



Employee Assistance Program (EAP) Frequently Asked Questions

What is the TELUS Health Employee Assistance Program (EAP)?

The Employee Assistance Program, delivered by TELUS Health, is a full-service employee assistance program (EAP) and wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counseling.

How can the EAP help me?

The EAP can provide support and resources to help you find answers to questions related to life, health, family, money, or work. You can contact the EAP for support with any issue, challenge, or concern – anytime, anywhere, any way. The program can help you;

- Find new ways to tackle life's stressors.
- Resolve personal and emotional challenges.
- Address marital and relationship concerns.
- Access grief & loss support.
- Strengthen relationships and improve communication.
- Locate childcare in your community.
- Find elder care and caregiving resources.
- Access help for substance abuse concerns
- Find answers to legal questions.
- Access practical tips to help make life a little easier

What services are available?

- 24/7 access to professional, caring consultants for advice and support.
- Up to 5 EAP short-term counseling sessions - at no cost to you.
- Access to easy-to-use online resources with helpful online toolkits, podcasts, articles, and self-assessments.
- CareNow online digital well-being programs, available with counselor assisted support, offers practical strategies to help boost your wellbeing.
- Financial and Legal resources including a free 30-minute consultation with an attorney and discounted legal services.

Is the EAP confidential?

Yes. We take the utmost care to protect the identity of anyone who uses TELUS Health services. 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 pays for the EAP?

The EAP 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.

Who can use TELUS Health EAP?

The EAP 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 the EAP?

- Reach out by phone anytime 24/7 at **855-549-4879** to connect with a professional consultant for support, strategies, tools, and referrals.
- Online at **one.telushealth.com** (Username: autonation Password: lifeworks) to access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- Download the free app on Android or iOS – simply search for 'TELUS Health One'. Open the app, click on 'Log in' and enter (Username: autonation Password: lifeworks).