

TELUS Health EAP.

Support the wellbeing of your organization.

TELUS Health Employee Assistance Program (EAP) is a convenient, flexible solution that helps your workforce be proactive about their health and wellbeing, while helping you increase overall productivity and attract and retain talent.



Why TELUS Health EAP?



Standard wellness features

Such as the news feed, wellbeing content, and self-directed programs, including the total wellbeing index (health score based on questionnaires).



Work/life solutions

Including family support services, legal and financial support, health coaching, child and elder care, nutritional counseling, and more.



Global clinical network

Access to a global clinical network of nearly 100,000 multi-disciplinary, culturally sensitive, master's-level counselors.



Short-term counseling

Through scheduled appointments and available in different modalities including in-person and over the phone.



Management consultations

For confidential coaching on workplace issues or other issues that could interfere with individual/team performance.



24/7 crisis support

Timely support when critical incidents affect your organization.





Total wellbeing index with basic reporting

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



Telemedicine (additional fee)

Telemedicine 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.



TELUS Health Workplace Support (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.



TELUS Health Learning (additional fee)

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



TELUS Health Wellbeing (additional fee)

An online platform to encourage employees to develop and maintain healthy lifestyle habits through team challenges, personalized goals, curated content, social feeds and more.

Reporting and insights

Utilization and participation reports

Discover usage statistics and insights on key issues through our dashboard of priority metrics. Additional reports showing potential challenges for your organization, ROI and other data sets are also available.

Total wellbeing index 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.

