



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.

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Let us help.


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


Download the TELUS Health One app now.





Convenient access to online resources.

  
**Call 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.



### 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.