



TELUS Health wellbeing platform guide.



What is the TELUS Health wellbeing platform?

TELUS Health wellbeing platform is the wellbeing solution that people love to use.

What's more, it includes access to a confidential Employee Assistance Program (EAP), and wellbeing tools you need to motivate, energize and inspire you to be healthy and happy.

Get the most out of your experience.

It couldn't be easier:

- Connect by phone
- Visit online or download the mobile app



Employee Assistance Program (EAP).

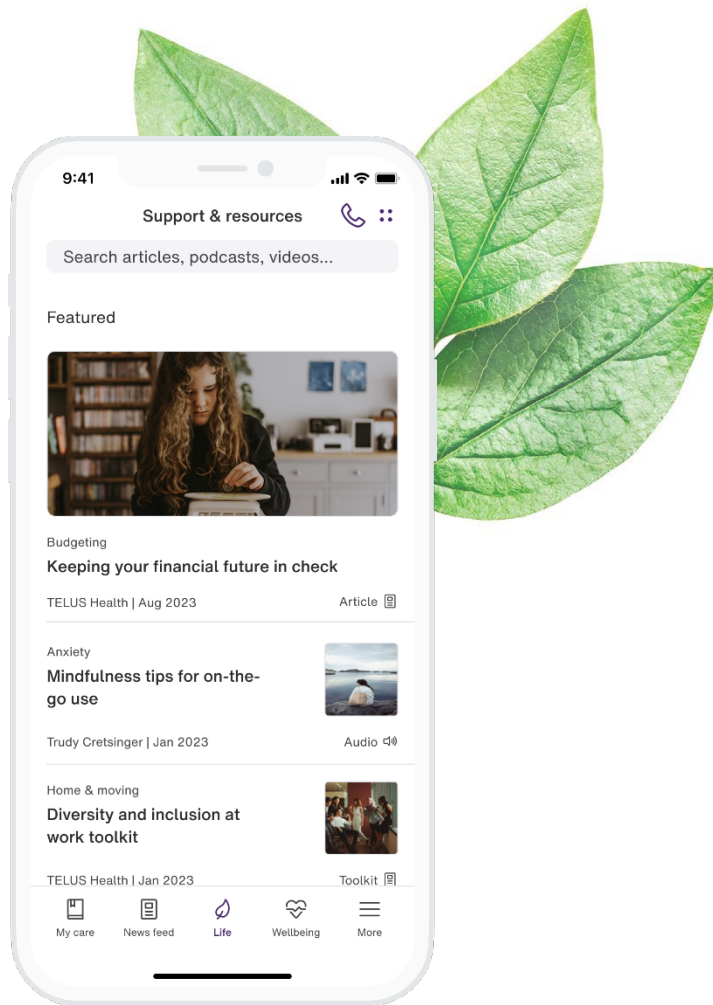
Bounce back from whatever life throws at you.

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 TELUS Health for a confidential service you can trust.



How can we help?

- Anytime, anywhere, any way: TELUS Health is 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 wellbeing content.
- 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 wellbeing content 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.

The CareNow service 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



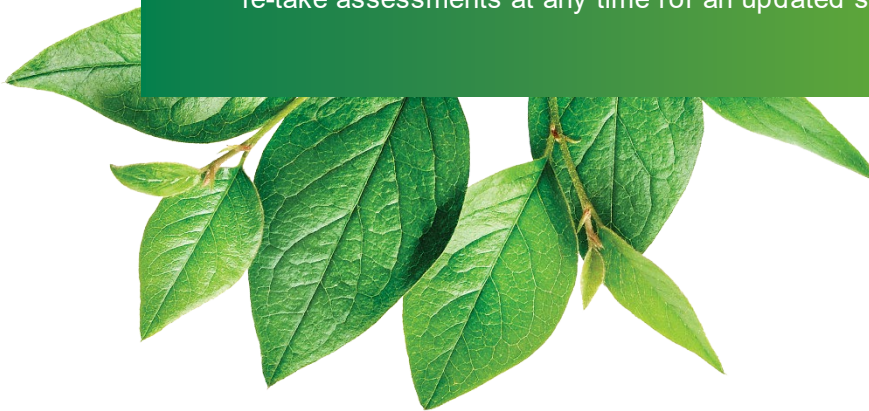
Total Wellbeing Assessment

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.

Watch your news feed for information about promoted assessments.

Promoted Total Wellbeing Assessment (corporate)

Your employer/organization may also choose to promote completion of all, some, or just one of the pillars of Wellbeing during a specific time period.

The goal of this approach is to measure workforce risks at a particular point in time, and to develop targeted wellness strategies that make sense for your organization. Your results are still confidential, and anonymous, meaning that no one in your organization will know your individual results.

NOTE: Health Assessments are for adults between the ages of 18 and 65. The questionnaires are intended for educational purposes only and should not be used as a substitute for professional medical advice, diagnosis, treatment, or care.



Get started with TELUS Health.

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



 **TELUS**® Health