

## TELUS Health EAP

The wellbeing solution that people everywhere love to use.

Establish your business as an innovator with a market-leading wellbeing solution that supports the health and wellbeing of all your people everywhere. TELUS Health (formerly LifeWorks) brings the best user experience and clinical support together to achieve complete mental, physical, social and financial wellbeing for 100% of your employees, 100% of the time.

Designed to be configurable and flexible, the Essential Employee Assistance Program (EAP) meets you where you are on your wellbeing journey today, and grows with you as your organization and wellbeing needs evolve.

### Why Essential?

Get our world-leading employee assistance program or use your existing budget to boost your current EAP with options.

- Immediate support with 24/7 best-in-class counselling
- An industry-leading mobile app with direct access to our team of experts
- Searchable online library of EAP content
- Wellbeing content and a company posts news feed
- Quick access to your company directory
- Case utilization and platform participation reporting
- Total wellbeing index (TWI) with basic reporting measures the mental, physical, social and financial wellbeing of your organization for robust insights and personalized health recommendations and resources to your employees
- Easy to setup for shared accounts with added benefits for personal accounts
- Online clinical programs (CareNow)
- Integration with Microsoft Teams

## Why add-ons?

Create a healthier, happier and more productive workplace by combining Essential with innovative add-on features.

- Health coaching
- Peer-to-peer recognition tied to company values
- Advanced total wellbeing index (TWI) analytics
- Delivering the personalized experience your people expect (user list and individual accounts required to setup)

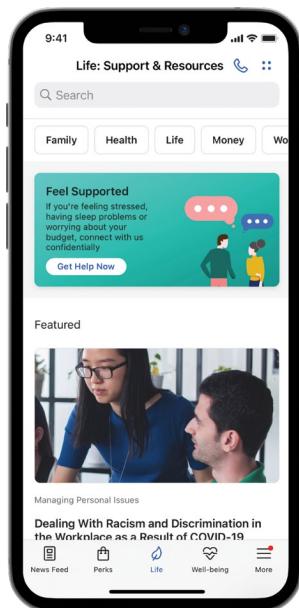
## Essential Employee Assistance Program

### 24/7 best-in-class counselling

Immediate telephone support from specialized professionals in counselling, social work, psychology or human services.

### Virtual counselling

Immediately access an EAP counsellor through live chat, video, phone and online group for confidential and secure virtual sessions.



### Face-to-face, in-person counselling

Referrals to our extensive network of master's level clinical counsellors and affiliates.

### Employee support

Emotional support includes anxiety, depression, stress management, bereavement, personal relationship issues, addictive behaviours, anger management and sleep hygiene.

Practical everyday support includes elder care and child care matching, legal services, financial and debt support, nutritional and weight management, naturopathic, education, relocation, parenting, midlife and retirement, career and everyday issues.

### Management support

Support for managing employees (suicide and depression, workplace-aggression/bullying, sexual harassment), employee referrals, employee performance, referrals, manager personal growth (training, stress/absence management, appraisals), workplace safety.

### Critical incident support

Telephonic and on-site support for critical incidents (workplace violence, natural disasters, accidents, terrorist events and more).

### Online clinical programs (CareNow)

Specialized self-help resources based on cognitive behaviour therapy (CBT) principles with user friendly interactive content, exercises, podcasts, meditation and videos.

### Digital EAP content

1,800+ articles, podcasts, infographics and toolkits with recommendations based on health risks, relevant content and with search capabilities.





### **Workplace learning and development (additional fee)**

Workshops and seminars on respect and harassment, communication & conflict, addiction, physical health & wellness, organizational change, leadership & career, family, mental and emotional health, retirement and more.

### **Workplace support programs (additional fee)**

Specialized mental health and addiction prevention/intervention programs designed to reduce costs for organizations with faster diagnosis and sustainable recovery. The programs can prevent workplace performance issues, absence and disability.

### **TWI with basic reporting**

The TWI maximizes the value of the LifeWorks platform for each employee with guidance on to their next best steps while the TWI organizational report offers insights into the strengths and risks of your people.

### **Virtual Care (additional fee)**

Virtual Care is for employees and their families who want convenient 24/7 virtual access to healthcare for their health concerns - whether they need health advice, a prescription refill or specialist referrals.

### **Essential wellbeing news feed**

#### **Company posts**

Congratulatory posts and company-wide announcements (i.e. benefits, press, training). Employees can also post to share team news and achievements.\*

#### **Sticky and promoted posts**

The ability to have a post appear as the first post that any employee sees on the wellbeing news feed for a period of time.

#### **Directory**

An easy-to-use directory providing access to employee profiles and contact details to text, email or call people directly.

\*Requires personal accounts.

# Global capabilities

## Global network

As the world's largest employee assistance program (EAP) provider, we support employees and their families around the world so they can manage work, health and life challenges.\*

40+

languages supported.

180

countries supported through the platform and app.

80K+

counsellors and specialized professionals worldwide.

35M+

employees trust the service worldwide.

## Quality oversight

High level of clinical oversight ensures consistent operational standards are met globally. We have the only globally accredited EAP through the council on accreditation.

## Account management

Local account management is supported on both a regional and global level to provide culturally relevant programs that drive engagement.

# Reporting and insights

## Utilization and participation reports

Emerging issues, user demographics, total savings, recognition activity, wellness challenges.

## Annual insights reports

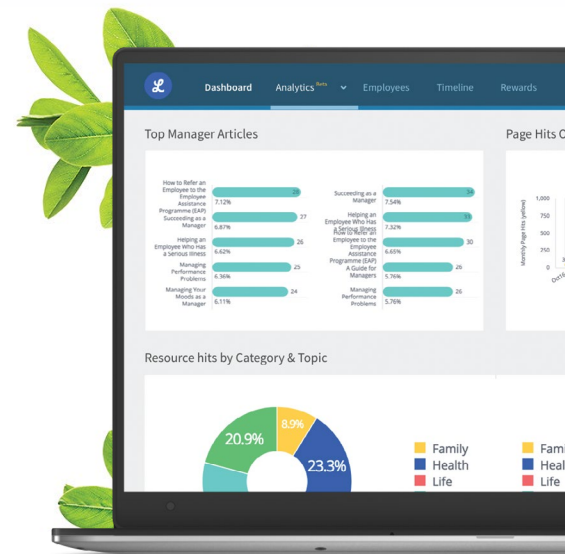
Usage trends and top issues, risk management, company engagement, workforce productivity / ROI, comments and program recommendations.

## Dashboard of priority metrics

Usage statistics and insights on key issues.

## TWI basic reporting and advanced analytics (additional fee)

You receive quantitative data with big-picture insights on your employees' health, wellbeing and productivity. These include analytics that provide insights into drivers of key outcomes, which directs strategic actions that will have an impact on improving wellbeing.



# Awards



'17

HR Reporter Readers Choice Award. EAP.

'17

HR Reporter Readers Choice Award. Wellness.

'16-'17

HR Tech Next great HR tech company.

'18

Technology for Productivity.

'19

Excellence in Technology Brandon Hall Group.

\*Figures presented represent the LifeWorks EAP product.