

Employee and Family Assistance Program

As of August 31, 2023, our Employee Assistance Program Lifeworks has rebranded to TELUS Health:

Web: one.telushealth.com

App: TELUS Health One

Username Log-in: SD23

Password: SUPPORT

1-844-671-3327

These services are **FREE for both you and your immediate family members**. This includes:

- Employees
- Spouse/common-law spouse partner
- Children away from home attending post secondary education full time up to 25 years of age.

As always, whether your needs are direct mental health concerns, or whether you need help in areas that support your wellness (legal, financial, health, career, etc.), **we have FREE & CONFIDENTIAL support available to us any time, 24 hours a day/ 365 days a year.**

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There are many options for support:

FREE COUNSELLING (in a variety of service formats of your choice)

FREE ONLINE GROUP COUNSELLING (private & secure online setting, group interaction, variety of digital platforms)

FREE CARENOW (Combines a personalized counsellor-guided program with online tools and exercises)

FREE LEGAL ADVICE (30 min consultation with a lawyer)

FREE FINANCIAL SERVICES (consultation for issues such as: mortgage, bankruptcy, debt/credit management, etc)

FREE CHILD/ELDERCARE ASSISTANCE (list of resources for local supports for babysitting, summer camps, care homes, etc)

FREE NUTRITIONAL ADVICE (help from a dietician)

FREE INFO TOOLKITS (online resources specific to topic(s) of your choosing)

FREE CAREER COUNSELLING (including resiliency training for your current job)

and also

"TELUS Health One" APP for mobile phones (App Store / Google Play)

- ✓ Immediately and securely book services with Online Access or use "First Chat" to see if counselling fits for you
- ✓ Access Online Financial Planning and obtain a financial wellness score assessment
- ✓ Assess your stress, and health of your relationship or finances
- ✓ Read new expert health and wellness articles, watch videos on demand, and access podcasts
- ✓ Resolve inquiries with Frequently Asked Questions

Read below for further information on any service that might be helpful to you.

If nothing else, please remember you have FREE support if you want it, 24 hours a day, 7 days a week.

FREE COUNSELLING SERVICES:

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Options: in-person, telephone, and video counselling

TELUS Health has many counsellors and you are always welcome to request someone different than TELUS Health first suggestion of referral.

Confidentiality is very much preserved – they won't book 2 school district clients back to back to avoid any potential crossover in the waiting room, and any phone messages involved in arranging the appointments are discreet, non-identifying messages (plus you must give permission for phone calls before anyone would even attempt it). You and your counsellor will determine what is the clinically appropriate amount of sessions to address your goals, typically around 3 per issue.

FREE CARENOW and CARENOW COUNSELLOR ASSISTED

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Personalized online tools and exercises that allow participants time to review the resources and practice the exercises. These can be done on your own or with the guidance of an assigned counsellor. Available for a variety of issues including (but not limited to) anxiety, depression, separation/divorce, and workplace stress with other programs being added regularly.

FREE LEGAL ADVICE

Phone: 1-844-671-3327

Online: one.telushealth.com

Access to a lawyer. You can have a FREE consultation with a lawyer, usually about 30 minutes per issue. If you wish further legal consultation on that issue, you can be referred to a lawyer and some offer discounts off the general fee.

FREE FINANCIAL SERVICES

Phone: 1-844-671-3327

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You can book an appointment to speak with a financial counsellor specific to your needs, which could be things like mortgage advice, bankruptcy, debt management, credit management, etc. This service is

tailored to the needs of each client. They can also give you an online tool for you to work independently on your personal finances.

FREE CHILDCARE/ELDERCARE RESOURCES

1-844-671-3327

They can offer you help with **researching** daycares, eldercare options, personal support workers, summer camp possibilities, nannies, etc. Of course, you have to make your own decision about what suits you (& your family) best.

RESILIENCY COACHING:

1-844-671-3327

Options: phone only

Access the program through one call to our Centre. We will match you with a resiliency coach who will work with you via sessions over the telephone to assess your current situation and develop an action plan for where it's needed most.

FREE NUTRITIONAL ADVICE

1-844-671-3327

Options: phone only

Consultation with a dietician to look at your personal nutritional concerns such as weight loss or gain, regulating diabetes, preventing heart disease.

FREE INFO RESOURCES

Online: one.telushealth.com

Username: SD23

Password: SUPPORT

TELUS Health has resources online, tailored for your concerns including articles, videos, and podcasts curated- by world-class leaders in mental health. Some possible topics are stress, personal relationships, addictions, work relationships, new parents, adoption, grief/bereavement, etc. Choose 'support and resources' and enter the topic you're interested in.

FREE CAREER COUNSELLING

Phone: 1-844-671-3327

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You can have sessions over the phone with a career counsellor, either for yourself, partner, or for your dependents. Whether you have a family member just starting to get into the work world, are planning for retirement, or to maximize your potential in your current job TELUS Health can help.