



# Frequently asked questions

## What is TELUS Health (formerly LifeWorks) EAP?

TELUS Health EAP is a full-service employee assistance program (EAP) and work-life/wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counseling (by video or in-person).

## Why would I contact TELUS Health?

TELUS Health can provide support and resources to help you find answers to questions related to work, life, health, family, or money. You can contact TELUS Health for support with any issue, challenge, or concern. Consultants are available 24/7.

## How do I contact TELUS Health?

- Toll-free by phone, 24 hours a day, seven days a week, 365 days of the year: Connect with a professional consultant for support, strategies, tools, and referrals.
- Online at [login.lifeworks.com](http://login.lifeworks.com): Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- By free mobile app (for iOS & Android). Download the LifeWorks app on your mobile device.

## Who pays for TELUS Health?

TELUS Health is available at no additional cost to you, as defined by your benefits plan. Your employer provides this program as a benefit to support your wellbeing.

## What are the qualifications of EAP counselors?

TELUS Health's EAP counselors are highly qualified, and we carefully screen all our affiliates to verify their credentials and level of experience. Minimally, counselors are required to have a Master's degree in Psychology, Social Work, Educational Counseling, or other related human services field. Some counselors have PhDs.

## How many counseling sessions can I expect?

Our counseling model is short-term and solution-focused. The number of sessions provided is based on what is deemed clinically appropriate, and up to the service level your employer has selected. In the event that your concern is ongoing in nature, your counselor will discuss with you the appropriateness of a referral to a community resource outside the EAP and will work with you to access this long-term support.

## If required, how quickly can I expect to get a face-to-face appointment with a counselor?

In emergency situations, we can connect you with a counselor by phone immediately. In-person appointments can be arranged within one business day. In non-emergencies, appointments will typically be available within three business days.

## Is TELUS Health confidential?

Yes. We take the utmost care to protect the identity of anyone who uses TELUS Health. The only exceptions to confidentiality include those governed by law, i.e., we are required to release documents under court subpoena, and we have a duty to intervene and report if a consultant or counselor deems an individual to be at imminent risk of harm to self or others.

## Who can use TELUS Health?

TELUS Health is available to you as an employee of your organization, as well as to your spouse/partner, and to your immediate family members/dependents.

## How do I connect with TELUS Health?

- By phone
- Online: [login.lifeworks.com](http://login.lifeworks.com)
- By free mobile app for iOS or Android (Download the app by searching for "TELUS Health" in your device's app store)





## How does TELUS Health support the wellbeing needs of diverse communities?

TELUS Health supports and promotes diversity and inclusion in the workplace in many ways, including:

- Matching people with counselors that share similar lived or cultural experiences.
- TELUS Health hires and promote employees that are representative of the diverse communities TELUS Health supports, including Black, Indigenous, and People of Color (BIPOC) and LGBTQ communities. TELUS Health' hiring process for clinical employees and leaders include responses to scenarios that help determine if they are equipped to support marginalized communities that may be at greater risk. The TELUS Health continuous learning program equips its employees to respond empathetically to instances of racism and trauma presented by the people TELUS Health supports.
- In addition to continuously creating structural inclusivity in our Employee Assistance Program (EAP), we also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace.

