



TELUS Health

Employee assistance program

When facing a major life change or difficult times, your group benefits plan has an employee assistance program that can help.

The program is offered through TELUS Health, a global health and well-being leader. It gives you and your family confidential, bilingual support for free – 24 hours a day, seven days a week.

You can get help with:

- Relationships
- Family and parenting
- Career
- Addiction

How does it work?

A qualified counsellor works with you to find solutions to problems you may be experiencing. This short-term counselling is flexible and includes as many sessions as you need. You can choose from six counselling options: face to face, phone, e-counselling, video counselling, online chat and self-directed resources.

And if long-term, specialized attention is needed, counsellors can refer you to a community resource to help you. Although this third-party counselling isn't covered under the employee assistance program, your TELUS Health EAP counsellor will keep in touch with you (with your permission) and manage the case until your treatment ends.

What your employee assistance program offers

- Confidential assessment, counselling and referral
- Crisis intervention
- Nutrition information
- Legal and financial consultation and referral
- Childcare and eldercare information and resources
- Subscribed newsletters
- Interactive online resources and virtual support

How to get started

Call TELUS Health toll-free at 1-866-289-6749. If you're hearing impaired, dial 711 (in Canada or the U.S.).

To access the TELUS Health website, sign in to mycanadalifeatwork.com, go to **Coverage and balances**, select **Health** and scroll down to **Other coverage**. Then click on the link under employee assistance program.



Download the
TELUS Health One app
and enter username: **canadalife**
and password: **telus1**

Services offered by:

