



Employee Assistance Program (EAP)

Reach out. Get help. Feel better.

You can trust the employee & family assistance program (EAP) to help you and your family find solutions for a wide range of life's challenges.

Our streamlined EAP gives you immediate* access to care when you need it most. You and your family can connect directly to qualified clinicians, skipping the traditional intake processes that often delay critical support when time matters most.

Caring clinicians can provide you with support related to:

- Fitness and physical health
- Mental health
- Relationships
- Nutrition
- Finances
- Elder care
- Legal
- Mindfulness coaching

There are many ways to get help today - all completely confidential.

You and your eligible family members can receive support over the telephone, in person, online, and through a variety of health and wellness resources. For each concern you are experiencing, you can receive a series of private sessions with an expert. You can also take advantage of online tools to help manage your and your family's health. You'll get practical and fast support in a way that is most suited to your preferences, learning preference and lifestyle.

Solutions for a wide range of life's challenges.

Let us help you:



Nutrition support

- Weight management
- Boost energy and resilience
- High cholesterol
- High blood pressure
- Diabetes
- Heart disease



Overall wellbeing

- Stress
- Depression
- Anxiety
- Anger
- Crisis situations
- Life transitions
- Mindfulness coaching



Financial support

- Credit and debt management
- Budgeting
- Bankruptcy
- Financial emergencies
- Changing circumstances



Legal support services

- Separation and divorce
- Civil litigation
- Custody and child support
- Wills and estate planning
- In-person legal consultation



Focus on your health

- Identify conditions
- Prevent illness
- Manage symptoms
- Discover natural healing strategies
- Create an action plan for better health



Manage relationships and family

- Separation and divorce
- Elder care
- Relationship conflict
- Parenting
- Blended Family issues



Deal with workplace challenges

- Work-life balance
- Conflict
- Career planning
- Bullying and harassment
- Manager Assist



Find child and elder care resources

- Maternity and parental leave
- Adoption
- Child care services
- Schooling
- Adult day programs
- Nursing and retirement homes



Tackle addictions

- Alcohol
- Tobacco
- Drugs
- Gambling
- Other addictions
- Post-recovery support



Please note the phone number has changed. Kindly update your records with the new number.

Visit us online: one.telushealth.com

Call us, toll-free, 24/7: 1-888-851-7032

Username: unit5eap

Password: EAP4U

*Users are connected with a clinician within 30 seconds of calling in 90% of cases.

✓ 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. With EAP, you have access to immediate* care without barriers, when you need it: you will be connected directly to a clinician in seconds, 24/7.

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.

*In 90% of cases, users are connected with a clinician within 30 seconds of calling.

TELUS Health EAP



Let us help.

Let us help.

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

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1-888-851-7032

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. Connect directly with a clinician in seconds, anytime.





Convenient access to online resources.

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

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one.telushealth.com



Contact us

Support is always available. Connect directly and immediately with a clinician.



Share your concerns

for expert advice, strategies and next steps.



Arrange with the clinician

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.

1-888-851-7032



 **TELUS**
Health



TELUS Health EAP.

Legal assistance: receive the support you need.

Whether it's a question about divorce, real estate, writing a will, estate planning, handling a legal dispute, or finding a lawyer in your area, we're here to help.



Document preparation

TELUS Health offers an online tool that provides valuable information and guidance on drafting legal forms such as a will, power of attorney, complaint letter and more.



Legal consultation

We can refer you to a lawyer through our legal referral service for a 30-minute telephonic consultation in almost all areas of law at no cost to you, except for business and employment law.



Local attorney referral

If needed, we will help you find a licensed attorney in your area to provide legal advice and representation. If you wish to retain a lawyer from our network, you may be eligible to receive a discount off retainer fees.



Legal library

An easy-to-browse legal library with hundreds of articles, answers to FAQs, and legal information on topics such as bankruptcy, divorce and family law, estate planning, immigration, landlord/tenant issues, and dozens of other topics.

Visit the TELUS Health One platform today to access these valuable resources.

Follow the online instructions to create your separate account to take advantage of all features.

Download the TELUS Health One app or visit one.telushealth.com

Username: unit5eap / Password: EAP4U or 1-888-851-7032



TELUS Health research services

TELUS Health can help you discover resources in your community

Finding community resources can be a daunting and time-consuming task. Fortunately, we can ease your burden by researching certain things for you.

You may need help finding:

- Child care
- Eldercare options and facilities
- Information on purchasing or renting a new home
- Discovering specialists in your community

You can also access online resources including:

- [Comparing types of childcare](#)
- [Home care and community services for older adults](#)
- [Making the decision to move](#)

Turn to us for a confidential service you can trust.



Available 24/7: 1-888-851-7032
Visit us at One.TELUSHealth.com
Username: unit5eap / Password: EAP4U



Your confidential **Employee Assistance Program (EAP)**,
and resources to support
your mental, physical, social,
and financial wellbeing.



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

- 1 Download the TELUS Health One app or visit one.telushealth.com
- 2 Log in with the username and password below:

Username:

unit5eap

Password:

EAP4U

Online:

one.telushealth.com

Call us:

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