

Download the LifeWorks app.

Feel supported and connected wherever you are.

With the innovative LifeWorks app, you can access qualified support for your mental, physical, social and financial wellbeing, any time, from anywhere.

- 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 **Employee Assistance Program (EAP)** advisor with just one tap – toll-free, 24/7 – for expert advice, resources and referrals.

Download the LifeWorks app today for convenient access to wellbeing support!

1. Download the free app on Android or iOS – simply search for 'LifeWorks'
2. Open the app, click on 'Log in' and enter your shared log-in credentials.



Username:

Password:

Call us, 24/7:

TTY:



Frequently asked questions

What is TELUS Health (formerly LifeWorks) EAP?

TELUS Health EAP is a full-service employee assistance program (EAP) and work-life/wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counseling (by video or in-person).

Why would I contact TELUS Health?

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. Consultants are available 24/7.

How do I contact TELUS Health?

- 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 login.lifeworks.com: Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- By free mobile app (for iOS & Android). Download the LifeWorks app on your mobile device.

Who pays for TELUS Health?

TELUS Health 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?

TELUS Health's EAP counselors are highly qualified, and we carefully screen all our affiliates to verify their credentials and level of experience. Minimally, counselors are required to have a Master's degree in Psychology, Social Work, Educational Counseling, or other related human services field. Some counselors have PhDs.

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.

If required, how quickly can I expect to get a face-to-face appointment with a counselor?

In emergency situations, we can connect you with a counselor by phone immediately. In-person appointments can be arranged within one business day. In non-emergencies, appointments will typically be available within three business days.

Is TELUS Health 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 TELUS Health?

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 do I connect with TELUS Health?

- By phone
- Online: login.lifeworks.com
- By free mobile app for iOS or Android (Download the app by searching for "TELUS Health" in your device's app store)





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 that share similar lived or cultural experiences.
- TELUS Health hires and promote employees that are representative of the diverse communities TELUS Health supports, including Black, Indigenous, and People of Color (BIPOC) and LGBTQ communities. TELUS Health' hiring process for clinical employees and leaders include responses to scenarios that help determine if they are equipped to support marginalized communities that may be at greater risk. The TELUS Health continuous learning program equips its employees to respond empathetically to instances of racism and trauma presented by the people TELUS Health supports.
- In addition to continuously creating structural inclusivity in our Employee Assistance Program (EAP), we also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace.



Let us help.

Your **Employee Assistance Program (EAP)** provides you with immediate and confidential help for any work, health or life concern. We're available anytime and anywhere. Let us help.



Understanding your **Employee Assistance Program (EAP).**

Your Employee Assistance Program (EAP) provides you with immediate and confidential help for any work, health or life concern. We're available anytime and anywhere.

Your EAP is a confidential and voluntary support service that can help you take the first step toward change. Let us help you find solutions to the challenges you face at any age and stage of life.

You and your immediate family members (as defined in your employee benefit plan) can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

No cost

There is no cost to you or your family to use your EAP. This benefit is provided to you by your employer. Your EAP can provide a series of sessions with a professional and if you need more specialized or longer-term support, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your provincial or organizational health plan.

Confidentiality

Your EAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the program unless you choose to tell them.

Let us help.

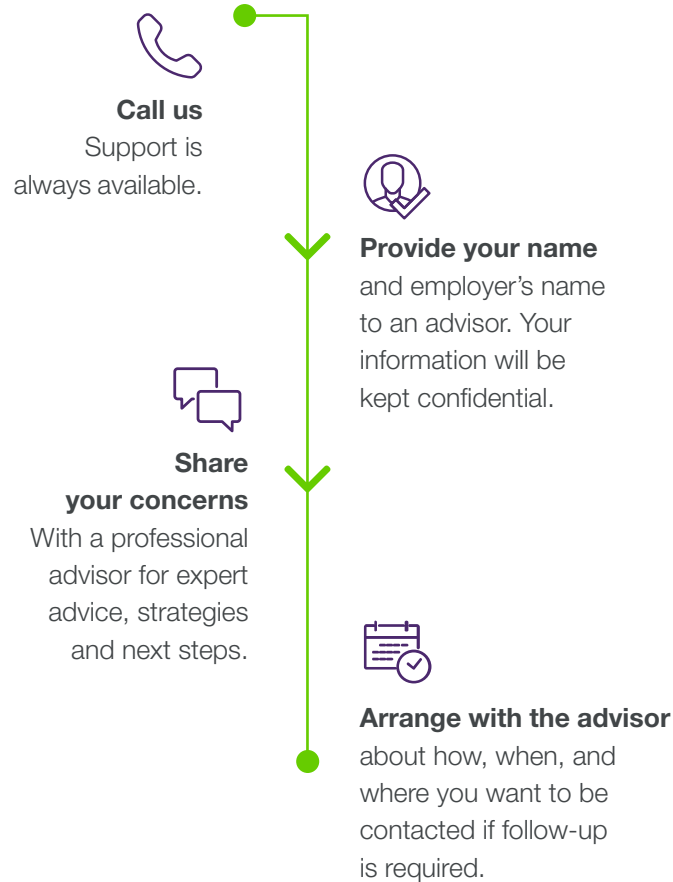
Access your Employee Assistance Program (EAP) 24/7 by phone, web or mobile app.

Download the app now at your device app store.





Convenient access to online resources.



Let us help.

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Download the app now at your device app store.



Solutions for your work, health and life.



Achieve wellbeing

- Stress • Mental health concerns
- Grief and loss • Crisis situations



Manage relationships and family

- Communication • Separation/divorce
- Parenting



Deal with workplace challenges

- Stress • Performance
- Work-life balance



Tackle addictions

- Alcohol • Drugs
- Smoking cessation • Gambling



Find child and elder care resources

- Child care • Schooling
- Nursing/retirement homes



Get legal advice

- Family law • Separation/divorce
- Custody



Financial helpline support

- Debt management • Bankruptcy
- Retirement