



Total Mental Health

A revolutionary new way to deliver mental health care.

TELUS Health (formerly LifeWorks) combines our decades of clinical expertise with award-winning technology to deliver engaging and meaningful mental health care to millions of people worldwide. Our brand-new application, Total Mental Health is the most comprehensive and personalized mental health solution available anywhere, and we are excited to share it with you.

People want access to immediate mental health care and self-guided digital solutions without sacrificing the human touch. With Total Mental Health, we combine all of these elements to create a truly unique mental health experience.

In this proposal, you will discover how Total Mental Health delivers timely, meaningful and measurable mental health outcomes for individuals and organizations, and how we deliver insights and return on investment like no other provider. You'll also learn why now is the time to introduce this solution to your organization for your people and for your bottom line.

Why TELUS Health?

Organizations choose TELUS Health because we are the world's trusted workplace mental health and wellbeing provider with the most comprehensive solutions that deliver a positive impact to people and organizations worldwide. We are a global pioneer in a transformative, highly demanding industry with our unique assessment, diagnosis, and treatment framework. Our solutions keep your employees mentally healthy and productive.

We have a long history of providing virtual care to employees globally. We've offered remote counselling options as part of our EAP for decades as part of our long-term relationships with small to large organizations. Our experience means we can support everything from the most basic presenting issues to more complex ones – anytime, anywhere.

The addition of Total Mental Health to our suite of mental health and wellbeing support solutions introduces a new way of delivering personalized, 24/7 support. People are living in a more digital-centric world and are looking for solutions that work with their schedule and on their terms. And the need for more robust mental health support that meets these demands is higher than ever.

The world is facing a mental health crisis.



1 in 3

people now qualify as high risk in their mental health.



4 in 5

managers indicate they have dealt with a mental health issue with at least one employee.



+50%

of working individuals have experienced at least one major sign of burnout in the past two years.



1 in 3

of managers have seen or suspect a substance use issue with at least one employee.

The pandemic - the move to a digital workforce - the “great resignation” – these are just a few of the reasons the world is in the middle of a mental health crisis.

These rapid, seismic shifts significantly impact our lives at work and home. Now we’re seeing more people at high risk in their mental health, more managers supporting employees with mental health issues, and a rise in substance use and burnout.

If left unaddressed, these issues lead to lower productivity, higher use of health and disability benefits, and can lead to a loss of a qualified workforce.

Total Mental Health addresses the mental health crisis for your people and your organization.

Benefits for your people.

- **Immediate support**

Receive on the spot care with unlimited access to digital mental health programs and support with the world’s largest mental health network – creating an unparalleled digital and clinical experience for the employee throughout their unique journey to improved mental health.

- **Personalized care plans**

Built by our expert clinical team, personalized by their dedicated counsellor and boosted by technology – personalized care journeys support progress with digital tools and regular feedback.

- **Coordinated care**

Our care navigators will work with your people and their benefits provider to ensure seamless continued access to care available to them in your benefit plan.

Benefits for your organization.

- **Unmatched insights and data**

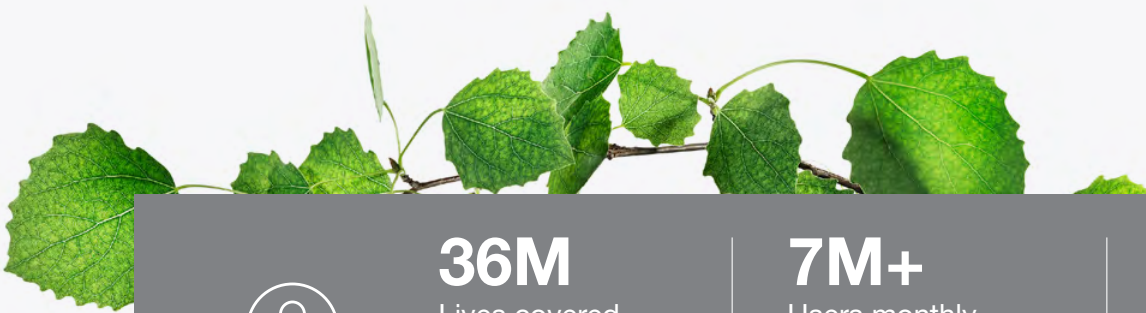
With the insights and data provided through our reporting and analytics, you get the insights you need to understand what your people need to be at their best. You can feel confident that your organization has maximized its investment in employee mental health and see your ROI.

- **Gain a competitive talent advantage**

More than 2/3 of the workplace would quit today if a competitor offered them the same job, less pay, but with significantly better mental health benefits.* Total Mental Health can make you the mental health leader employees are looking for.

- **Offer more support for a competitive price**

Give your people the support they need at a lower cost than providing separate solutions.



36M

Lives covered by our trusted comprehensive suite of services.

7M+

Users monthly on our award-winning wellbeing platform.

1M+

Annual cases improving mental health each year.



Five decades of mental health expertise.



Award-winning mental health solution.



Innovate mental health market leader.



World's largest counsellor network.

It starts with the right care at the right time.

Now more than ever, people need mental health support they can trust. And often, they don't know where to turn first.

Total Mental Health delivers on-demand mental health care quickly and easily. It's where your people should turn first when they need support.

Here's how Sam uses Total Mental Health for support on her mental health care journey:

Meet Sam.

Sam is generally a happy, confident and successful person. Lately, she's been feeling anxious about a few things. Her anxiety is causing her to consider taking a leave of absence, and when she is at work she's so consumed by her thoughts that she can't concentrate on her tasks.

Sam opens LifeWorks on her smartphone and answers a few questions.

Sam answers a few questions about how she is feeling. Based on her responses, the LifeWorks app recommends she meet with a counsellor, and Sam books her first appointment through the app.

Sam completes her first session with a counsellor.

Sam meets with her counsellor via video chat in the LifeWorks app. After the appointment, Sam and her counsellor exchange messages for ongoing support and set up a follow up appointment.

Sam actively works through her self-guided care plan.

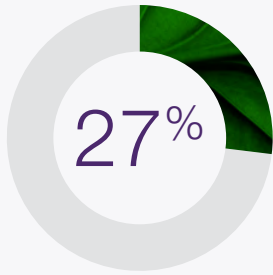
Sam's counsellor recommends that she reads articles, watches videos and participates in mental exercises in the LifeWorks app. This is all part of her care plan and helps her manage her anxiety.

Sam's counsellor recommends she supplement her care by using another benefit that her organization provides.

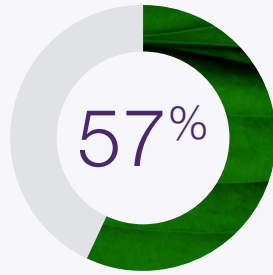
In addition to TELUS Health (formerly LifeWorks), Sam's benefit plan includes access to a sleep management program. Sam connects with a care navigator who helps arrange participation in the program for her, so that she can simply focus on improving her mental health.

Sam is on her way to better mental health.

Sam continues to meet and message with her counsellor and keeps up with self-care through the LifeWorks app.



of people who had a behavioral health condition in addition to other medical problems account for...



of total annual healthcare costs.



People with a behavioural health condition had total healthcare costs that's **3.5x the costs of others.**



Those seeking mental health care are **5x more likely to seek an out-of-network provider.**

Help your people be at their best.

Total Mental Health offers everything from the Essential Mental Health*, plus:

- **Care coordination specialists**

When it comes to mental health care, a one-size-fits-all approach doesn't support everyone's unique needs. In an ever-changing world, people need access to trusted expert counsellors (therapists) who can deliver meaningful care.

Our care coordination specialists tailor the support to each person's needs, delivering the right care at the right time, and to ensure care is continuous and impactful.

- **Unlimited, anytime, confidential care**

Total Mental Health provides support in any way needed – online, offline, at any time of day -- through self-guided or therapist sessions by video, audio, chat and in-person.

This personalized level of live, custom care is complimented by engaging, comprehensive tools and resources, providing people with holistic, comprehensive support to improved mental health.

- **Guided, specialized care plans**

Total Mental Health offers an unparalleled digital and clinical experience that regularly connects your people with a therapist throughout their unique journey to improved mental health.

Following the completion of a comprehensive questionnaire and assessment, each person will receive a specialized care plan, which can include options for selecting a counsellor based on their unique needs.

Through regular check-ins, each counsellor will the configure the care plan, including specialty services offered by the sponsoring employer's benefits plan. Between sessions, the system will nudge the person to complete homework and check in regularly to stay connected.



A system of continuous coordinated care.

Our revolutionary continuous coordinated care (CCC) system powers Total Mental Health and personalized journeys.

This system offers a unique take to improve mental health care – it's made up of two components to help your people get healthier and be more productive for the next day, week, year ahead:

- Insights and expertise of experienced counsellors
- Leading technology

*Essential Mental Health includes the LifeWorks platform and, more specifically, 24/7 crisis support and therapy appointments, short-term counselling, management consultations, legal services, financial and career services, eldercare and childcare, nutrition services, and the Total Wellbeing Index (TWI).



See positive change unfold for your organization.

Through the data and insights provided by Total Mental Health, your organization gets everything it needs to see positive change when it comes to employee mental health, wellbeing and overall productivity.

- **Access to real-time data and analytics that shows ROI**

Through easy-to-read reports, see real data about your organization's mental health and wellbeing to drive your people strategy forward. This includes program metrics, demographics and outcomes relating to quality of life, parenting, sleep, grief and loss, substance abuse, anxiety, anger and stress, physical health, relationships, capacity to cope with work, mental health and resilience.

- **Meaningful, unlimited care for your people**

By offering Total Mental Health to your employees, you are enhancing their mental health and wellbeing by providing unlimited, meaningful personalized care at a time when people need it most. Total Mental Health will improve lives and improve business at your organization.

- **Positive impact**

Your organization can feel confident that it has maximized its investment in employee mental health by delivering ROI through improved team productivity, higher engagement, and lower turnover.

When using Total Mental Health, users have demonstrated improvement in relation to their:

- Quality of life
- Parenting
- Sleep
- Anxiety
- Anger and stress
- Physical health
- Relationships
- Capacity to cope with work
- Resilience
- Lifestyle changes

- **Evidence-based data to help you make meaningful decisions for your people**

As an employer, you have access to comprehensive reporting that includes program metrics, demographics, and outcomes based. All reporting is based on the following insights:

1. Standardized initial screening – to help us understand if the user is at suicide risk and any vital information at first glance. The screening will help prompt immediate action by our counsellor team.
2. Clinical distress assessment (bi-weekly) – to identify the user's progress or regression.
3. Workplace outcomes suite (WOS) – to measure absenteeism, presenteeism, work engagement, and life satisfaction. These are conducted throughout the self-care journey and administered by our counsellors and boosted by technology.



Getting started.

1. Discovery and planning

Onboarding LifeWorks platform.

Kick-off Meeting - understanding business and success criteria.

IT privacy / security assessment.

Establish a working team.

Send welcome package.

Set recurring review meetings.

2. Setup and network configuration

Onboarding meeting.

Set access to demo site.

Establish admin rights, posting decisions.

Secure eligibility file/.csv file based on sign up method to be used.

Configure SSO.

3. Testing and pre-launch review

Provide early access for testing and finalization.

Review call for feedback and agree next actions.

Site sign-off.

4. Communications

Communication toolkit finalized for launch (English/French).

Review toolkit and determine communications strategy and timelines.

Send communications to announce the coming offering.

5. Launch day

Communications to launch sites.

Upload eligibility file to trigger invites.

Newsfeed posts.

GSM and client touchpoint.

6. Measure

Engage and evolve.

Ongoing monitoring

Product updates and innovation.

We know your people.

TELUS Health is a trusted, global organization that has built a comprehensive suite of mental health products – one of them being Total Mental Health; a brand-new, state-of-the-art application to improve the lives of your business.

Connect with us to learn more – it's just a click away.



go.lifeworks.com/total-mental-health