

Canada Life Benefits Presentation- Part 2

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Telus Health EAP (Employee assistance program) or EFAP (employee family assistance program)

Family assistance program that provides you with SHORT TERM Confidential and work life solutions

- Formerly called Life Works
- Canadian Company
- Canada largest networks of Counsellors
- Professionally accredited

Canada Life can support you with: Family, Life, Work, Health, Money issues.

- 100% confidential within limits of the law- if there is a risk, they are legally obligated to connect with the applicable authorities.
- Program is free and Bilingual.
- EAP is voluntary.
- Confidential records kept in Canada.
- There are no out of pocket expense and no claims to file
- Family member consults will be kept confidential as well- no one in the family will be advised of other family members consults.
- Your workplace will also not know that these services are being acquired.
- Multiple counselling locations
- Consultations and appointments are offered in forms of phone, video, chat, email
- If appointments are being done on site, Canada Life ensures that no other members are booked at the same time to avoid any run ins with another member.
- Facilities have separate exits as well.
- Client must provide permission to leave a details voicemail, there is no mention of who is calling, and they also call from a blocked # as well.

Individuals eligible to use Telus Health EAP:

- Employees
- Spouse/Common law
- Dependents living within the same household as the employee.
- Children away from home attending post-secondary education full time up to the age of 25

Accessing Support:

- The service is provided 24/7, 365 days a year.
- Support such as Health, Money, Life, Work Stress etc.
- Once you call, you will get triaged and then connected with the appropriate counsellor.

How they can help?

- Clinical Counselling and Work Life Sessions
- Sessions are as needed depending on the issue, only one consultation is needed, if the issue is not resolved with one consultation or resources provided. The EAP counsellor will send you to a practitioner.
- If you need ongoing support- you will be referred to the appropriate practitioner.
- All counsellors have degrees, some specialize in faith based practices.

Types of Counselling:

- Couple/Relationship
- Family
- Addictions
- Work
- Personal/Emotional
- Professional consultations with a Lawyer (online/telephone)- One time consultation up to an hour. E.g wills. Full time services have to be accessed outside.
- Legal consultations- this does not include tax or employment law.
- Financial consultations- will not provide investment advice.
- Nutrition Registered dietitian.
- Health consultations- finding elder support or help finding daycare for children.

Counselling Modalities

- Telephone
- Face to face @ an assigned location
- Email – this is done over a chain of email- this avenue has become popular as it provides the client time to filter through all the guidance/advice provided.
- Video Counselling- can be couples sessions, family sessions. Everyone can join a meeting no matter where they are located.
- Text base- Online resources provided
- First Chat- Texting
- Self directed resources

How to Connect:

1-866-289-6749- You will be connected within 30 seconds.

One.telushealth.com- or download the app

DO NOT hit sign up: you want to login with this info.

Username: canadalife

Password: telus1

Consult + A virtual health clinic in your pocket!!

- This service is geared to all ages.
- Meet with medical professionals online regarding non urgent conditions.
- Powered through a company called Dialogue.
- 24/7 medical access to medical professionals
- Medicals professionals can evaluate sore throat, pink eye, uncomplicated UTI's, allergies, colds. A refill on a prescription

How to get Consult +

- Sign into my canadalifeatwork.com
- Go to coverages + balances, health coverage.
- There Is a small consult+ link at the bottom.
- Create your account: it will walk you through.
- Refer to Tips and Tricks sheet- (Marcia to send)

Portable Benefits

- New employees can apply for some add'l benefits such as life insurance
- Employee pays 100% of premium benefits.
- If you leave LiRN the premium benefits, go with you.
- Learn more @ mycanadalifework.com- you can obtain a quote right away, all electronic transactions.

Teledoc Medical Experts

- Terminates when you base healthcare ends.
- 1-877-419-2378 or teledoc.ca.
- Open to parents and in-laws