



Welcome to TELUS Health.

Manager & employee orientation.





What's on your mind?

- Stress
- Relationships
- Will I ever get a full night's sleep?
- My family
- Personal issues – sadness, anxiety
- Taking care of my mom
- Getting better organized
- Getting to the gym
- Finding better child care
- Rent/paying off my mortgage
- Debt and a tight budget
- What's for lunch
- Professional goals
- My future
- Too much to do at work – I don't even have time for this presentation!

Understanding your EAP.

- **Voluntary** - No one will know you have used the EAP unless YOU tell them
- **Private** and confidential - All confidentiality is protected within the limits of the law
- **Support for any work, health and life issues you're facing**
- **Free service** for you and your immediate family



The key is confidentiality.



- No one will know you have used the EAP unless you tell them
- Many local offices will offer you face-to-face counseling
- No back-to-back appointments with employees of the same organization
- E-mail or voicemail as directed by you
- Online services and programs are firewall and password protected
- Privacy is protected to the extent of the law

How can we help you?



Clinical counselling



Work-Health-Life



Online resources

Clinical counselling.

Our clinical team is equipped to address a broad range of issues that may be impacting you or your family.



Personal /Emotional

- Stress/anxiety
- Depression
- Suicidal risk
- Self esteem
- Anger
- Life stages
- Post-trauma support
- Violence

Family

- Parenting
- Child/ adolescent behaviour
- Blended family
- Communication
- Elder issue
- Extended family relations

Couple/ relationship

- General relationship
- Relationship breakdown
- Separation/divorce
- Intimacy issues
- Communication
- Conflict resolution
- Planning a family

Work

- Workplace performance/stress
- Work relationships/ conflict
- Career planning
- Career resiliency
- Retirement planning
- Workplace violence/ harassment

Addiction related

- Alcohol
- Drugs
- Other's addictions
- Smoking
- Gambling

Counselling support

Short-term, goal-oriented,
dealing with one issue at a time.



Face-to-face

With many local offices to
accommodate



Telephonic

Work-Life-Health

We provide professional, confidential assistance and support to help you deal with the complexities of work, health and life in general.

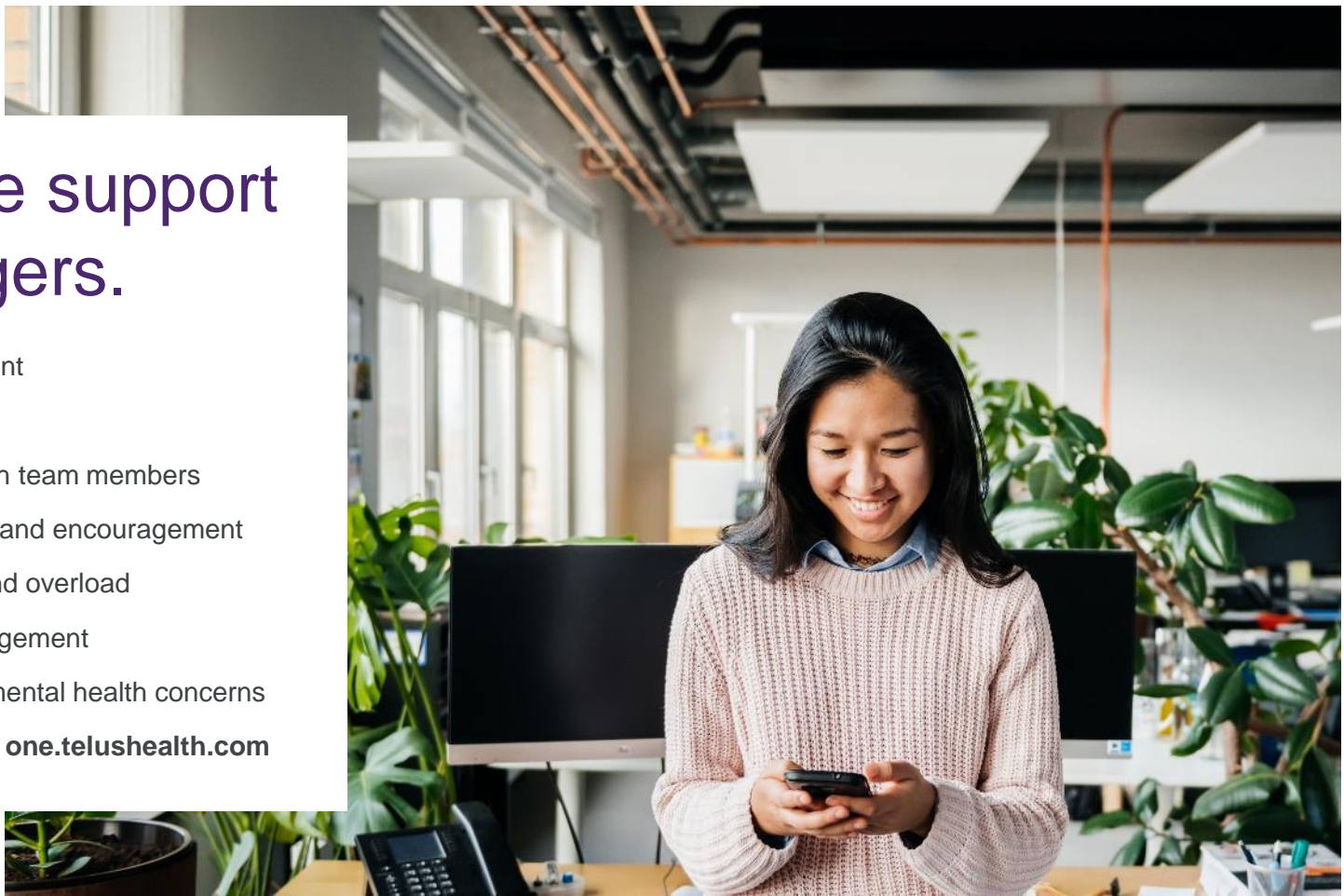
- Legal, financial, career
- Nutrition
- Wellness coaching
- Family support services
- Connections to organizations and agencies in your community to help you address specific needs



Telephone support for managers.

- Conflict management
- Leadership skills
- Communication with team members
- Resiliency building and encouragement
- Managing stress and overload
- Performance management
- Substance abuse/mental health concerns

More online resources at one.telushealth.com





Critical incident and trauma support.

What is a critical incident?

"A sudden, overwhelming and often dangerous event or series of events, either to oneself or to others."

- Workplace accident
- Death of a colleague
- A serious or terminal illness
- Major downsizing and restructuring
- Theft or robbery
- Bomb threat
- Environmental disaster or health epidemic

Signs an employee needs support.

Have you ever

- Been in the presence of an employee in distress and wanted to help, but didn't know what to say or do?
- Witnessed an employee's efforts to deal with family problems?
- Been aware that an impending change in the workplace would cause problems for some employees?
- Noticed that someone whose work performance has always been impeccable was falling behind in their work?

EAP can help you!



Your challenges as a supervisor.

When employees are faced with personal or professional problems, their job performance can be affected more often than you think.



Are you aware that...

The cost of absenteeism is increasing every year.

Employee retention is critical. The cost of recruiting and training new employees is significant. When an employee's performance declines, the performance of other team members is also affected. Your team and company are counting on you to manage your employees and maintain a healthy work environment.

Accessing the EAP intake and assessment.

24/7 access, immediate assessment of your needs by a team of professional and conscientious consultants.





Connect to TELUS Health.



Support centres – 0808 271 1500
24/7 phone access.



Mobile app.
Anytime, anywhere support.



Website
one.telushealth.com

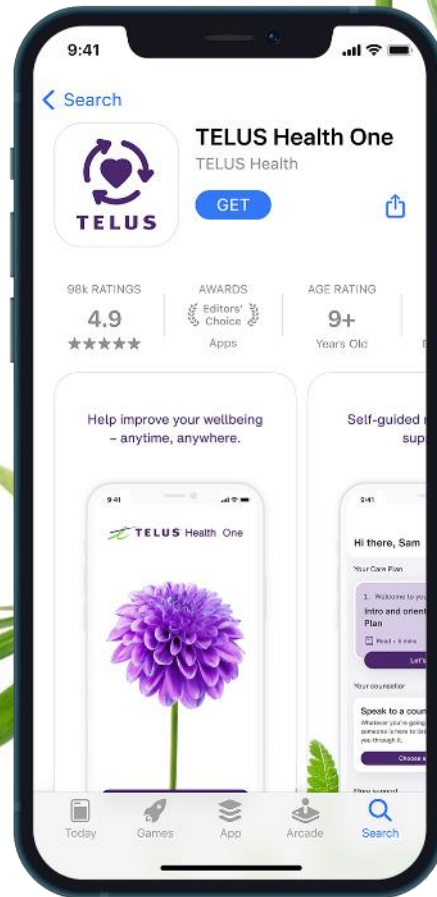
Download TELUS Health One app.

Feel supported and connected wherever you are!

- Free download in App store or Google Play – just search for “TELUS Health One”.
- Immediate access to a direct phone number for guidance - like a digital wallet card.
- A variety of tools and resources in your hands, anytime, anywhere!

Username: SPGgb

Password: S&P Global



Thank you