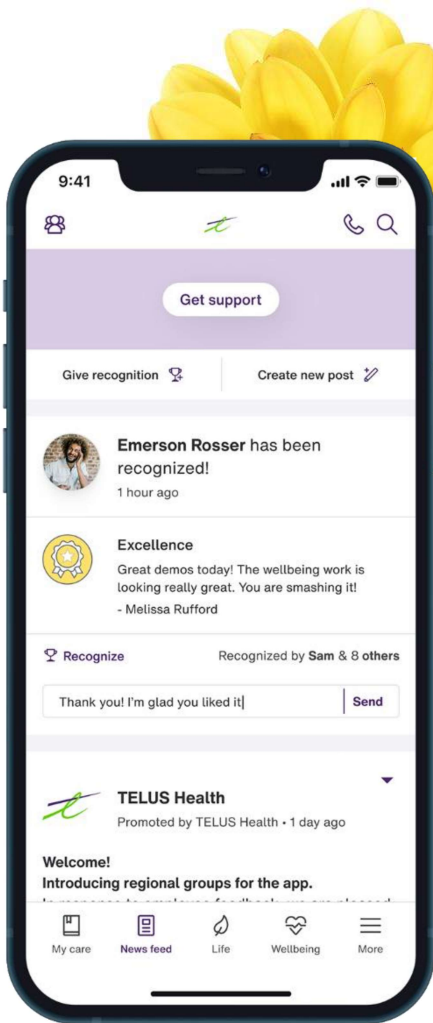
Find answers, fast. We make it easy to look for answers to tough questions. Browse hundreds of articles, toolkits, audio recordings and more, based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of wellbeing content that covers areas related to family, health, life, money and work.

Simply log in and visit the "Life" section from the menu bar.

Search our clinically verified and trusted:

- Articles
- Toolkits
- Podcasts
- Infographics
- E-books and more

See what's new right away. Articles are also listed under "Featured" and "Recently updated" and a menu of Quick Links displays frequently accessed content and service overviews, so you'll always see what's new, first.



News feed

The News feed acts like your organization's own online communication tool and information delivery system. It's your destination for news and updates, as well as personalized, "snackable" wellbeing content.

Celebrate moments of success

Check your News feed regularly for corporate posts with company news and updates from your CEO, management, and HR.

Discover wellbeing content that fits your lifestyle

Choose topics (body, mind, personal finances, relationships and work) to receive personalized, daily bite-sized content.

Directory

Access you and your colleagues' profiles, including roles and contact details, and text, email or call each other directly.

Total Wellbeing Assessment

The Total Wellbeing Assessment is a tool to help you understand your strengths and improvement opportunities in all 4 pillars of total wellbeing. You're given one simple score for a snapshot of your overall health.

Some features may not be included in your current platform or bundle - please ask your HR manager for more details.

Snackable wellbeing

Personalized and trusted daily “bite-sized” content that only takes just minutes to consume! Delivered directly through the news feed, you can access content from experts across body, mind, personal finances, relationships and work. Your snackable wellbeing topics are confidential and visible only to you.

How do I choose my snackable wellbeing topics?

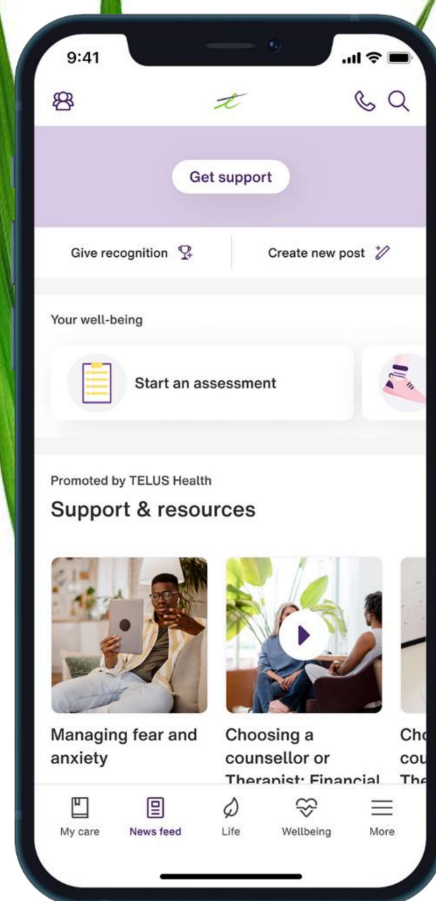
You will be asked to customize your wellbeing during the first time you sign up.

To change your topics:

Web app: Go into “Settings” at the top right of the screen, then scroll to “Snackable Wellbeing” to access topics.

Mobile app: Select “More” at the bottom right of the screen, and then the Cog icon in the top right to access “Settings.” Scroll to “Wellbeing,” then select “Snackable Topics” to quickly and easily change main topic areas and subcategories.

Tip: Every time you consume a “content snack,” you can let us know if you found the session helpful. If you loved it, press Thumbs Up; if you didn’t like it, press Thumbs Down.



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 behavioural change.

CareNow 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 bottom 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.

CareNow counsellor-assisted

If you would like self-guided support with the additional help that comes from a counsellor, then you can simply select the CareNow counsellor-assisted option on the platform.

CareNow counsellor-assisted is a digital service where you can access self-directed wellbeing content and reach out via messaging for counselling support as needed. The programs are built using Cognitive Behavioural Therapy (CBT) methodology.

The great part about messaging in CareNow counsellor-assisted is that you can send a message to your counsellor at any time – even if your counsellor is not currently online. While your counsellor will not immediately respond to the message – this time before responding is used by your counsellor to read the message and give a meaningful and personalized response.

To access CareNow counsellor-assisted:

Web app: After logging in, simply access CareNow Counsellor-Assisted through the link in the left hand panel under “Feel Supported.”

Mobile app: Click on “Life” from the bottom navigation bar and click “Get Help Now.” You can then select CareNow counsellor-assisted.

You will be redirected to the CareNow counsellor-assisted platform to register.

CareNow counsellor-assisted is also available to you by calling your organization’s EAP phone number. Our call centre representatives will send you an email with instructions on how to access the service.



Total Wellbeing Assessment.

What is the Total Wellbeing Assessment?

The easy-to-use Total Wellbeing Assessment helps you understand your strengths and improvement opportunities in all 4 pillars of wellbeing. The 4 pillars are mental, physical, social and financial.

How does it work?

1. Understand your current state of health across all 4 pillars with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see “What you are doing well”, “Areas for improvement” and “Suggested resources”.
2. Improve your health with personalized wellbeing content, tips and snackable content based on the results of your assessment - whether you’re thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.
3. View your total health score. After completing the questionnaires, you are given a total health score between 0 and 100. The higher the score, the more optimal your current health.
4. Make improvements based on personalized wellbeing content and re-take assessments at any time for an updated score.

How to access Total Wellbeing Assessment:

Web app: Log in to the platform, click “Wellbeing” in the top-line menu and select “Assessments”

Mobile app: Log in to the app, tap “Wellbeing” from the bottom menu, then “Assessments” You may have the option to create a personal user account when accessing the Total Wellbeing Assessment.

A personal account allows you to save your results and complete the assessments in multiple sessions, but you are not required to create one. If you are not asked to create a personal account, then your results and progress will automatically be saved.

Watch your news feed for information about promoted assessments.

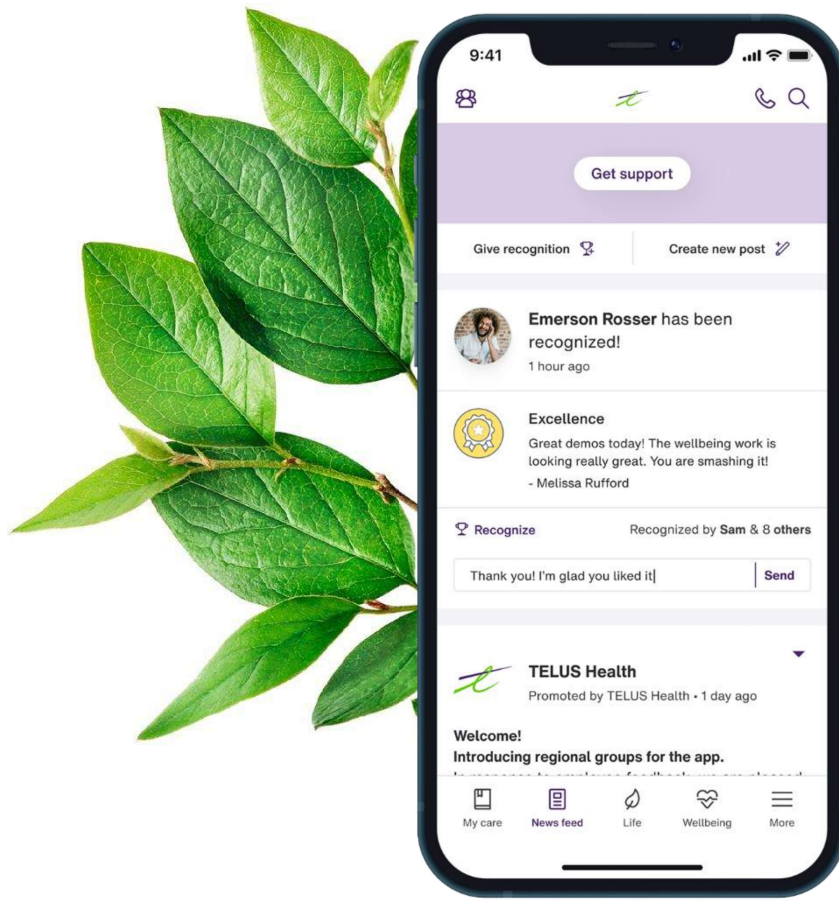
Promoted Total Wellbeing Assessment (corporate)

Your employer/organization may also choose to promote completion of all, some, or just one of the pillars of Wellbeing during a specific time period.

The goal of this approach is to measure workforce risks at a particular point in time, and to develop targeted wellness strategies that make sense for your organization. Your results are still confidential, and anonymous, meaning that no one in your organization will know your individual results.

NOTE: Health Assessments are for adults between the ages of 18 and 65. The questionnaires are intended for educational purposes only and should not be used as a substitute for professional medical advice, diagnosis, treatment, or care.





Recognition

Make everyone aware of the great job your teammates are doing. Recognition is all about acknowledging the hard work and accomplishments of your team, your colleagues and your managers.

How does Recognition work?

1. Select the colleague (or colleagues) you want to recognize directly from the News Feed by name, or by choosing them from the Colleague Directory.
2. Pick the best badge for your recognition and add your message. The badges represent your organization's core values.
3. Want to be a bit creative? Select "Add image" and go GIF-crazy.
4. Hit "Post" and see the recognition celebrated on the News Feed.

Tip: You can see all the recognition you have received when you go on your Profile.

Perks & savings

Save money on daily purchases and the important things in life.

Planning a family vacation, doing some holiday shopping, or moving?

Our exclusive Perks can help you save in every area of your life, and make your money go further.

Just select “Perks” in the menu bar.

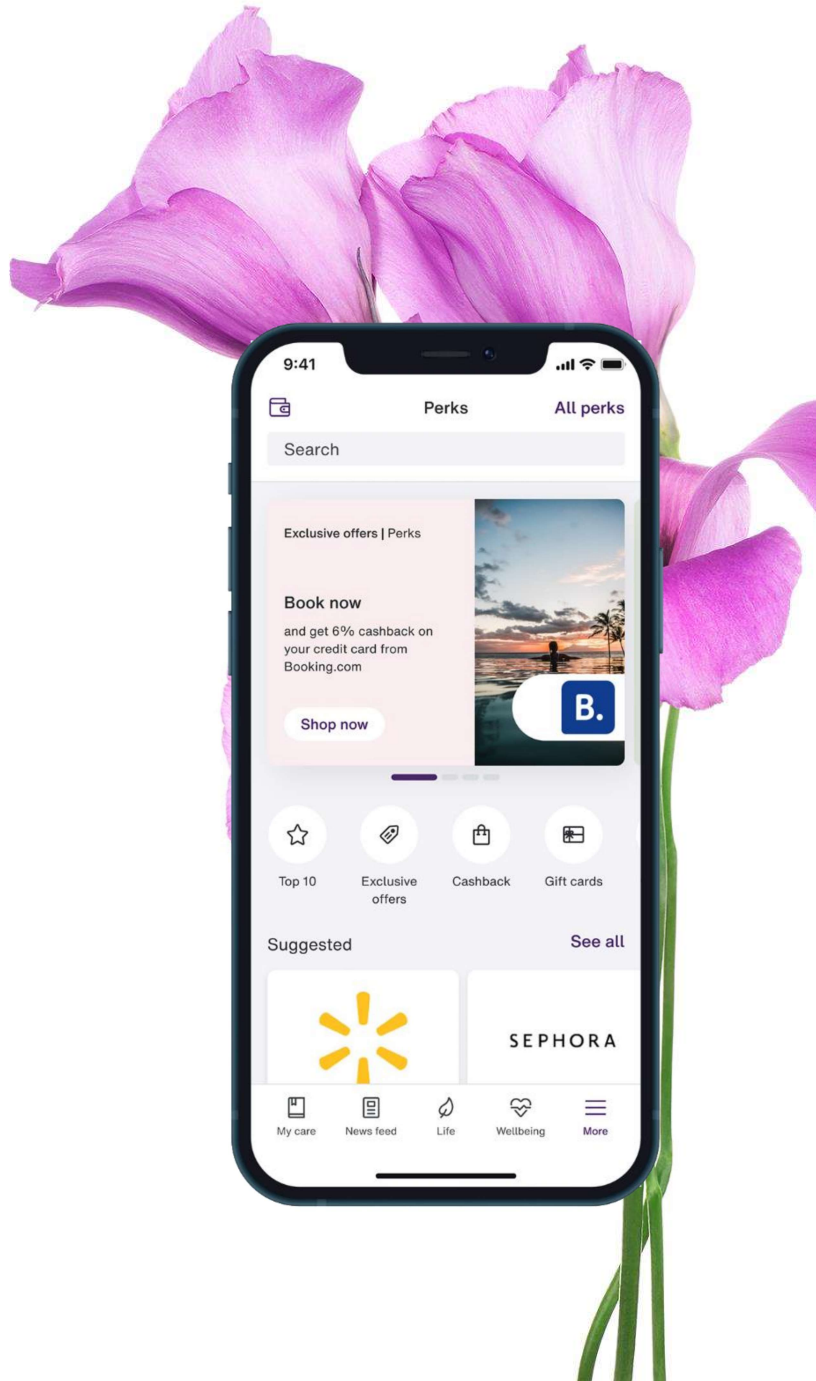
Exclusive offers

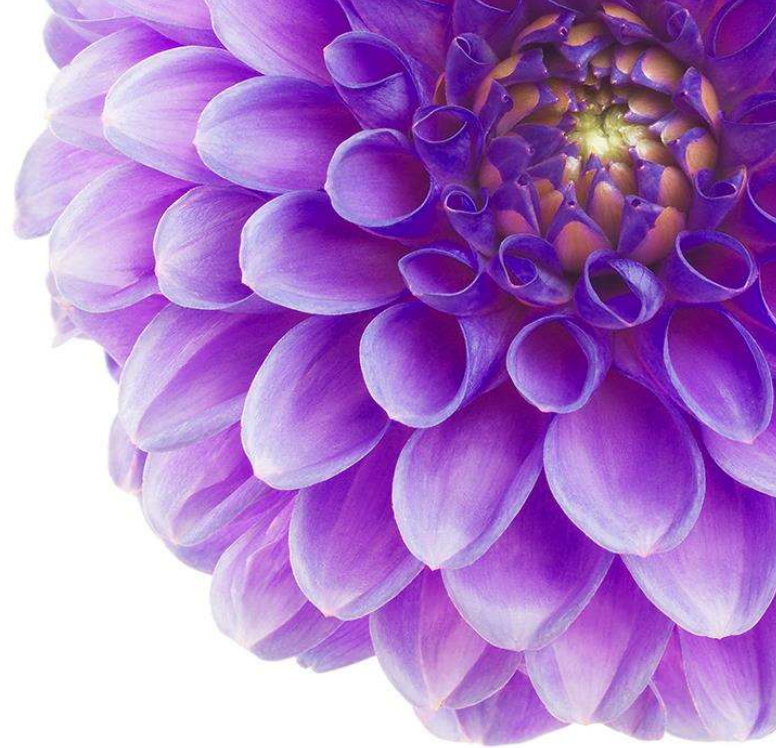
Our exclusive online offers are deals made just for members like you and deliver big savings through online coupon codes.

Discover 130+ exclusive offers (and growing) from market-leading brands and save on everyday spend such as car buying, fitness and nutrition, days out, home finances, travel, and key life events.

How do exclusive offers work?

1. Go to “Perks” in the menu bar and browse our featured “Exclusive Offers” section. You can also look for an offer via the Search Bar at the top of the page.
2. See how much you can save with your offer of choice and select “Visit Website” to visit the retailer’s website and make a purchase. If there is a coupon code, simply copy and paste the coupon code at checkout and your discount will automatically be applied.





Shop online with cashback.

Get cashback every time you shop online through TELUS Health. Browse hundreds of offers and follow our exclusive links to earn cashback on your purchases.

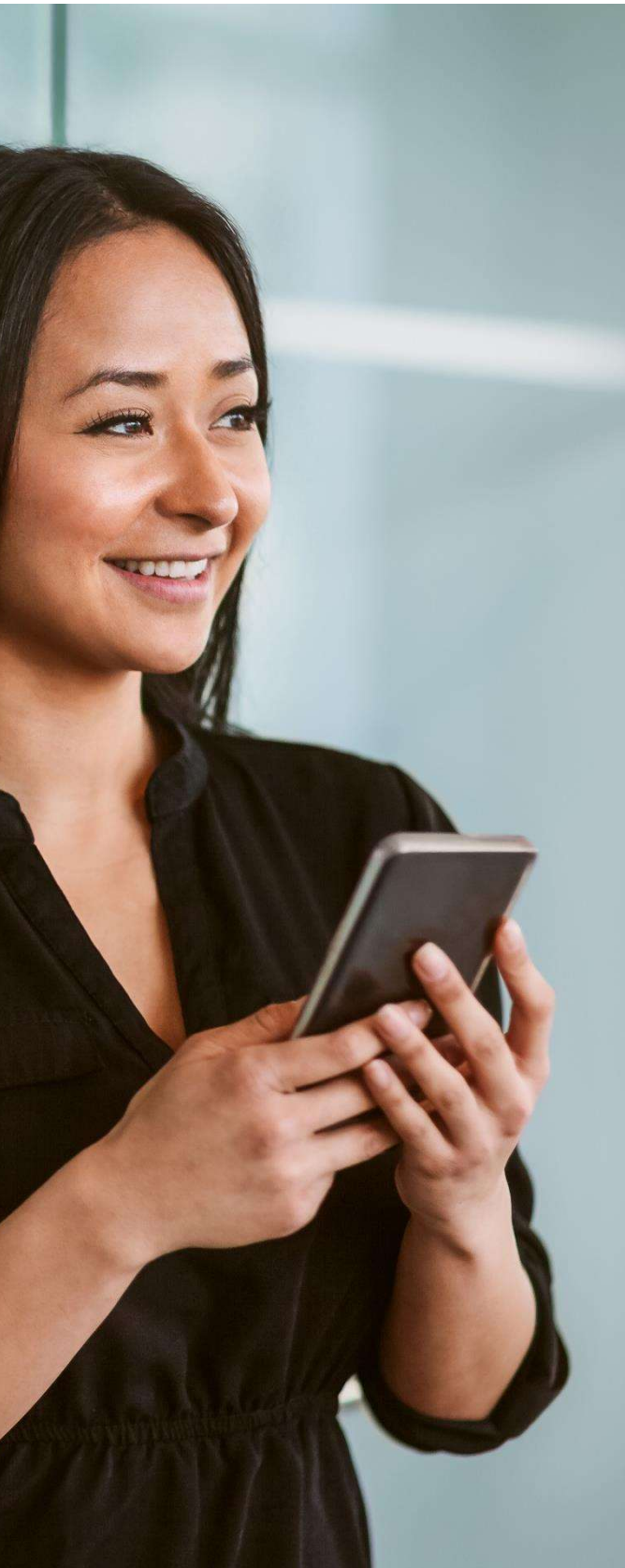
How does Cashback work?

1. Go to “Perks” in the menu bar and browse our featured “Cashback” section. You can also look for a retailer via the categories section or the search bar at the top of the page.
2. See how much you can save with your purchase and select “Get Cashback” to visit the retailer’s website and make a purchase.
3. You’ll receive your cashback credited to your personal, digital wallet, along with a record of all the purchases you’ve made on the platform.

Good to know:

1. When the amount in your wallet exceeds \$5, you can transfer it to your PayPal account. Don’t worry, the first time you choose to withdraw you will be asked to link to your PayPal account.
2. Once you’ve completed a transaction, depending on the retailer, it can take up to 14 days for your cashback to appear in your Wallet as “Tracked”. In most cases, this shouldn’t take more than five days.

Tip: When you make a purchase, don’t refresh the page or navigate away because the cashback trail will be broken – if this happens you will need to go back to the link and start over.



Discounted digital gift cards.

Our gift cards are digital and instant, giving you on-the-spot access to discounts whenever you need them, and wherever you are.

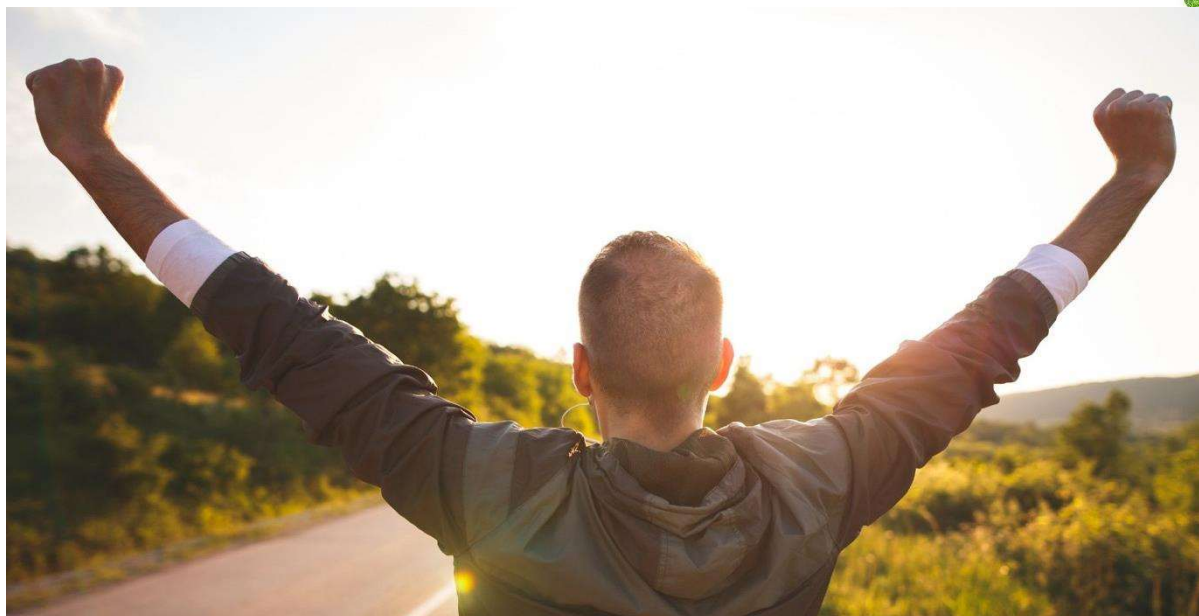
How do discounted digital gift cards work?

1. Go to “Perks” in the menu bar and browse our featured “Gift Cards” section. You can also look for a gift card via the categories section or the search bar at the top of the page.
2. Select the gift card you want and enter the gift card amount you want. You can instantly see the gift card value versus the amount you actually pay.
3. When you're ready, confirm your email address, enter your payment information and save your payment details securely for your next purchases.
4. Select “Buy Now” and review the confirmation page. We will send a redemption code to the email address you provide us, and we'll also store it in the “Codes” section of the app (just for you).

Tip: Did you know you can also use Apple Pay or Google Pay to purchase your discounted gift cards?

Discounted gift cards can also work on most retailers' websites. Simply enter the gift card code at checkout to pay for your purchases.

Need a quick and easy personalized gift? Immediately send a gift card to friends and family to celebrate their birthday or milestone.



Wellness

All the tools you need to reach your health and fitness goals.

Are you trying to find ways to take better care of your health? Wellness is a fully-integrated set of tools, challenges, and rewards to help you make positive lifestyle changes.

Wellbeing can help you be healthier and happier with:

TELUS Health Fitness provides a full suite of fitness offerings that make working out exciting, easy, and efficient. It's like working out at your preferred gym or studio without ever stepping foot outside your house.

Personal & corporate challenges designed to boost your motivation and establish new habits that support you feeling your best!

Participation-driven rewards, unlocked by completing wellbeing activities, earning points, and moving up reward tiers.

Telephonic health coaching is driven and paced by you and your dedicated coach - health coaching is here to help you find the motivation you need to reach your personal goals.

TELUS Health Fitness

Fitness provides a full suite of fitness offerings that make working out exciting, easy and efficient. It's like working out at your preferred gym or studio without ever stepping foot outside your house.

Automated journeys

These programs are built specifically for your goals and fitness level.

Depending on your organization's access level, you may have access to other exciting features like online chat with coaches, group training, personal training and more.