



Improving lives,
improving business.

 **TELUS® Health**



● EAP services

● EAP + enhancements

Enhancements: Total wellbeing index, CareNow, challenges, recognition and newsfeed features.

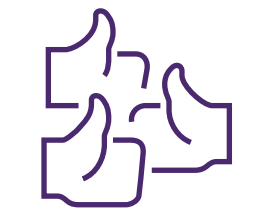
180+ countries covered.



50+
languages supported.



80K+
counsellors and specialised professionals worldwide.



35M+
people trust the service worldwide.

Global network

As one of the world's largest employee assistance programme (EAP) provider, TELUS Health (formerly Lifeworks) supports employees and their families around the world so they can manage work, health and life challenges.

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 programmes that drive engagement.

*Figures presented represent the LifeWorks EAP product.

Global Employee Assistance Program (EAP).



Essential

Add ons

Services



24/7 counselling

Immediate support, best-in-class counselling.



Reporting

Case utilisation and platform participation reporting.



Employee support

Emotional and everyday support.

Platform

LifeWorks app

An industry-leading consumer-grade app with direct access to our team of experts.

Content

Searchable online library of EAP content.

CareNow

Self-guided wellbeing programs.

Newsfeed

Wellbeing content and a company posts news feed.

Total Wellbeing Index (TWI)

with basic reporting measures the mental, physical, social & financial wellbeing of your organisation for robust insights and personalised health recommendations & resources to your employees.



Health challenges



Recognition



Availability of these services varies by country.

Mental health support

24/7 best-in-class counselling.

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

50% reduction in user ratings of poor mental health following clinical intervention by LifeWorks.



Virtual counselling: video and telephonic.

Immediately access an EAP counsellor through video and phone for confidential and secure virtual sessions.



In-person, counselling.

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

Multiple modalities increase engagement and improve outcomes.

Our wellbeing platform offers the choice needed to engage multicultural and multigenerational needs and preferences.

“ Thanks to the access to LifeWorks preventative programmes, I was able to manage symptoms of depression and feel more in-control before it got worse.



Marie Bourdon
Paris, France



Sunil Kumar
New Delhi

Employee and manager support.

Employee support

Emotional support

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

Everyday support

Practical everyday support includes legal services, financial & debt support, education, relocation, parenting, midlife & retirement, 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.

I completed the LifeWorks financial wellbeing assessment, tried the recommendations and it's been reassuring to see my score improve. Being able to speak to a financial advisor made all the difference to putting the changes into action.



Sunil's care journey.

Total Wellbeing Index

Sunil's score's revealed that while he had a good work/life balance and was in good shape, his mounting debts were causing his mental health to suffer. It provided him with some actionable steps to take. His score started to improve and he was feeling calmer.



Employee support

His position was improving, but Sunil still faced large debts which caused him anxiety. He called a LifeWorks financial advisor who signposted him to the right resources and services to consolidate and manage his debt.



Self-guided digital content.

Assessments

Total Wellbeing Index with basic reporting.

Motivate positive lifestyle changes with data-driven, personalised recommendations, tips and resources based on an easy-to-use behavioural assessment that helps them understand their health risks and make informed decisions across all 4 pillars of total wellbeing - mental, physical, social & financial.

Programmes

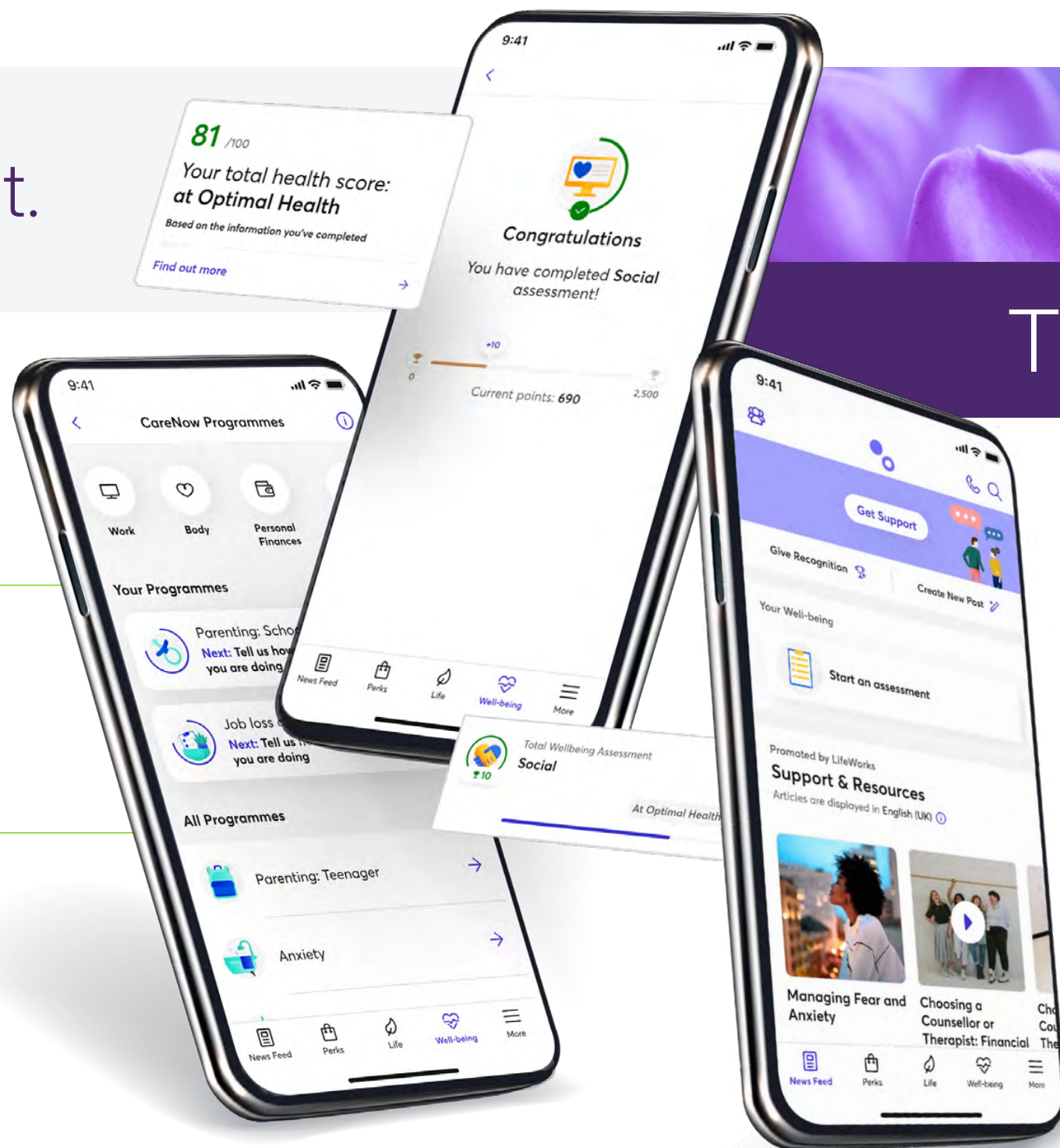
Online clinical programmes (CareNow).

Specialised self-help resources based on cognitive behaviour therapy (CBT) principles. Users can choose their own path and learn their way with interactive content, exercises, podcasts, meditation and videos.

Content

Digital EAP content.*

Articles, podcasts, infographics and toolkits with recommendations based on health risks, relevant content and with search capabilities.



TELUS Health

An industry-leading mobile app with direct access to our team of experts.



Essential Wellbeing Newsfeed

Sticky and promoted posts

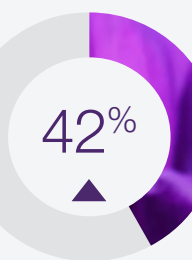
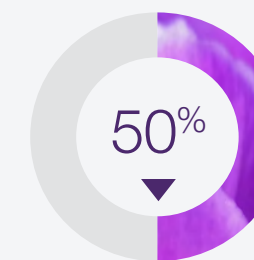
The ability to have a post appear as the first post that any employee sees on the wellbeing news feed for a period of time.

Company posts

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

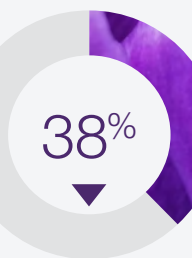
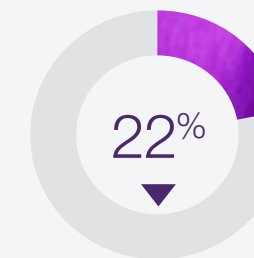
Clinical interventions delivered through the platform showed significant improvements:

50% reduction in user rating of poor mental health.



42% increase in self rating of good mental health.

22% reduction in severity of symptoms.



38% reduction in resentment from 56.8 to 35.7 hours per month.



Recognition and challenges

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



Challenges

Health, wellness and fitness challenges with wearable tech integration encourage behavioural change. Employees can choose to participate in organisation-wide challenges, or set their own goals through personal challenges.



Recognition

Employees can recognise peers for great work by posting company-wide messages. Recognition is tied to default core values.

“ Whilst working from home I have missed the interaction and recognition from colleagues. Receiving company-wide recognition has boosted my confidence and makes me feel valued.



Case utilisation, platform participation reporting and insights.

Real-time analytics on how your wellbeing strategy is performing.

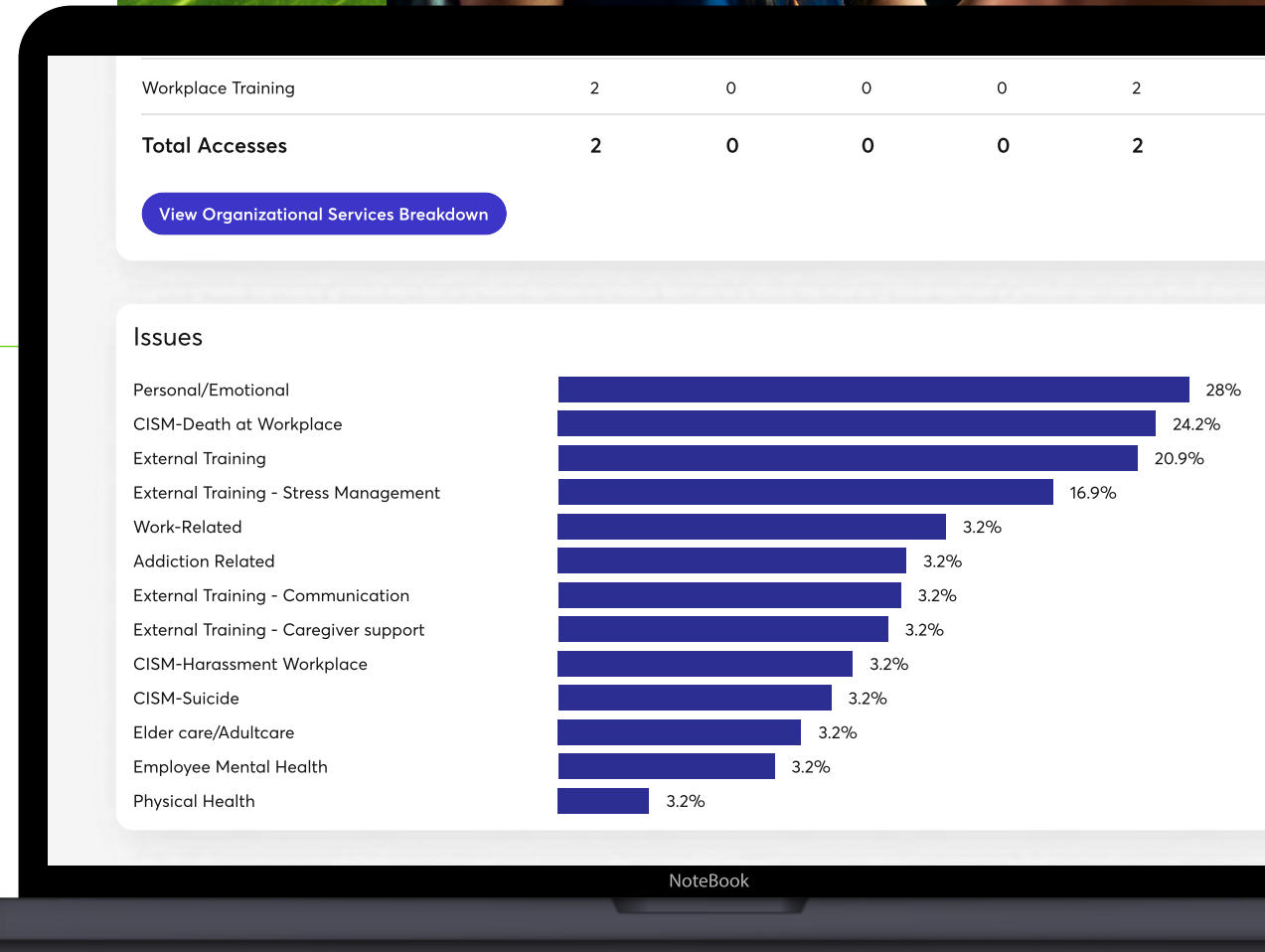
You receive quantitative data with big-picture insights on your employees' health, wellbeing and productivity. These include analytics that provide insights into drivers of key outcomes, which directs strategic actions that will have an impact on improving wellbeing.

Dashboard of priority metrics.

Usage statistics and insights on key issues.

Utilisation and participation reports.

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



Availability of these services varies by country.

Extra services

Available for an additional fee.

Community

Connect people from various organisations and industries around the world in 30 languages for emotional support. Using online posts, people anonymously give and receive support from one another while trained professionals monitor posts and escalate crisis situations.

Critical incident support

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

Workplace learning
and development.

Workshops and seminars:

- Respect and harassment
- Communication and conflict
- Addiction
- Physical health and wellness
- Organisational change
- Leadership and career
- Family
- Mental and emotional health
- Retirement

Why choose learning?

We're able to confidently help you do all of this because:

As a global leader in mental health and wellbeing, we're the only learning provider that puts wellbeing and resiliency at the heart of every programme. We ensure they drive behavior change that you expect.

Our insights from mental health research and your employee assistance programmes give us an ability to understand your unique business and people challenges and customise our learning solutions to fit your specific needs.

Our Learning consultants are a trusted part of your team; they work with you to develop your resilient culture strategy and recommend learning solutions that fit you best.



Want to learn more? www.lifeworks.com

**Globally consistent,
locally relevant.**

We offer a consistent experience in more countries using global best practices for mental health and wellbeing support.

**Comprehensive
product offering.**

We combine wellbeing solutions like perks, recognition and challenges in an easy to use app that engages more people.

**Positive impact,
measurable outcomes.**

We are world leaders in mental health support and combine human and self-guided solutions for maximum impact.