



TELUS Health One user guide.



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What is the TELUS Health One?

- TELUS Health One is an online platform accessible via mobile app or web browser.
- TELUS Health One makes care more accessible, bringing together mental, physical and financial wellbeing and allowing you to receive the support you need when, where, and how you prefer.
- Included with TELUS Health One is access to TELUS Health EAP, which gives you access to 24/7 support for mental health care and for other areas of your personal and professional life, including legal and financial assistance, child and elder care, career services, nutrition services, and more.
- Access a large and diverse network of counselors for mental health appointments virtually, by phone, and in person.
- Leverage a searchable online library of wellbeing content and clinically verified resources.



Employee Assistance Program (EAP).

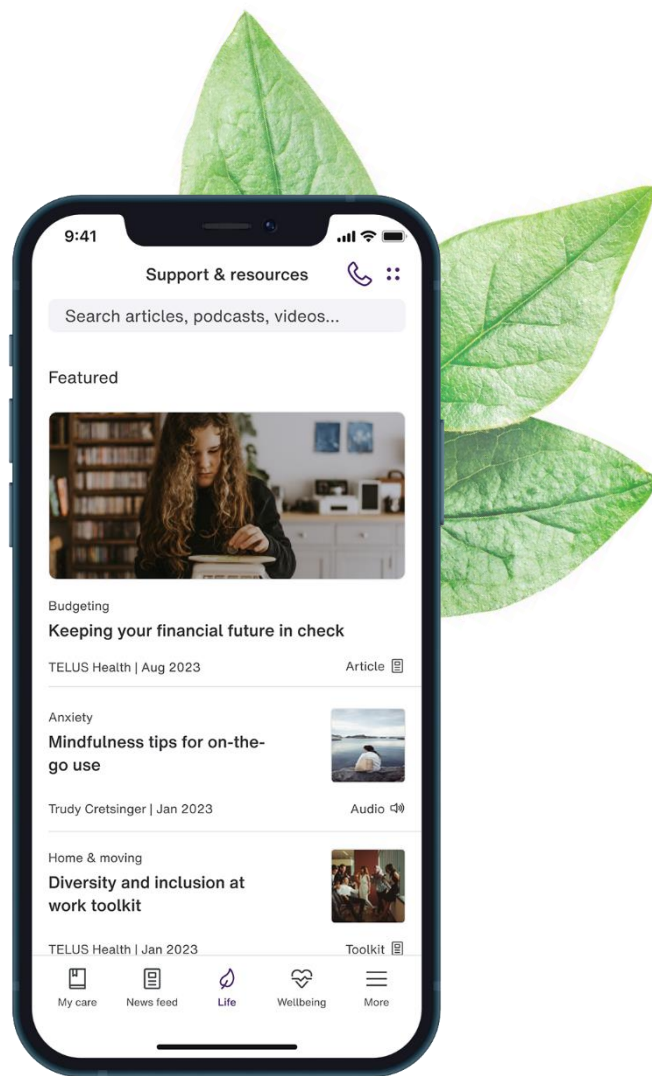
Bounce back from whatever life throws at you.

Life has its ups and downs. But we can help. Whether you have questions about relationships, family problems, stress at work and home, anxiety, financial matters, or health issues, you can turn to us for a confidential service you can trust.



How can we help?

- Any time, anywhere, any way: we are available, 24/7, by phone, online by browser and by mobile app
- 24/7 access to professional advisors for advice, work-life support, and referrals
- 24/7 access to counseling by phone for immediate, short-term support
- 24/7 access by the mobile app (iOS and Android) and online to hundreds of articles, recordings, quizzes, e-books, self-assessments, and more
- Referrals to in-person counseling, as well as other modalities to fit your schedule and comfort level
- Best-in-class clinical programs that offer help and support for work, health and life challenges
- Connections to organizations and agencies in your community to help you address specific needs



Online wellbeing resources to support you.

Find answers, fast. We make it easy to look for answers to tough questions. Browse hundreds of articles, toolkits, audio recordings and more, based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of wellbeing content that covers areas related to family, health, life, money and work.

Simply log in and visit the "Life" section from the menu bar.

Search our clinically verified and trusted:

- Articles
- Toolkits
- Podcasts
- Infographics
- E-books and more

See what's new right away. Articles are also listed under "Featured" and "Recently updated" and a menu of Quick Links displays frequently accessed content and service overviews, so you'll always see what's new, first.

CareNow

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.

CareNow gives you access to a range of programs designed to help with anxiety, depression, stress and more. We will continue to improve our offerings and add new topics continuously, so visit the CareNow page frequently to keep updated.

To access CareNow:

Web app: Click on “Wellbeing” from the top navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

Mobile app: Click on “Wellbeing” from the bottom navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

You may be prompted to create a personal user account when accessing CareNow. Simply follow the steps to get started.



CareNow counselor-assisted

If you would like self-guided support with the additional help that comes from a counselor, then you can simply select the CareNow counselor-assisted option on the platform.

CareNow counselor-assisted is a digital service where you can access self-directed wellbeing content and reach out via messaging for counseling support as needed. The programs are built using Cognitive Behavioural Therapy (CBT) methodology.

The great part about messaging in CareNow counselor-assisted is that you can send a message to your counselor at any time – even if your counselor is not currently online. While your counselor will not immediately respond to the message – this time before responding is used by your counselor to read the message and give a meaningful and personalized response.

To access CareNow counselor-assisted:

Web app: After logging in, simply access CareNow Counselor-Assisted through the link in the left hand panel under “Feel Supported.”

Mobile app: Click on “Life” from the bottom navigation bar and click “Get Help Now.” You can then select CareNow counselor-assisted.

You will be redirected to the CareNow counselor-assisted platform to register.

CareNow counselor-assisted is also available to you by calling your organization’s EAP phone number. Our call center representatives will send you an email with instructions on how to access the service.

Total Wellbeing Assessment.

What is the Total Wellbeing Assessment?

The easy-to-use Total Wellbeing Assessment helps you understand your strengths and improvement opportunities in all 4 pillars of wellbeing. The 4 pillars are mental, physical, social and financial.

How does it work?

1. Understand your current state of health across all 4 pillars with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see “What you are doing well”, “Areas for improvement” and “Suggested resources”.
2. Improve your health with personalized wellbeing content, tips and snackable content based on the results of your assessment - whether you’re thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.
3. View your total health score. After completing the questionnaires, you are given a total health score between 0 and 100. The higher the score, the more optimal your current health.
4. Make improvements based on personalized wellbeing content and re-take assessments at any time for an updated score.

How to access Total Wellbeing Assessment:

Web app: Log in to the platform, click “Wellbeing” in the top-line menu and select “Assessments”

Mobile app: Log in to the app, tap “Wellbeing” from the bottom menu, then “Assessments” You may have the option to create a personal user account when accessing the Total Wellbeing Assessment.

A personal account allows you to save your results and complete the assessments in multiple sessions, but you are not required to create one. If you are not asked to create a personal account, then your results and progress will automatically be saved.



Perks & savings

Save money on daily purchases and the important things in life.

Planning a family vacation, doing some holiday shopping, or moving?

Our exclusive Perks can help you save in every area of your life, and make your money go further.

Just select “Perks” in the menu bar.

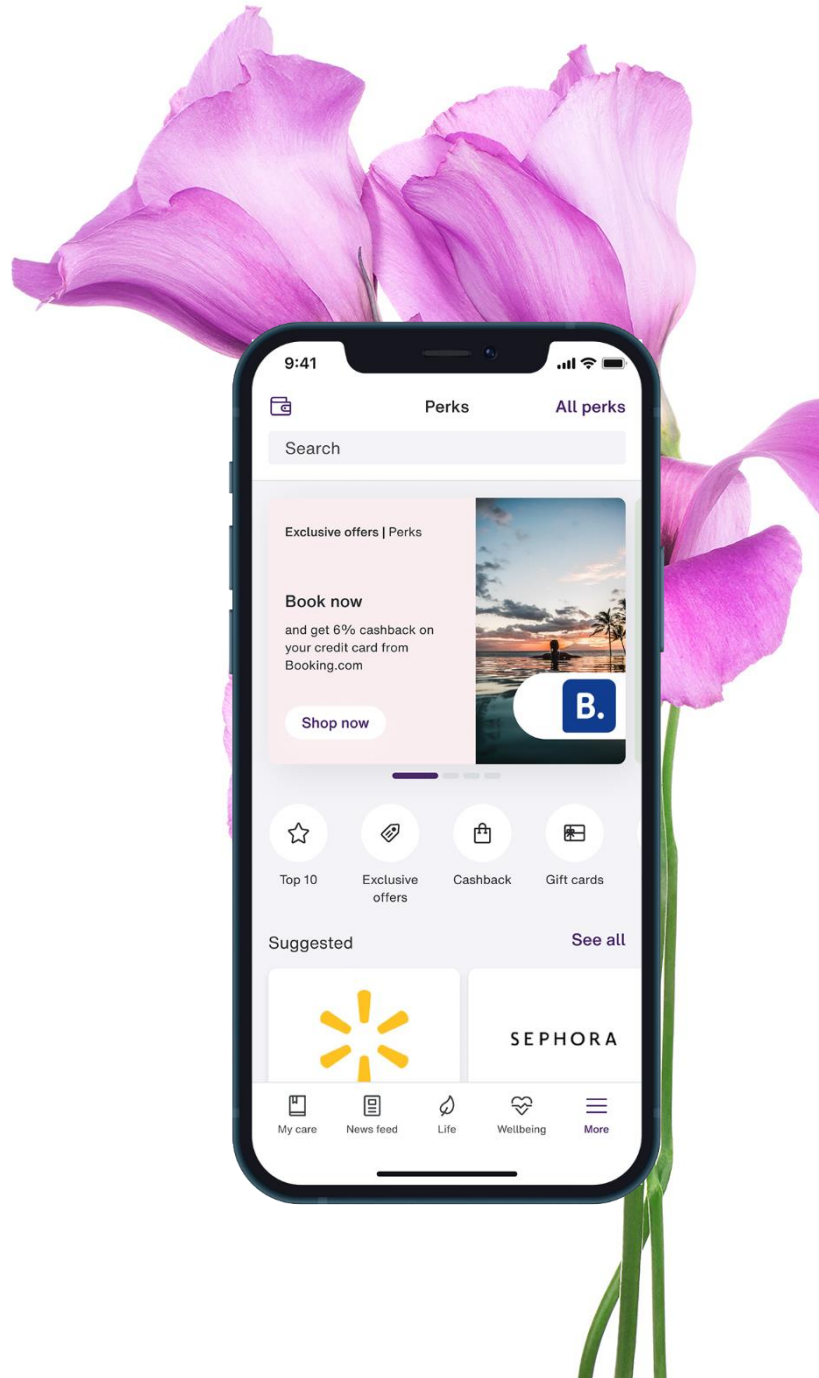
Exclusive offers

Our exclusive online offers are deals made just for members like you and deliver big savings through online coupon codes.

Discover 130+ exclusive offers (and growing) from market-leading brands and save on everyday spend such as car buying, fitness and nutrition, days out, home finances, travel, and key life events.

How do exclusive offers work?

1. Go to “Perks” in the menu bar and browse our featured “Exclusive Offers” section. You can also look for an offer via the Search Bar at the top of the page.
2. See how much you can save with your offer of choice and select “Visit Website” to visit the retailer’s website and make a purchase. If there is a coupon code, simply copy and paste the coupon code at checkout and your discount will automatically be applied.



Get started with TELUS Health.

Access your Employee
Assistance Program (EAP)
24/7 for confidential help with
sensitive issues.

