

2023

Volume 2

BENEFITS BULLETIN

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)

LifeWorks, our Employee Assistance (EFAP) provider, is now part of TELUS Health and is being rebranded as TELUS Health by the end of August 2023. In the coming weeks, you will begin to see the TELUS Health brand and **TELUS Health One** name on the website and in the app, in communications and when using the services.

What does it mean for you?

You will continue to have access to the same services, functionalities and professionals as before.

New URLs (one.telushealth.com) and QR codes will be available to access your EFAP platform. The ones you have been using will continue to work and will redirect to the rebranded platform.

The phone numbers, app, web platform, username and password used to access your EFAP remains the same.

You will start to see the TELUS Health name and brand in communication today.

This 24/7 confidential service offers short-term counselling.

Examples of counselling services offered include:

Personal / Emotional:

· Stress · Depression · Anxiety

Family:

· Parenting · Child Behavior
· Adolescent Behavior

Couple / Relationship:

· General Relationship
· Relationship Breakdown (Separation / Divorce)

Work-related:

· Workplace Stress · Career Planning
· Work Relationships / Conflict

LONG TERM DISABILITY

Effective September 1, 2023, any employee whose date of disability is on or after

IMPORTANT RESOURCES

Access your EFAP by calling:

1.844.880.9142 (E)

1.844.880.9143 (F)

1.800.855.0511 (TTY)

[One.telushealth.com](https://one.telushealth.com)