



## Global Employee Assistance Programme:

Professional support - anytime, anywhere, always confidential.



### What is it all about?

The TELUS Health Global Employee Assistance Programme (EAP) is a confidential support service that can help you and your dependents solve a wide range of problems and challenges in your lives, at no cost to you. In our increasingly fast-paced world, you may find it challenging to take care of yourself while balancing responsibilities at work with obligations at home. The EAP offers timely, qualified assistance and support to help manage all of life's complexities. The EAP care access centre can be contacted toll-free, 24 hours per day, 7 days per week so that you can access support when you want it.



Download TELUS Health One app now at your device app store or scan the QR code.



### EAP services

- EAP is designed to provide local expert support and consultation
- Assistance in meeting challenges and resolving work/life issues
- Short-term, solution-focused counselling and consulting services
- Get connected to a counsellor or consultant that can provide support in the local language
- Services offered away from the workplace, in confidentiality
- Caring advisor who can help you choose a support option that best suits your needs and learning style
- In case of a crisis situation speak to a counsellor right away
- TELUS Health counsellors are experienced Master's level professionals (or equivalent)

No matter what the nature of your issue, or how overwhelming it may seem, the wide scope of expertise available through EAP is there to support you as you work towards a positive resolution.



### Confidentiality

Information relating to participation in the EAP is strictly confidential. No information will be shared with anyone without informed, voluntary and written consent. We are bound by the highest international standards of confidentiality and privacy for the protection of our clients.



### What is the cost of EAP services?

There is no cost to you for taking advantage of the Global EAP service, as these costs have been paid for by your employer. For each concern you are experiencing, you can receive a series of support sessions, over the telephone, online or in person.

If you need more specialised or long-term support, your Global EAP will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified counsellor or consultant will review with you your possible support options and any related costs.



### EAP can help you:

- Strengthen relationships and improve communication
- Deal with stress, anxiety and depression
- Resolve personal and emotional difficulties
- Address marital and relationship difficulties
- Understand grief and bereavement
- Find solutions for work-related issues
- Work towards life goals
- Cope with isolation and loneliness
- Adapt across cultures
- Identify and cope with culture shock
- Address alcohol and drug misuse
- Access crisis and trauma support

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