



Employee Introduction to the TELUS Health Employee Assistance Program (EAP)

Please email payrollandbenefits@nspeidiocese.ca for login details.

To help you be at your best, we continue to enhance the mental health resources and services available to you and your eligible family members. We believe in the importance of mental health, and we all need a support system to lean on. You and your eligible dependents have access to a variety of professional support resources and tools through the TELUS Health Employee Assistance Program (EAP).

Understanding the TELUS Health EAP

Your EAP can help you find solutions to the challenges you face at any age and stage of life. You and your eligible dependents can access confidential support in a way that is most suited to your preferences, comfort level and lifestyle. Please review the included promotional material and share the information with your eligible dependents. We encourage you to use EAP anytime you need it.

Confidential and no cost

The EAP is completely confidential within the limits of the law. No one, including anyone at your organization, will ever know that you have used the service unless you choose to tell them. You and your eligible dependents have access to the EAP at no cost.

What your EAP typically includes

- **Counselling Support** is available on a short term, case-by-case basis. An experienced, Masters-accredited counsellor will work with you to understand your concerns, provide support that best suits your needs and guide you to a resolution.
- **Professional Consultations** are available via your EAP. Connect with a subject matter expert to ask questions and receive knowledgeable and professional advice.
- **Community Support:** Consultations available to discuss parenting, eldercare, childcare etc. Consultants will refer you to helpful agencies and organizations in your community and walk you through your options.

You also have access to the new TELUS Health One **Platform**. Please see below a few key features on the platform.

- **Newsfeed: TELUS Health** can help keep you connected to your colleagues and organization with a personalized Newsfeed. You'll be able to keep up with your organization and the latest news wherever you are.
- **Support & Resources:** Browse our archive of articles, podcasts, videos and toolkits for support on any concern or situation that you are dealing with in your personal or work life.

- **Wellbeing:** The **TELUS Health** CareNow programs are a range of virtual, interactive counselling programs designed to help with topics such as Anxiety, Depression, and Stress, etc. These programs are designed to support you on making positive behavioural changes, similar to real counselling.

3 easy ways to connect with TELUS Health:

The EAP makes it easy. Call us, go online, or download the app to access information and resources.

- 1) **By toll-free number:** You can call the EAP any time, 24/7, 365 days a year, to speak with an advisor. A member of the team will talk you through your concerns and help you find solutions.
- 2) Online at one.telushealth.com: Access hundreds of articles, recordings, eBooks, and online Toolkits.
- 3) **By free mobile app for iOS or Android:** Access support and resources on the go from your smartphone. Search for **TELUS Health One** in the App Store or on Google Play. You can also easily connect with the call centre via the app.

Find answers, fast

As with any new program, there are bound to be questions. Be sure to visit the Web Health Centre on the online platform for answers to your questions, technical support and the ability to submit a request to the TELUS Health Customer Support Team.

TELUS Health is here for you, whenever you need them, day or night.

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