



Support for Participants

Confidentiality is key.

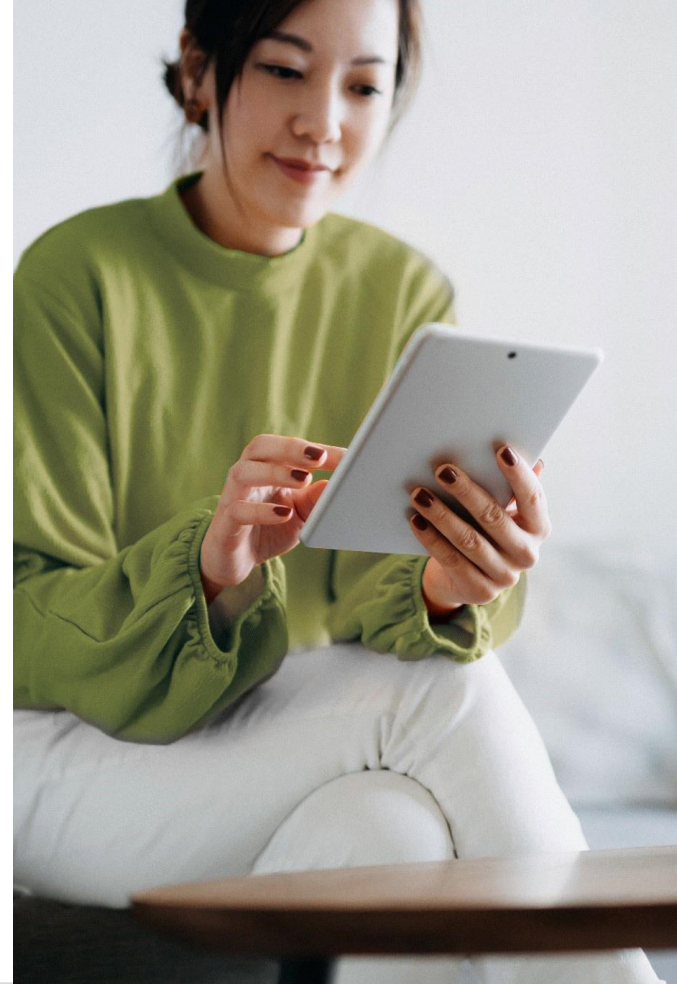
- No one will know you have used the PAP unless YOU tell them
- Convenient offices for in-person appointments, online, or by phone
- With your permission, discreet, non-identifying email or voicemail messages can be left for you
- Confidential records
- Online services and programs are secure and password protected
- 100% confidential, within the limits of the law

The TELUS Health (formerly LifeWorks) program.

With your confidential Participant & Family Assistance Program (PAP) we can connect you to timely expert advice and practical resources to help support you with your daily questions and/or concerns and assist you with achieving your personal goals.

Access support:

1. Call 24/7/365 to connect with a professional Client Care Representative for support
 - Access immediate telephonic counseling for crisis related situations
 - Book appointments for in-person, telephonic or video-based PAP counseling
 - Book telephonic consultations with professional experts
 - Obtain referrals to community resources
2. Visit us online or through our apps to access well-being digital content: family, appointment/life balance, health, money





What's on your mind?

- Feeling stressed
- Relationship issues
- Looking to improve the habits
- Personal issues – sadness, anxiety
- Looking to be more physically active
- Planning for retirement
- Dealing with crisis
- Childcare
- Have a legal question
- Money management questions
- Mindfulness and resiliency strategies
- Grief
- Becoming a parent
- Supporting older relatives
- Need to speak with a counselor

How we can help.

We offer confidential, professional assistance and support to help you manage all of life's complexities—be it issues with your Appointment, Health, or Life.

Clinical counseling

- Personal/emotional issues
- Family
- Couples/ relationships
- Appointment related
- Addiction related



Appointment-Life Services

- Legal Consultations
- Financial Consultations
- Family Support Services
(Child and Elder care)



Our network of experienced professionals.

- All counselors have a minimum of a Master's Degree in a related field, are licensed with a minimum of five years assistance-program specific experience.
- All appointment/life professionals are accredited or certified and are current members of a recognized professional association. They must also have a minimum of five years' assistance program-specific experience
- We offer multiple counseling modalities and can accommodate over 200 languages and dialects through our 24/7/365 call centers

Clinical counseling in more detail.

Our clinical team is equipped to address a broad range of issues that may be impacting you or your family.



Couple/ relationship

- General relationship
- Relationship breakdown
- Separation/divorce
- Intimacy issues
- Communication
- Conflict resolution
- Family planning

Family

- Parenting
- Child/ adolescent behaviour
- Blended family
- Communication
- Elder-related
- Extended family relations

Addition related

- Alcohol
- Drugs
- Other's addictions
- Smoking
- Gambling

Appointment- related

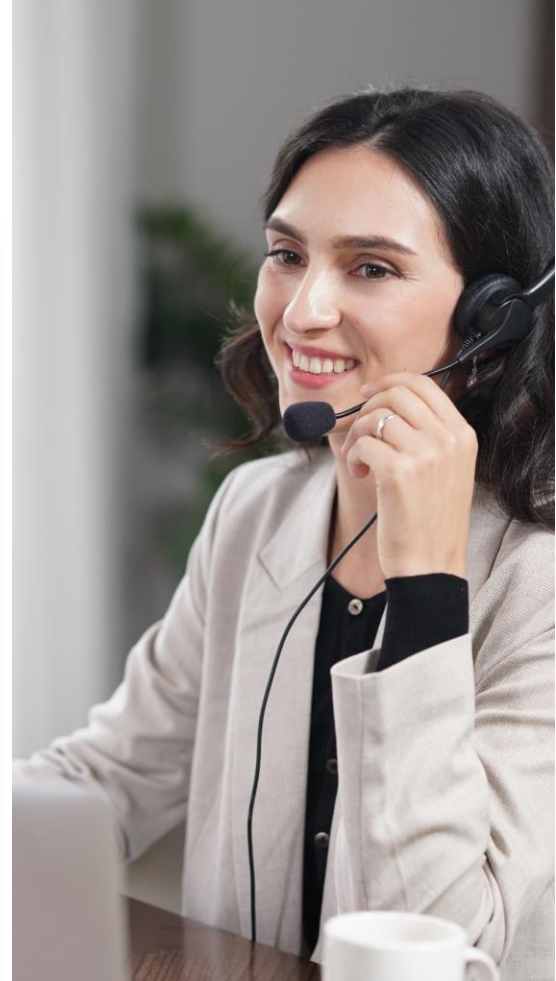
- Appointment performance/ stress
- Appointment relationships/conflict
- Career planning
- Career resiliency
- Retirement planning
- Appointment violence/ harassment

Personal /Emotional

- Stress/anxiety
- Depression
- Suicidal risk
- Self esteem
- Anger issues
- Life stages
- Post-trauma support
- Abuse

Professional Consultations

Service categories	For example...	
Legal Consultation (excl. workplace disputes)	<ul style="list-style-type: none">• Separation/divorce• Child custody• Criminal law	<ul style="list-style-type: none">• Wills/estates• Civil litigation
Financial Consultation (excl. international tax)	<ul style="list-style-type: none">• Debt/credit• Divorce• Investment planning	<ul style="list-style-type: none">• Taxes• Retirement• Insurance
Family Support Services	<ul style="list-style-type: none">• Planning a family• Expectant/new parents• Home support services	<ul style="list-style-type: none">• Special needs• Elder Care• Residential care• Community programs

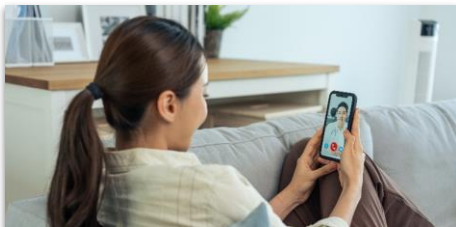


Counseling service modalities.

When and how you want to.



Telephonic counseling



Video counseling



In-person counseling

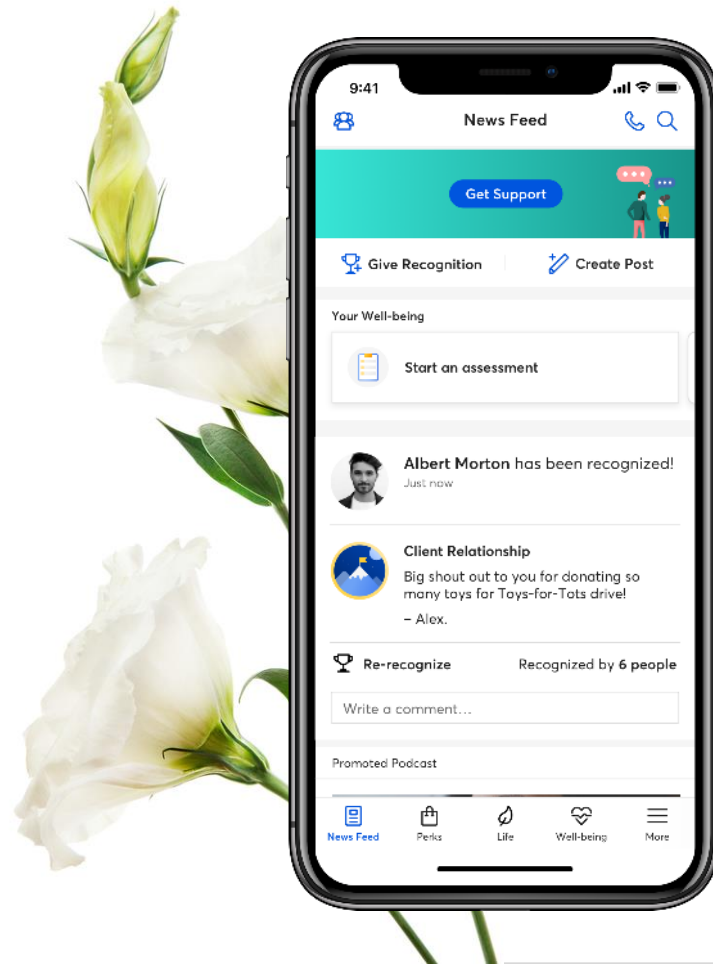


First chat



Self-directed Resources

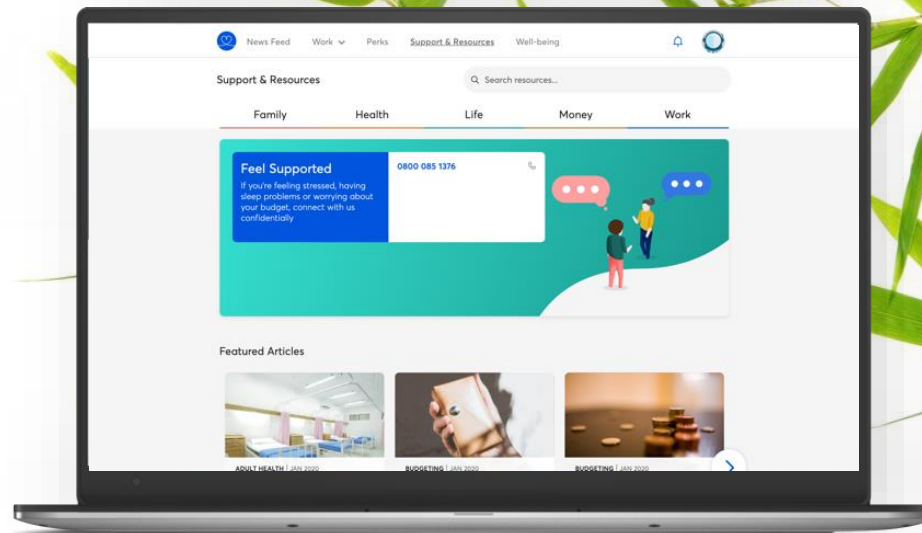
The TELUS Health (formerly LifeWorks) mobile experience.



Online access for support.

Online platform features:

- Chat with a counselor / Call the PAP directly through the platform
- CareNow (self-help program)
- Well-being Assessments
- Support & Resources: articles, videos, audio, recordings, toolkits, quick links
- Perks & Savings

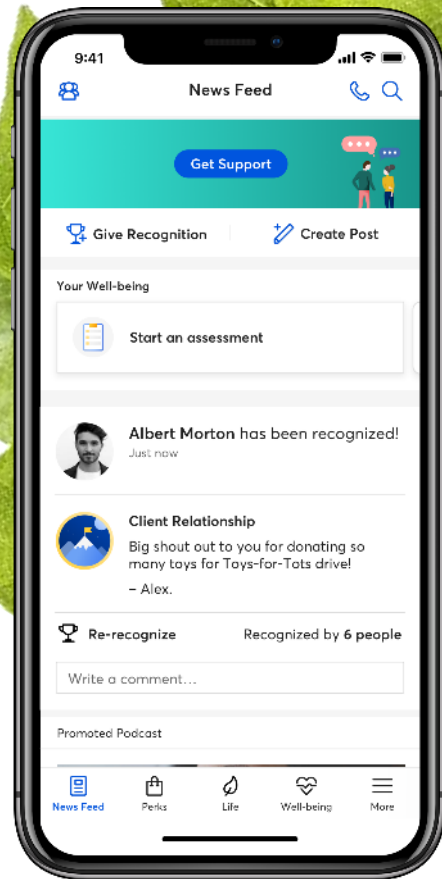


CareNow

- Instant support anytime, anywhere, for many of life's daily challenges.
- Specialized self-help support to help you make positive behaviour changes with interactive digital content, assessments and exercises.

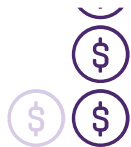
Range of modular based programs:

- Anxiety
- Stress
- Depression
- Substance Abuse
- Communications
- Separation/divorce
- Grief
- Coping
- Tobacco and Nicotine Cessation



Total wellbeing assessment .

The Total Wellbeing Assessment is a simple set of questionnaires based on the 4 pillars of total wellbeing.



Financial



Social

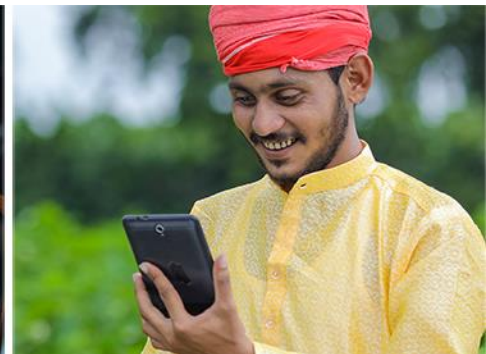
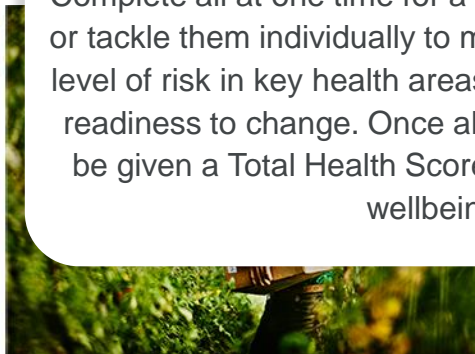
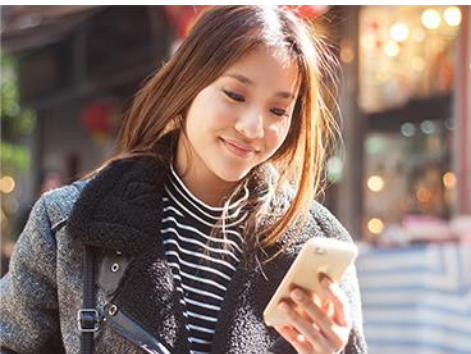


Physical



Mental

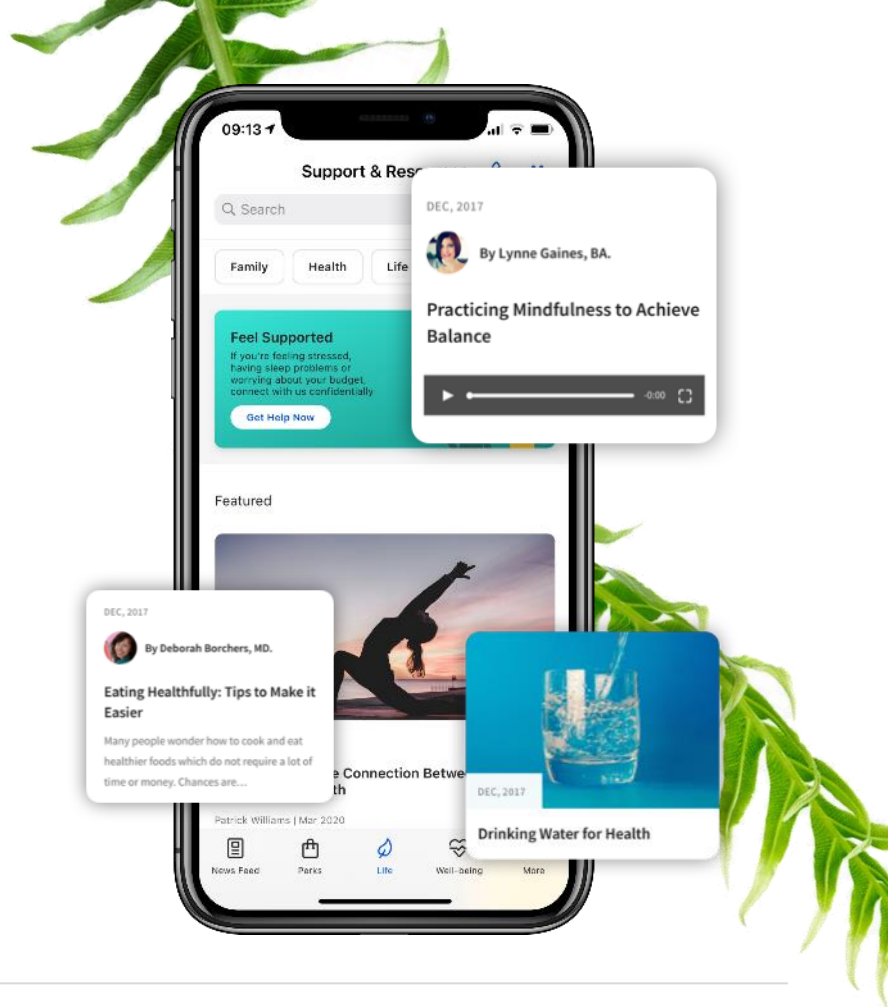
Complete all at one time for a total picture of your wellbeing, or tackle them individually to measure your wellbeing status, level of risk in key health areas, as well as your willingness / readiness to change. Once all sets are completed, you will be given a Total Health Score to assess your overall total wellbeing level.



Support & resources

Thousands of clinically verified and trusted:

- E-books
- Articles
- Podcast
- Toolkit
- Infographics

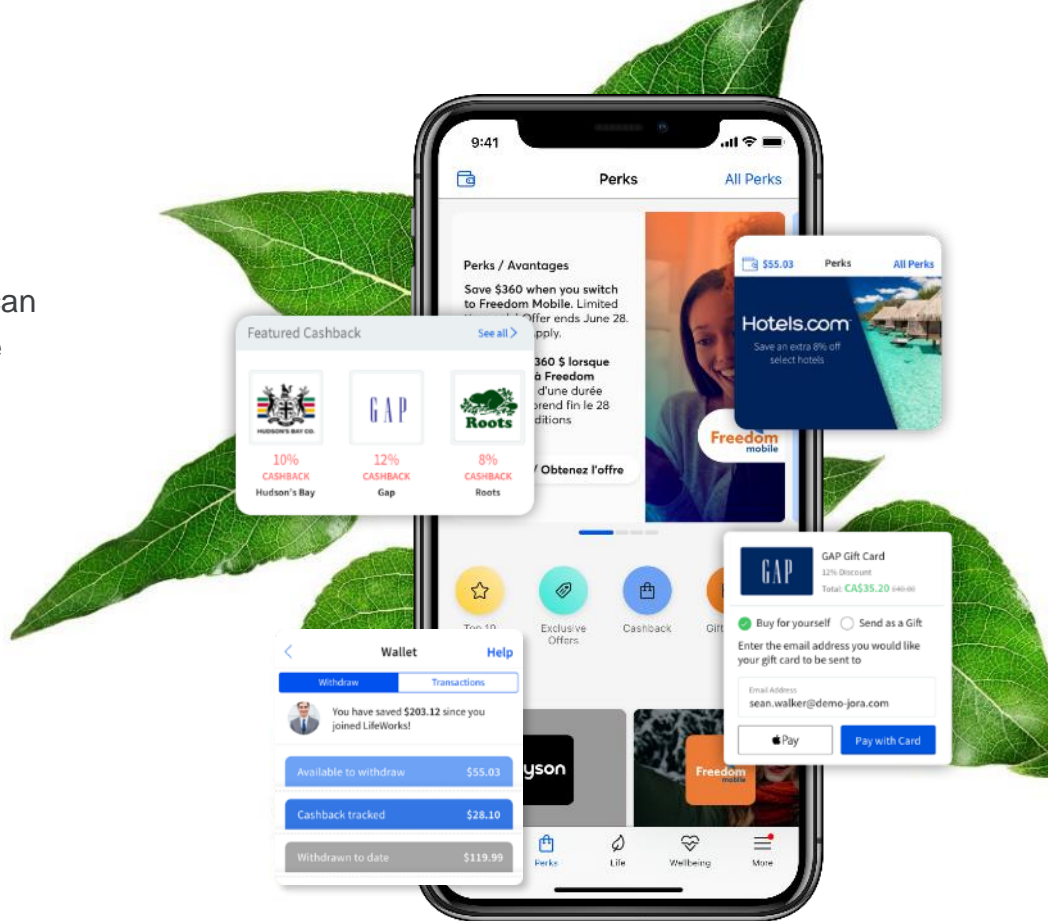


Perks & savings

Support for your financial wellbeing.

Do you like to save money? With TELUS Health, you can benefit from great deals and discounts, made available exclusively to you through the platform.

- Discounts on Key Life Events
- Top 10 and Exclusive Offers
- Discounted Digital Gift Cards



Download the Telus Health app.

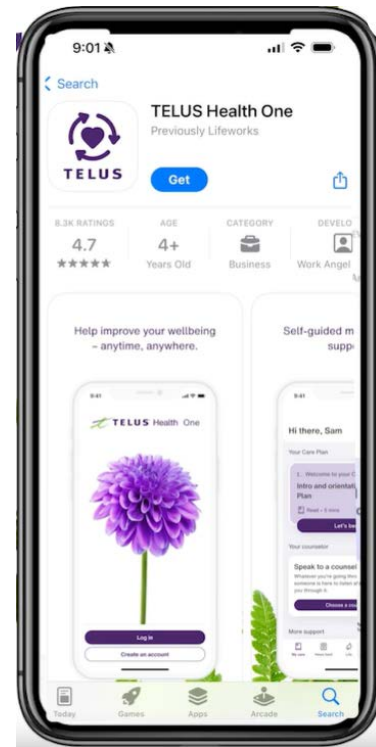
Chat with an expert with just a tap – any time, from anywhere – or check wellbeing resources right on your phone.


1. You must first register your account online using a web browser before you can log into the app.
2. Visit the website: <https://login.lifeworks.com/> to create your personal account.
3. Login using our groups shared access account. The username and password are as follows.

Username: orau

Password: orau

4. Create your own personal account by clicking on Wellbeing and then Assessments. There will be a link to create your personal account at the top of the page
5. Download the free app on Android or iOS – simply search for “TELUS Health One”.



A low-angle shot of a Black man in a dark suit and red tie, smiling broadly while holding a black smartphone in his right hand. The background shows tall city buildings under a clear blue sky.

How to connect with the
TELUS Health (formerly
LifeWorks) program.



Connect with the Telus Health Program.



Call us 24/7/365 or log in using the
information below:

Toll-free telephone number:

1-844-664-0379



Online: one.telushealth.com

Shared Login

Username: orau

Password: orau

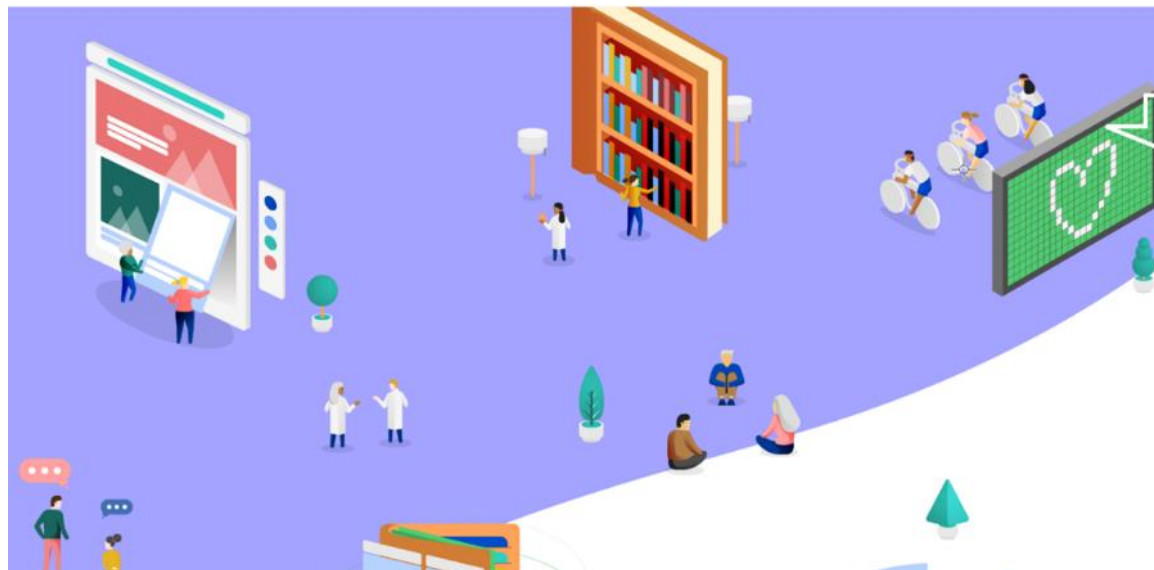
Logging In

 LifeWorks

Sign up with an invitation code

[Sign Up](#)

English (GB) 



Log In

Email or Username or Company C...

[Next](#)

Having trouble logging in? Check out our [Help Center](#) or [Accessibility Tips](#)

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Thank you