



Support for participants

Confidentiality is key.

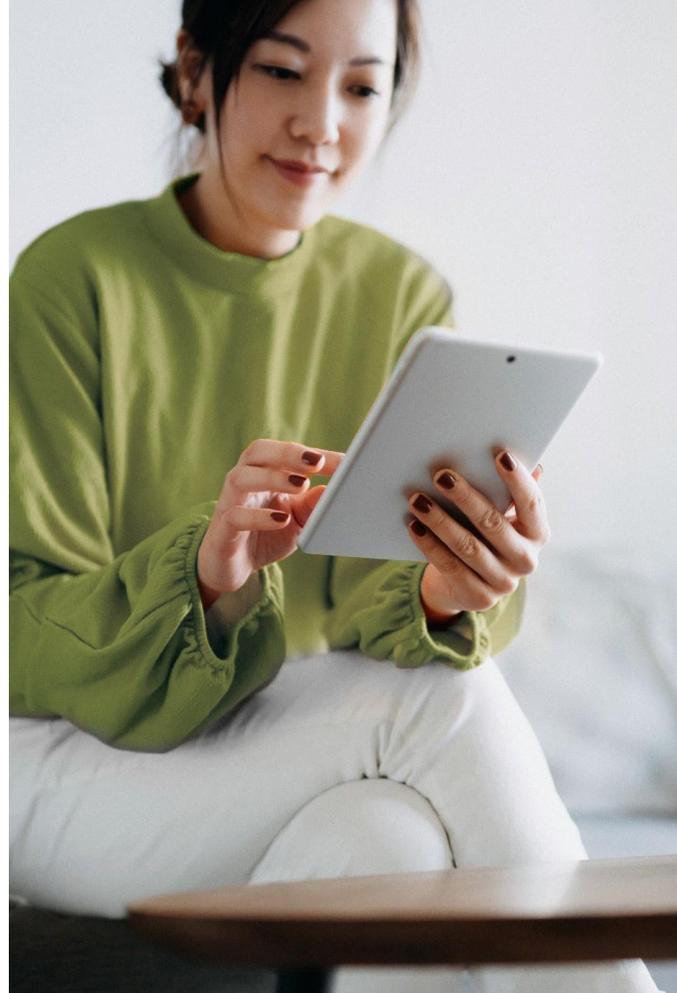
- No one will know you have used the PAP unless YOU tell them
- Convenient offices for in-person appointments, or online or by phone
- With your permission, discreet, non-identifying email or voicemail
- Confidential records
- Online services and programs are secure and password protected
- 100% confidential,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



Work-Life Services

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



Our network of experienced professionals.

- All counselors have a minimum of Master's Degree in a related field, are licensed with a minimum of five years' PAP- 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' PAP- 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 location violence/ harassment

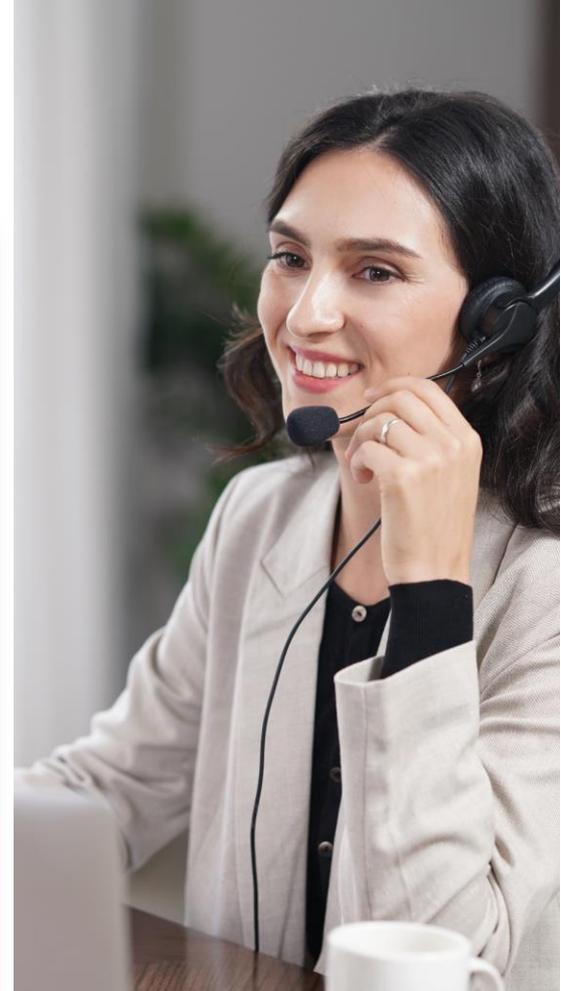
Personal /Emotional

- 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

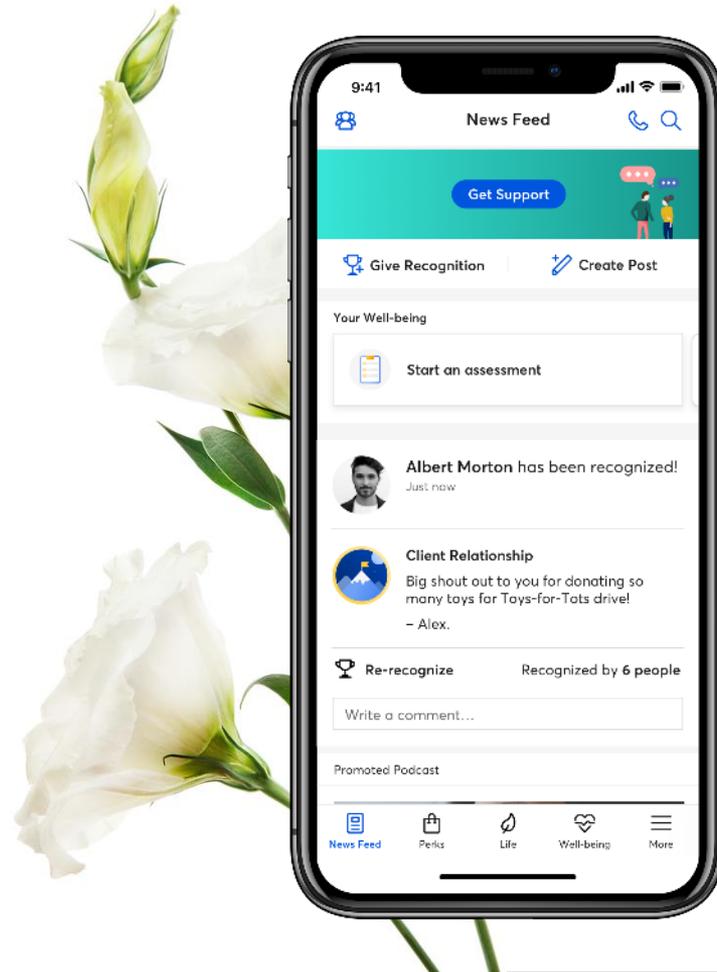


First chat



Self-directed Resources

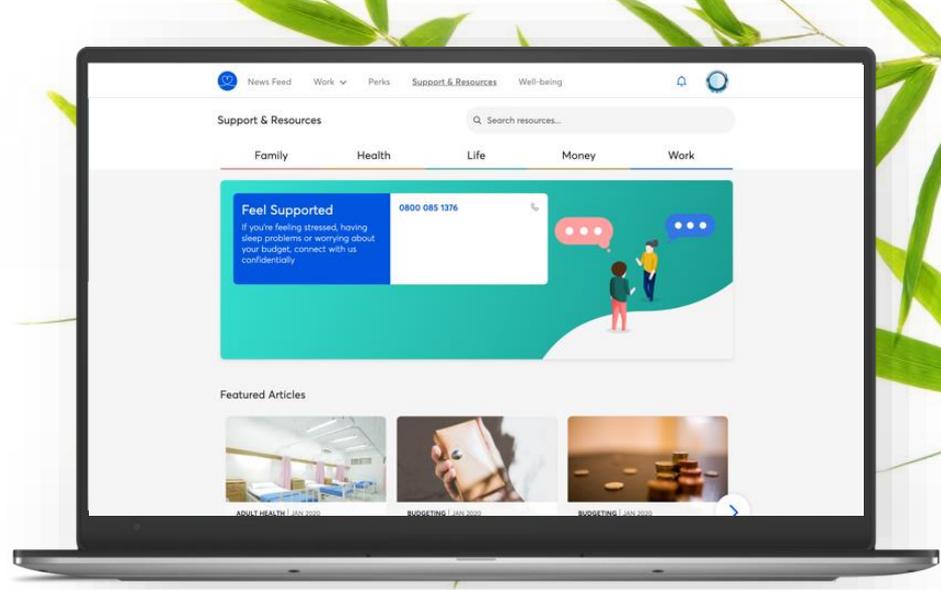
The TELUS Health (formerly LifeWorks) mobile experience.



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

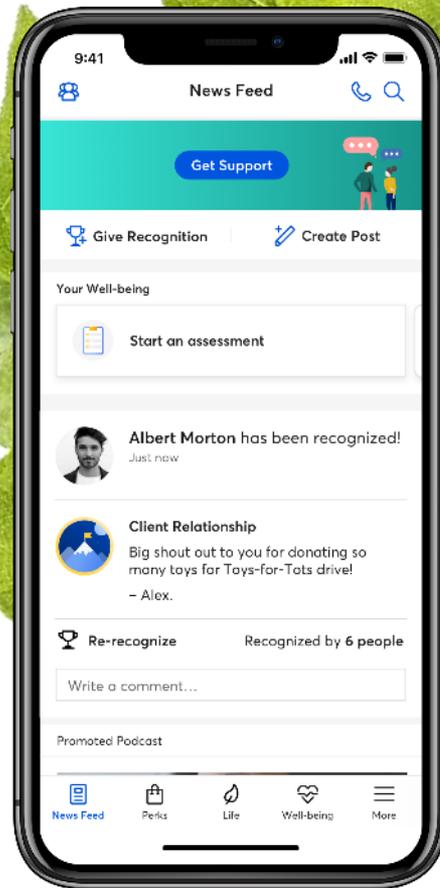


CareNow

- 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

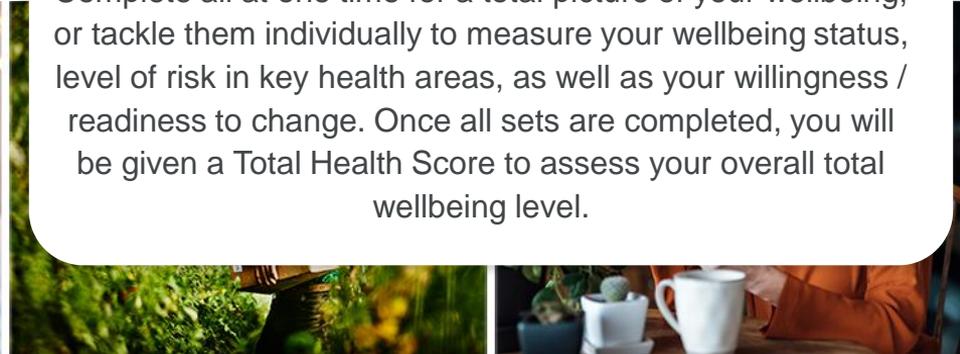


Physical



Mental

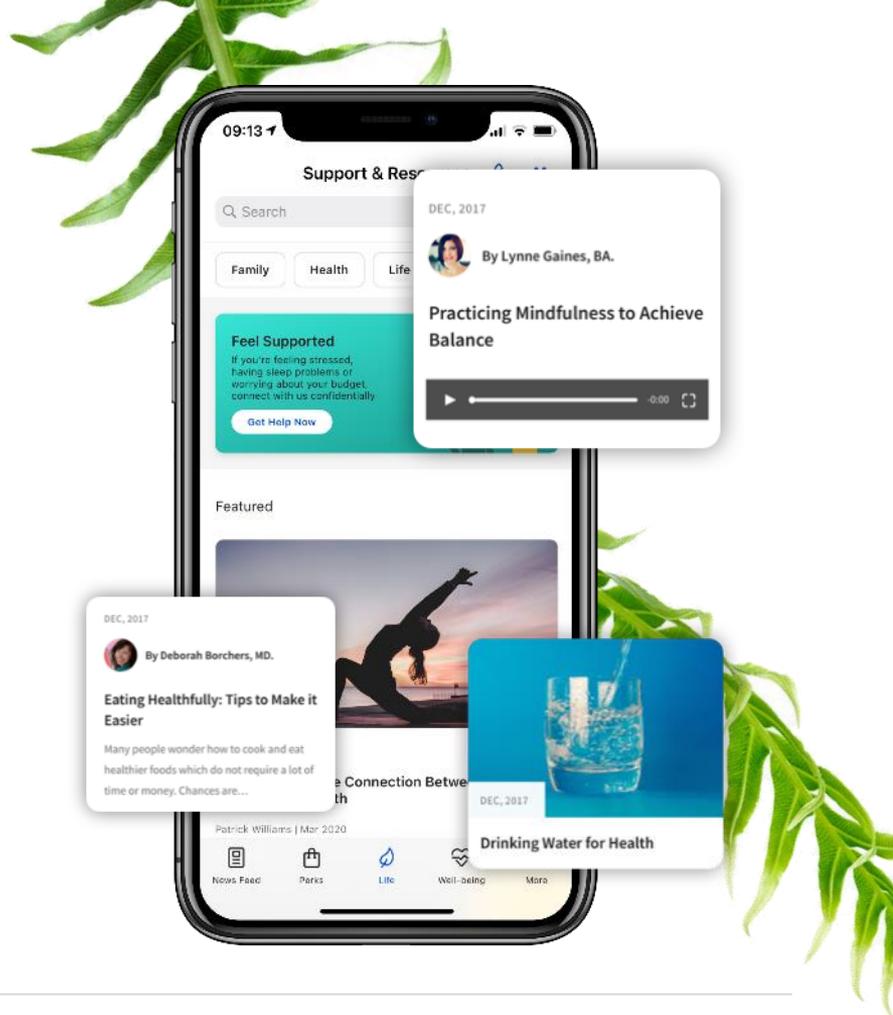
Complete all at one time for a total picture of your wellbeing, or tackle them individually to measure your wellbeing status, level of risk in key health areas, as well as your willingness / readiness to change. Once all sets are completed, you will be given a Total Health Score to assess your overall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



Support & resources

Thousands of clinically verified and trusted:

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

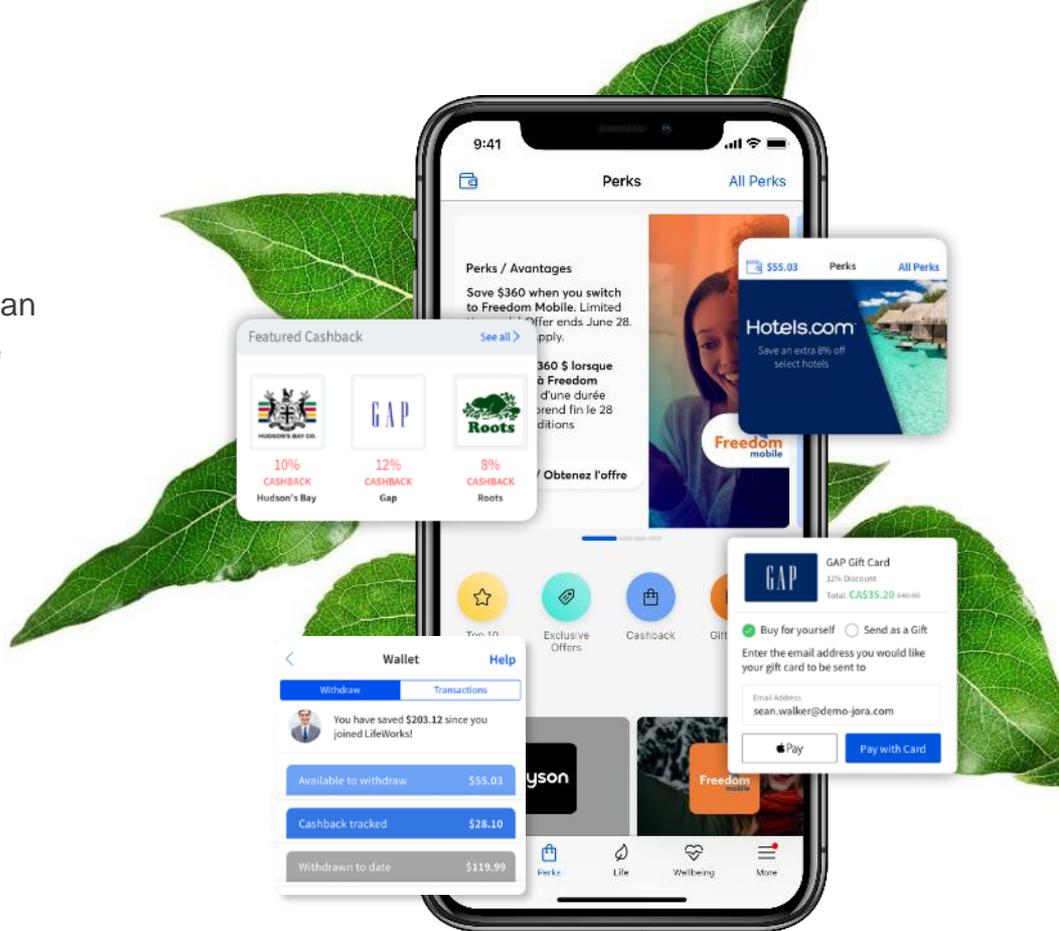


Perks & savings

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.

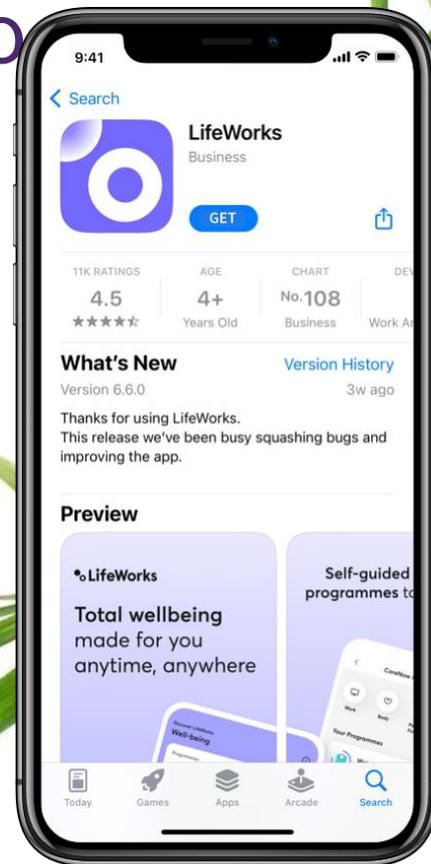
- Discounts on Key Life Events
- Top 10 and Exclusive Offers
- Discounted Digital Gift Cards



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. Download the free app on Android or iOS – simply search for “LifeWorks”.
2. Click “Log In” and enter your country specific group login credentials.



A man in a dark suit and red tie is smiling broadly while holding a smartphone. He is standing in a city with tall buildings in the background. A purple text box is overlaid on the image.

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:

URL: one.telushealth.com

Shared Login Username: orau

Password: orau

Logging In

 LifeWorks

Sign up with an invitation code

[Sign Up](#)

English (GB) 



Log In

[Next](#)

Having trouble logging in? Check out our [Help Center](#) or [Accessibility Tips](#)
[Update Cookies Preferences](#)
View [User Terms](#) and [Privacy Policy](#).

Thank you