



# Frequently asked questions

Your Employee Assistance Program (EAP) is a confidential wellbeing resource, available any time, 24/7, to help you find answers to questions about work, life, health, family or money. We can offer expert advice, support, practical resources and referrals to help you manage life's issues and challenges – whether personal or professional.

## What is the service?

It is a full-service Employee Assistance Program (EAP) and work-life/wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counselling (by video or in-person).

## Why would I use the service?

We can provide support and resources to help you find answers to questions related to work, life, health, family or money. You can contact us for support with any issue, challenge or concern. Support is available 24/7.

## How do I contact the service?

- **By phone, 24 hours a day, seven days a week, 365 days of the year**  
Connect with a professional consultant for support, strategies, tools, and referrals.
- **Online at [one.telushealth.com](https://one.telushealth.com)**  
Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- **By free mobile app**  
For iOS & Android.

## Who pays for the service?

Your employer provides this program to support your wellbeing free of charge.

## What are the qualifications of EAP counsellors?

EAP clinicians are highly qualified, and we carefully screen all our clinicians to verify their credentials and level of experience. Minimally, clinicians are required to have a Master's degree in psychology, social work, educational counselling, or other related human services field.

## How many counselling sessions can I expect?

Our counselling model is short-term and solution focused. The number of sessions provided is based on what is deemed clinically appropriate, and up to the service level your employer has selected. In the event that your concern is ongoing in nature, your clinician will discuss with you the appropriateness of a referral to a community resource outside the EAP and will work with you to access this long-term support.

## If required, how quickly can I expect to get a face-to-face appointment with a counsellor?

In emergency situations, we can connect you with a clinician by phone immediately. In-person appointments can be arranged within one business day. In non-emergencies, appointments will typically be available within three business days.

## Is the service confidential?

Yes. We take the utmost care to protect the identity of anyone who uses the service. The only exceptions to confidentiality include those governed by law, i.e., we are required to release documents under court subpoena, and we have a duty to intervene and report if a consultant or counsellor deems an individual to be at imminent risk of harm to self or others.

## Who can use the service?

The service is available to you as an employee of your organisation, as well as to your spouse/partner, and to your immediate family members/dependents.

## How do I connect with the service?

- By phone
- Online: [one.telushealth.com](https://one.telushealth.com)
- By free mobile app for iOS or Android



Download the TELUS Health One app at your device app store or scan the QR code.



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