

# TELUS Employee Assistance Program (EAP)



## Frequently Asked Questions

### What is the EAP?

The TELUS Health Employee Assistance Program (EAP) is a confidential support program that helps employees and their families with personal, work, and life challenges—including mental health, financial concerns, and everyday stressors.

### Who can use the EAP?

The EAP is available to employees and their household dependents, including spouses or partners.

Coverage begins immediately upon hire, with no enrollment required.

### What support is available?

You can access a wide range of services, including:

- Confidential counseling and emotional support
- Legal and financial guidance
- Identity theft support
- Work-life services (childcare, elder care, education, etc.)
- Wellbeing and life coaching

All services are provided by **licensed professionals**.

### How do I access the EAP?

Support is available **24/7, 365 days a year**:

- Online: <http://one.telushealth.com/>
- Phone: 1-833-303-3750 or 1-919-341-7440
- Mobile app: TELUS Health One (includes live chat)

Login credentials:

- Username: Voya
- Password: eap

### **Is the EAP confidential?**

Yes. EAP services are **completely confidential**, and your employer will not be notified if you use them.

### **How many counseling sessions are available?**

TELUS Health uses a “clinically appropriate model,” which means:

- No preset limit on sessions
- Support is based on your individual needs
- Care continues until your goals are met

### **What makes this EAP different?**

This program focuses on personalized, flexible care:

- No arbitrary session caps
- Clinical guidance drives your care
- Support adapts to your needs and situation

### **What if I need more support?**

If additional or longer-term support is needed, your clinician will connect you to ongoing care or community resources to ensure continuity.

### **Do I have a say in my care?**

Yes. Care is collaborative, so you can:

- Set goals with your clinician
- Share feedback and adjust your plan
- Ensure the support meets your needs

### **What digital tools are included?**

The TELUS Health platform and app provide:

- 24/7 live chat support
- Self-guided wellbeing programs
- Educational resources and assessments
- Personalized recommendations