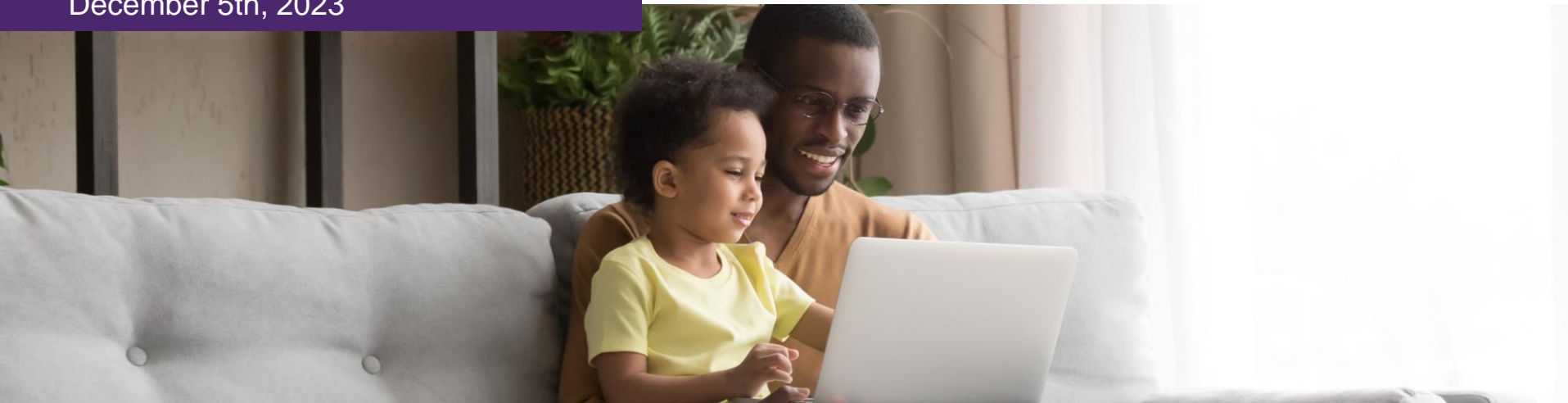
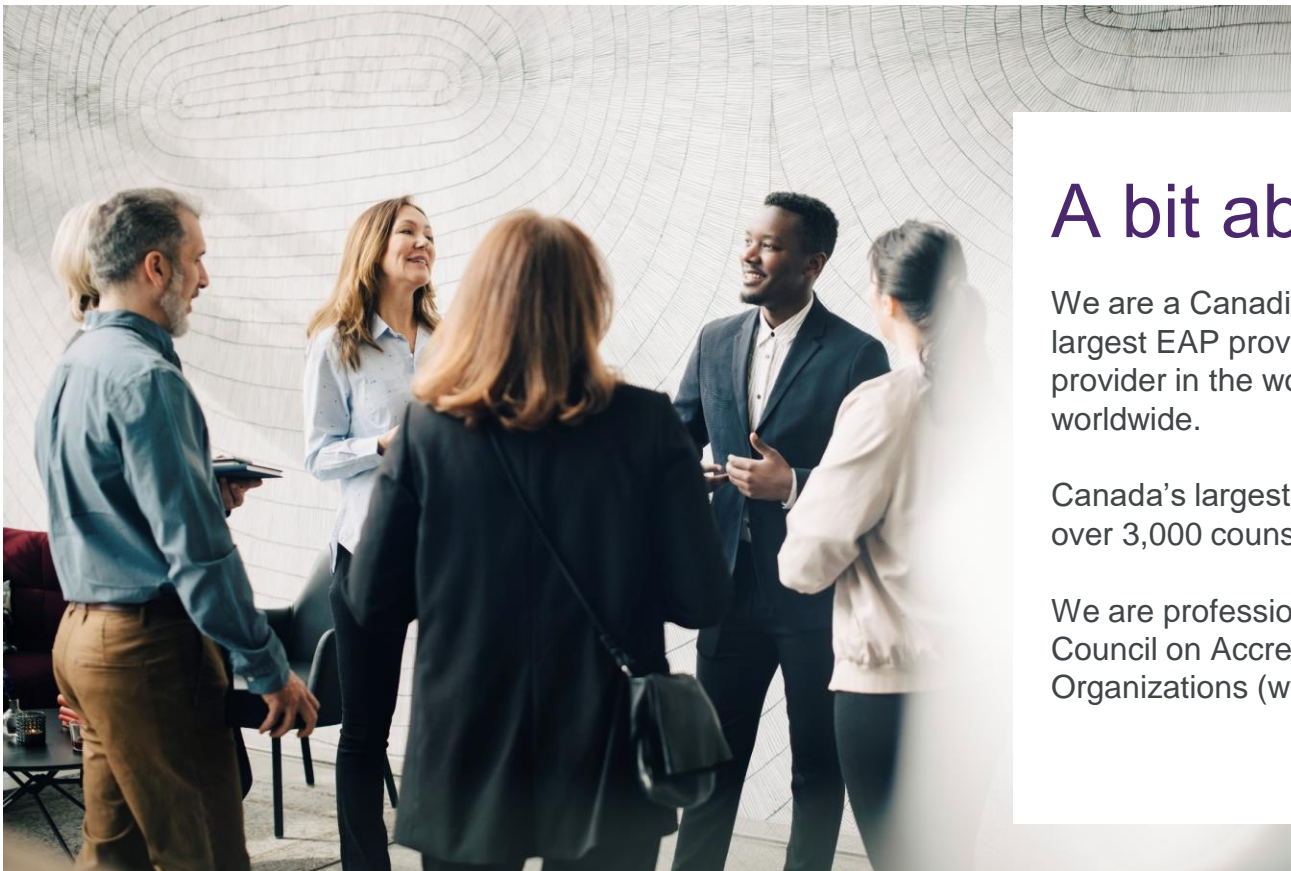




Welcome to TELUS Health EAP.

December 5th, 2023





A bit about us...

We are a Canadian company, Canada's largest EAP provider and the largest EAP provider in the world, covering 20M + lives worldwide.

Canada's largest clinical network, featuring over 3,000 counsellors.

We are professionally accredited by the Council on Accreditation for Human Service Organizations (www.coanet.org).

Agenda

Support for Employees

- Understanding your EAP
- Access to services
- Services
- Online & Mobile Experience

Questions





Support for employees.

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



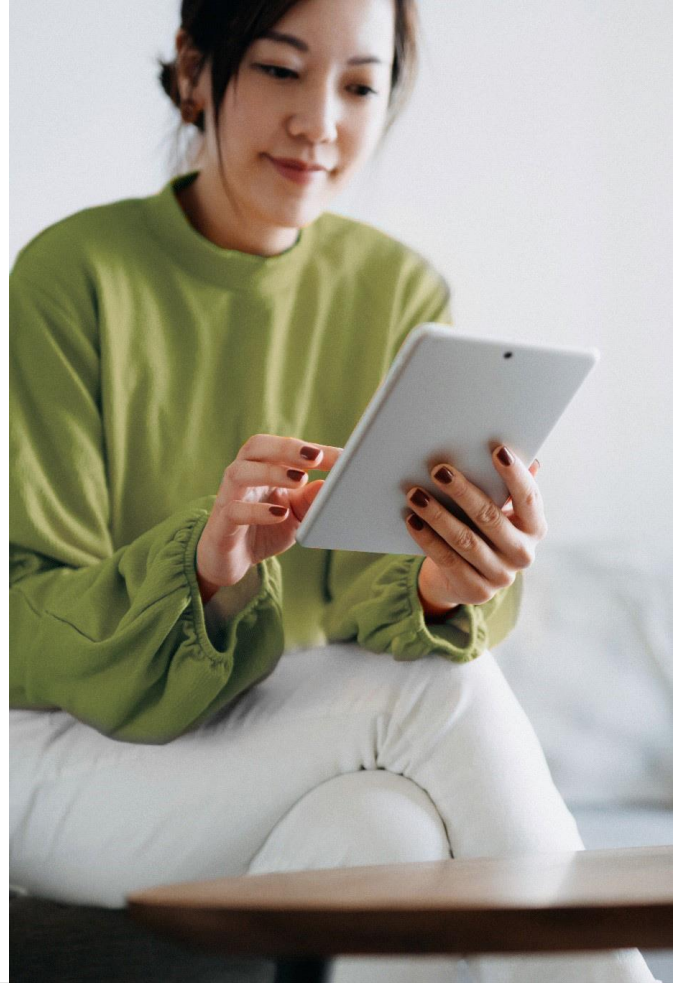
Confidentiality is key.

- 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

Accessing support

With your confidential EAP we can connect you to timely expert advice and practical resources to help support you with your daily questions and/or concerns and assist you with achieving your personal goals.

1. Call 24/7/365 to connect with a professional Client Care Representative for support.
 - Access immediate telephonic counselling for crisis related situations
 - Book appointments for in-person, telephonic or video based EAP counselling
 - Book telephonic consultations with professional experts
 - Obtain referrals to community resources
2. Visit us online or through our apps to access well-being digital content: family, life, work, health, money.





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)



Our network of experienced professionals.

- All counsellors have a minimum of Master's Degree in a related field, are licensed with a minimum of five years' EAP-specific experience
- All work/life professionals are accredited or certified and are current members of a recognized professional association. They must also have a minimum of five years' EAP- specific experience
- We offer multiple counselling modalities and can accommodate over 200 languages and dialects through our 24/7/365 call centers

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.



Couple/ relationship

- General relationship
- Relationship breakdown
- Separation/divorce
- Intimacy issues
- Communication
- Conflict resolution
- Family planning

Family

- Parenting
- Child/ adolescent behaviour
- Blended family
- Communication
- Elder-related
- Extended family relations

Addiction related

- Alcohol
- Drugs
- Other's addictions
- Smoking
- Gambling

Work-related

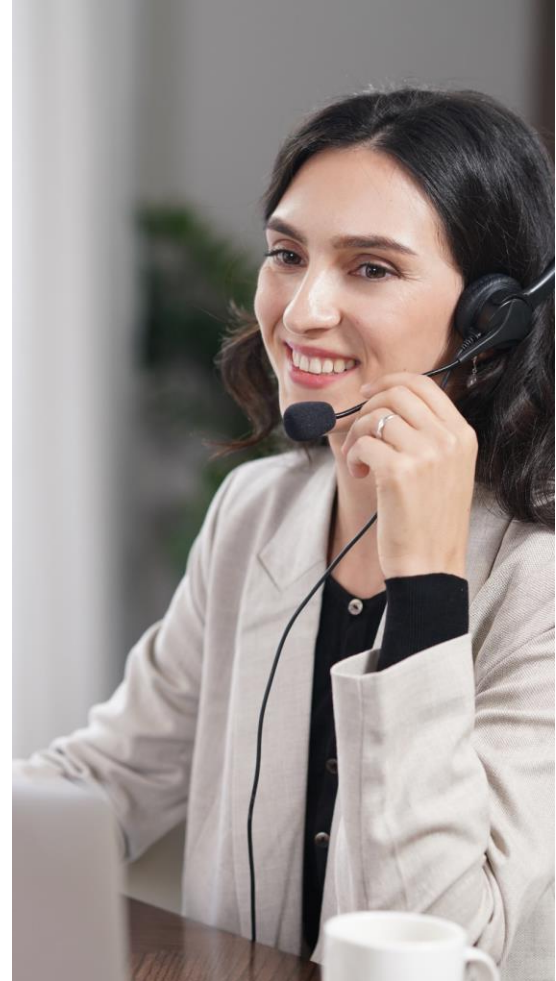
- Workplace performance/ stress
- Work relationships/ conflict
- Career planning
- Career resiliency
- Retirement planning
- Workplace violence/ harassment

Personal /Emotional

- Stress/anxiety
- Depression
- Suicidal risk
- Self esteem
- Anger issues
- Life stages
- Post-trauma support
- Abuse

Professional Consultations

Service categories	For example...	
Legal Consultation (excl. workplace disputes)	<ul style="list-style-type: none">• Separation/divorce• Child custody• Criminal law	<ul style="list-style-type: none">• Wills/estates• Civil litigation
Financial Consultation (excl. international tax)	<ul style="list-style-type: none">• Debt/credit• Divorce• Investment planning	<ul style="list-style-type: none">• Taxes• Retirement• Insurance
Career Services	<ul style="list-style-type: none">• Counselling• Career planning	<ul style="list-style-type: none">• Career resiliency coaching• Retirement planning





Other Work-Life Services

Telephonic/online

Work-Life Services	For example...	
Nutrition Consultation	<ul style="list-style-type: none">• General healthy eating• Weight gain/loss	<ul style="list-style-type: none">• Disease state management• Accommodating shift work
Health Consultation	<ul style="list-style-type: none">• Physiology• Risk reduction• Stress management	<ul style="list-style-type: none">• Diet/lifestyle• Weight management
Family Support Services	<ul style="list-style-type: none">• Planning a family• Expectant/new parents• Home support services	<ul style="list-style-type: none">• Special needs• Elder Care• Residential care• Community programs

Counselling service modalities.

When and how you want to.



Telephonic counselling



Video counselling



In-person counselling



First chat



Online group counselling



Self-directed Resources



Quality assurance

While Accessing Services:

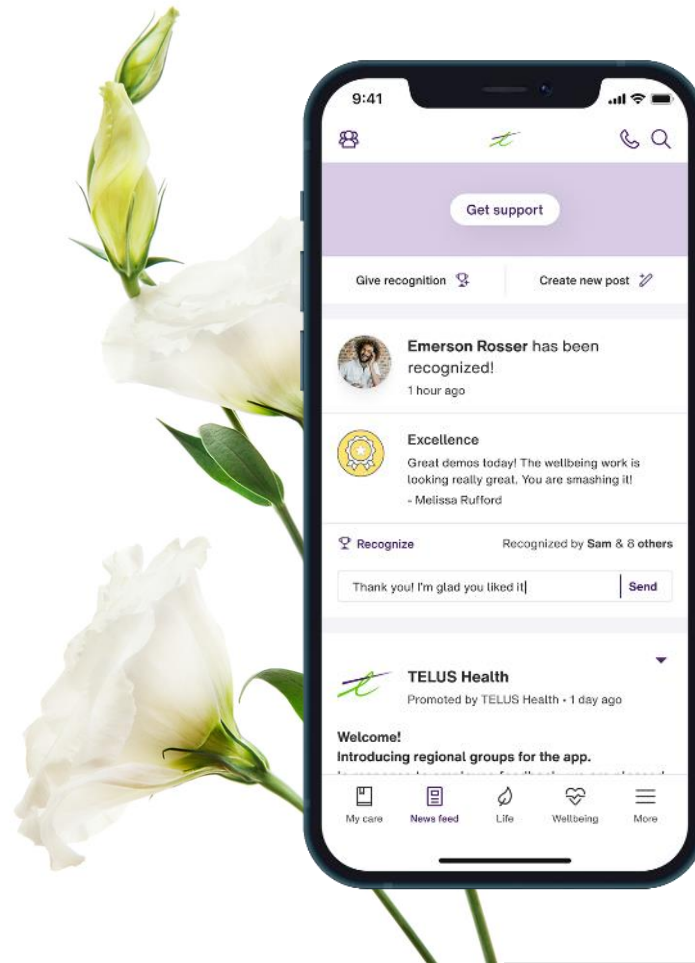
Finding the right match for counselling is as important to us as it is to you. If at any time you feel the connection isn't right between you and your counsellor, we encourage you to call back to our Care Access Center and request an appointment with a different counsellor. We're here to support you and ensure a positive experience.

After using the EAP, you'll receive a survey and possibly a follow-up call:

- Voluntary satisfaction survey
- Follow-up call from an EAP service representative

The EAP is designed to provide you with the support, resources and services you need.

The TELUS Health One mobile experience.





Online access for support.

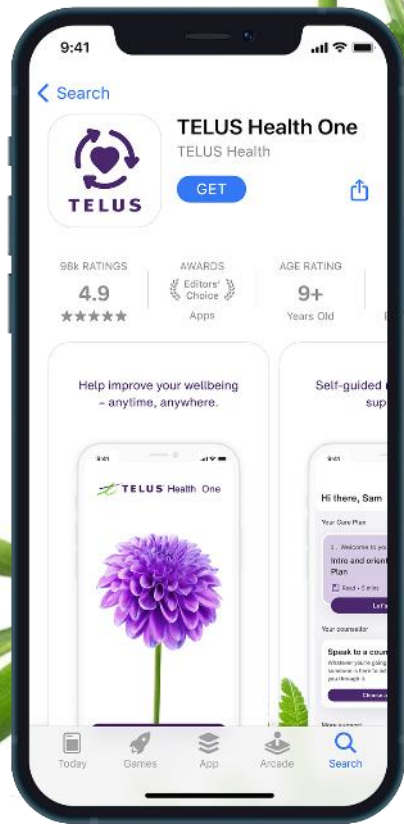
Online platform features:

- Chat with a counsellor / book an appointment or call the EAP directly through the platform
- Digital Self-Help
- Total Wellbeing Assessment
- Support & Resources: articles, videos, audio, recordings, toolkits, quick links

Download the TELUS Health One app.

Chat with an expert with just a tap – any time, from anywhere – or check wellbeing resources right on your phone.

1. Download the free app on Android or iOS – simply search for “TELUS Health One”.
2. Click “Log In” and enter your credentials.



A woman with dark, curly hair is sitting at a desk in an office, smiling as she looks at her smartphone. She is wearing a purple sweater. In the background, there are two computer monitors displaying data, a green plant, and a colorful abstract painting. The scene is brightly lit, suggesting a sunny day.

How to connect with TELUS Health EAP.



Connect with TELUS Health EAP.



Call us 24/7/365 or log in using the information below:

Toll-free telephone number

1-866-289-6749

Online:

URL: one.telushealth.com



Shared Login Username: **canadalife**

Password: **telus1**

Questions?