



# 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 counsellors 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).

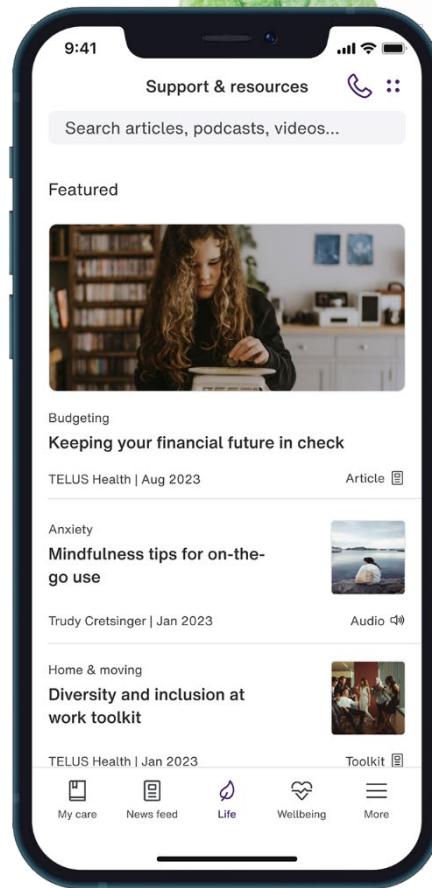
## **Bounce back from whatever life throws at you.**

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 counselling 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 counselling, 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.

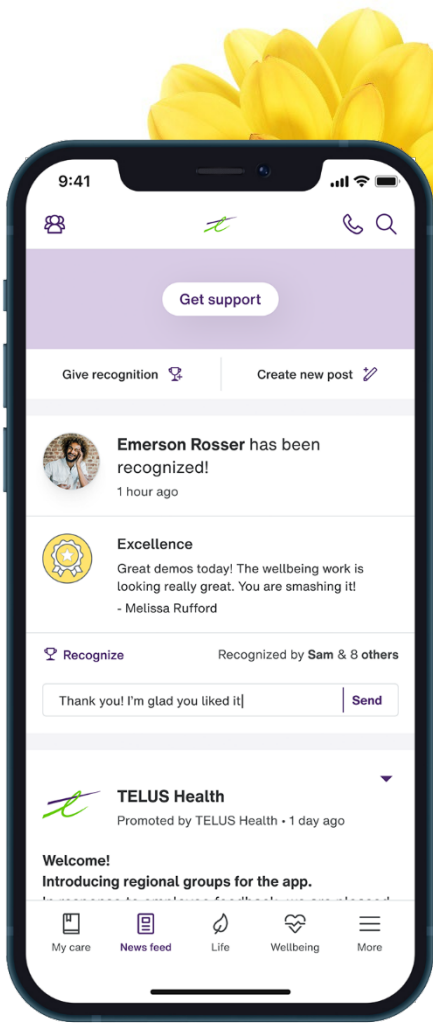
Find answers, fast. We make it easy to look for answers to tough questions. Browse hundreds of articles, toolkits, audio recordings and more, based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of wellbeing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



## News feed

The News feed acts like your organization's own online communication tool and information delivery system. It's your destination for news and updates, as well as personalized, "snackable" wellbeing content.

### Celebrate moments of success

Check your News feed regularly for corporate posts with company news and updates from your CEO, management, and HR.

### Total Wellbeing Assessment

The Total Wellbeing Assessment is a tool to help you understand your strengths and improvement opportunities in all 4 pillars of total wellbeing. You're given one simple score for a snapshot of your overall health.

## 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.



# 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.

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.



## Health & wellness.

**Gain the knowledge, skills, tools and confidence to reach your personal goals and take charge of your health over the phone.**

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The health & wellness coaching incorporates Program modules such as:

### **Weight management**

Focus on the lifestyle changes you can stick with for life.

### **Sleep habit management**

Identify current barriers to getting a good night's sleep, establish strategies for overcoming them and create specific goals for better sleep habits.

### **Pre-diabetes**

If you have been diagnosed with high blood sugar levels that are not yet in the diabetic range or have concerns about developing diabetes because of family history or other reasons, the Program will give you the right prevention tools.

### **Tobacco & nicotine cessation**

Understand tobacco use and dependency and empower yourself to work through the process to quit – for life.

### **Stress management**

Helps reduce the harmful effects of stress, tailored to your preferences and goals.

### **Ask a coach**

Address questions that do not fit into one of our traditional coaching Programs - an “outside of the box” approach.



# Get started with TELUS Health.

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

