

No cost

There is no cost to use the EAP. This benefit is provided to you by your employer, and can include a series of sessions with a professional. 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 health plan.

Confidentiality

TELUS Health 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.

Understanding your employee assistance program.

TELUS Health EAP provides you and your family with immediate and confidential help for work, health or life concerns. We're available anytime and anywhere.

The program 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.

TELUS Health EAP



Let us help.

Access your TELUS Health EAP 24/7 by phone, web or mobile app.

Download the TELUS Health One app now.



Your **employee assistance program** provides you with immediate and confidential help for a broad range of work, health or life concerns. We're available anytime and anywhere. Let us help.





Convenient access to online resources.

Contact us
Support is
always available.

**Share
your concerns**
with a professional
advisor for expert
advice, strategies
and next steps.

Provide your name
and employer's name
to an advisor. Your
information will be
kept confidential.



Arrange with the advisor
about how, when, and
where you want to be
contacted if follow-up
is required.

Solutions for your work, health and life.

Support 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.



 **TELUS**
Health

Online Scheduling

Take control of your mental health journey
with self-service scheduling

Online scheduling provides you with more control and choice when seeking counselling.

How to book an appointment



1

Go to one.telushealth.com
or download the TELUS Health One app

2

Click on the Book a Counsellor link
and enter your organization name

3

Answer the risk question,
and if there is no risk, then select the
area of your life you need help with


4

Enter your personal information
and contact details

5

The available appointment times will
populate the screen.
Select the counsellor and language you prefer
and select your preferred time





What you should know about Online Scheduling



Are there any restrictions on who can book online appointments?

Yes. Individuals under the age of 16 will not be able to book appointments using the online scheduling tool and will be directed to contact the Care Access Center (+1-877-207-8833) to schedule an appointment.



Is the information I provide during the online booking secure?

Yes. The management of personal information is crucial for all TELUS Health services, and we are committed to protecting your privacy. TELUS Health collects and uses personal information to identify you, establish eligibility and to provide technology-enabled total health, wellbeing and human resources services such as pensions & benefits, employee assistance programs, and health management programs. This includes our websites and apps. We also use your information for our own purposes to analyze and improve our services and for communications. Please review the details of our Privacy Policy [here](#).



There are no appointments available and/or I cannot find an appointment time that fits my needs - what should I do?

Please contact the Care Access Center (+1-877-207-8833) to schedule your appointment.



I need to cancel or reschedule the appointment I booked online - what should I do?

You can cancel an appointment by following the cancellation instructions in the booking confirmation email that you receive. You can also cancel or reschedule by calling or chatting with the Care Access Center via the TELUS Health One app or through one.telushealth.com.

Download the TELUS Health One app. Scan the QR code or search your device's app store for TELUS Health One.

