



Hello and Welcome to TELUS Health. It is a pleasure to introduce myself as your Customer Success Manager and I look forward to working with you to facilitate a successful roll-out of the TELUS Health program to your organization. As your contact for all things EAP, it's my job to ensure you are achieving value and success through our partnership. Attached in this packet you will find the following to assist you in this journey:

- The Employee Assistance Resource Guide - This easy-to-use handbook offers practical suggestions on how to use the Employee Assistance Program (EAP). It identifies challenging scenarios that managers and supervisors may face from time to time and offers step-by-step advice to help resolve situations quickly and effectively.
- EAP Communication brochures – Share with your employees so they understand how to gain access to this important benefit.
- Billing Onboarding Letter – This guide will provide you the information regarding bill payment, contacting us and managing your account efficiently.
- The [2023 Well-Being Calendar](#) – Every month we highlight our celebrations and the topics that are featured for that month. We also offer complimentary webinars each month that your employees can attend.
- 2023 Public TELUS Health Orientation schedule. I recommend attending one of the orientations to understand the supports we offer. Your employees can also attend one of the employee sessions to familiarise themselves with the program on a date that works best for them.
- The Heartbeat Newsletter – this is a monthly communication that your employees are encouraged to sign up for [Heartbeat Newsletter](#).
- Manager/Employee Training Catalog (fee-for-service) Browse our extensive catalog for trainings/workshops. <https://learning.telushealth.com/>

I look forward to our partnership and please don't hesitate to reach out with any questions.

Best Regards,

Shelly Gilmore

Kindest Regards,

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Welcome to TELUS Health

Register now for a live orientation webinar!



TELUS Health blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing. It has both your Employee Assistance Program (EAP) and personalized wellbeing resources that can support you and your dependents with issues related to work, life and everything in between.

TELUS Health offers support with mental, financial, physical and emotional wellbeing. Whether you have questions about handling stress at work and home, parenting and childcare, managing money, or health issues, you can turn to TELUS Health for a confidential service that you can trust.

All events take place on Wednesdays

Employee Orientations

[January 25th – 1 p.m. EST](#)

[February 15th – 1 p.m. EST](#)

[March 22nd – 1 p.m. EST](#)

[April 12th – 1 p.m. EST](#)

[May 24th – 1 p.m. EST](#)

[June 21st – 1 p.m. EST](#)

[July 12th – 1 p.m. EST](#)

[Aug 23rd – 1 p.m. EST](#)

[Sept 20th – 1 p.m. EST](#)

[Oct 11th – 1 p.m. EST](#)

[Nov 15th – 1 p.m. EST](#)

How to use the Employee Assistance Program

The Employee Assistance Program (EAP) is a confidential service provided by your employer that offers help with personal and work-related issues.

Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.

The EAP is free and confidential. Advisors are available to help 24 hours a day, 7 days a week, 365 days a year. Below is information on how the EAP can help and how it works.



Life



Work



Personal/
Family

Call your EAP toll-free, any time, 24/7, 365 days a year:

1

Call us

If you're using the mobile app, you can call us with one tap from your smartphone.

2

Provide your name

and employer's name to an advisor. Your information will be kept confidential.

3

Share your concerns

with a professional advisor for expert advice, strategies, and next steps.

4

Arrange with the advisor

about how, when, and where you want to be contacted if follow-up is required.

Your advisor will ask for your employer's name (or other sponsoring organization's name) so we can confirm the type of service available to you, along with other important health insurance and benefits information.



Your confidential **Employee Assistance Program (EAP)**,
and resources to support
your mental, physical, social,
and financial wellbeing.





Access your Employee Assistance Program (EAP) 24/7 by phone, web or mobile app.

- 1 Download the TELUS Health One app or visit one.telushealth.com
- 2 Log in with the username and password below:

Username:

Password:

Online:

Call us:





Let us help.

Your **Employee Assistance Program (EAP)** provides you with immediate and confidential help for any work, health or life concern. We're available anytime and anywhere. Let us help.



Understanding your Employee Assistance Program (EAP).

Your Employee Assistance Program (EAP) provides you with immediate and confidential help for any work, health or life concern. We're available anytime and anywhere.

Your EAP is a confidential and voluntary support service that can help you take the first step toward change. Let us help you find solutions to the challenges you face at any age and stage of life.

You and your immediate family members (as defined in your employee benefit plan) can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

No cost

There is no cost to you or your family to use your EAP. This benefit is provided to you by your employer. Your EAP can provide a series of sessions with a professional and if you need more specialized or longer-term support, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your provincial or organizational health plan.

Confidentiality

Your EAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the program unless you choose to tell them.

Let us help.

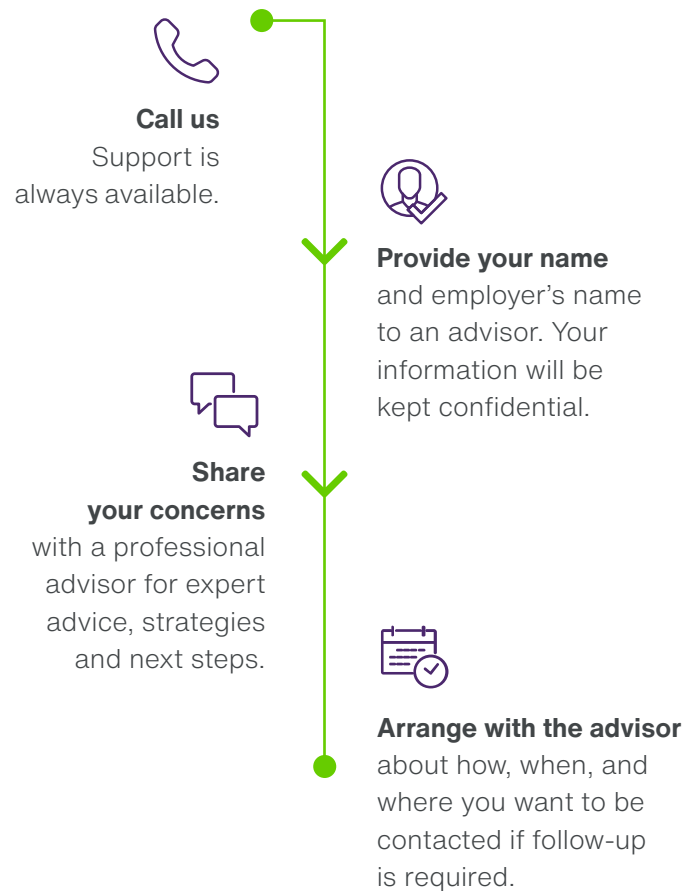
Access your Employee Assistance Program (EAP) 24/7 by phone, web or mobile app.

Download the TELUS Health One app now.





Convenient access to online resources.



Solutions for your work, health and life.



Achieve wellbeing

Stress, mental health concerns, grief and loss, crisis situations.



Manage relationships and family

Communication, separation/divorce, parenting.



Deal with workplace challenges

Stress, performance, work-life balance.



Tackle addictions

Alcohol, drugs, smoking cessation, gambling.



Find child and elder care resources

Child care, schooling, nursing/retirement homes.



Get legal advice

Family law, separation/divorce, custody.



Financial helpline support

Debt management, bankruptcy, retirement.



Employee Assistance Program.

Feel supported, connected and rewarded every single day with expert advice, recommendations and referrals from a confidential Employee Assistance Program (EAP), and convenient access to online resources and tools.

Getting started with TELUS Health is easy.

- 1 Download the TELUS Health One app or visit one.telushealth.com
- 2 Open the app, click on 'Log in' and enter your shared log-in credentials.

Username:

Password:

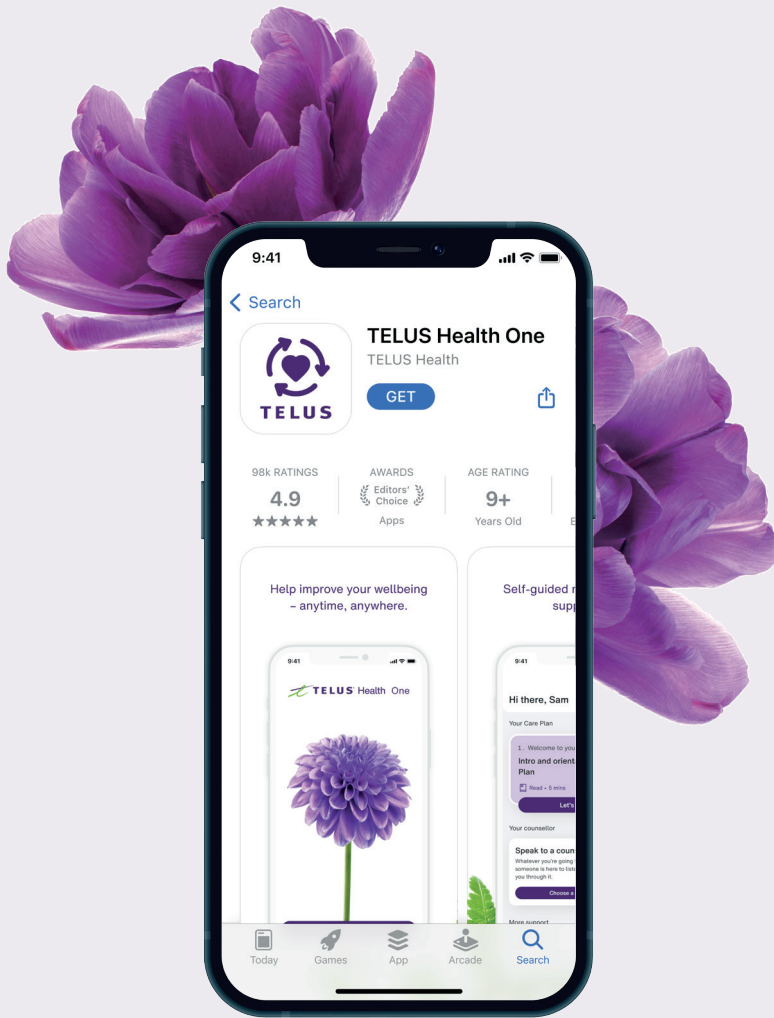


Contact TELUS Health any time, 24/7, for support:

Connect online: one.telushealth.com or by mobile.



TELUS Health



Download the TELUS Health One app.

Feel supported and
connected wherever you are.

With the TELUS Health One app, you can
access your employee assistance program
(EAP), which includes qualified support for your
mental, physical, social and financial health.

- Search for resources and tools on topics ranging from **family and life to health, money and work**
- Stay connected to your organization through the **News Feed**
- Receive support on your own schedule with **CareNow**
- Access the **Total Wellbeing Assessment** to help identify your wellbeing strengths and opportunities for improvement

What's more, the app acts like your digital wallet card. You can call an EAP advisor with just one tap – toll-free, 24/7 – for expert advice, resources and referrals.

Download the TELUS Health One app today for convenient access to wellbeing support.

1. Download the free app on Android or iOS – simply search for 'TELUS Health One'.
2. Open the app, click on 'Log in' and enter your shared log-in credentials.



Call us, 24/7:

Username

Password

TTY:



Frequently asked questions.

What is TELUS Health EAP?

TELUS Health EAP 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 counseling.

Why would I contact TELUS Health?

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

How do I contact TELUS Health?



Toll-free 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:

Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.



By free mobile app (for iOS & Android). Download the TELUS Health One app on your mobile device.





Who pays for TELUS Health?

TELUS Health is available at no additional cost to you, as defined by your benefits plan. Your employer provides this program as a benefit to support your wellbeing.

What are the qualifications of EAP counselors?

Every one of our counseling professionals has either a master or doctorate in psychology, clinical social work, marriage and family therapy, or a related mental health field. They must have a minimum of three years post-master level clinical experience, preferably with EAP experience, and at least 2,500 hours of professional counseling experience.

Potential candidates undergo an intensive recruitment and screening process, which includes several interviews. Candidates must provide proof of degree and liability insurance, which are primary source verified. All candidates are licensed to practice independently. Clinicians are bound by the code of ethics, complaint investigation process and disciplinary sanctions within their own associations and licensing boards.

Minimum requirements are:

- Master's-level education, typically in social work, counseling psychology, marriage and family therapy or related mental healthcare program
- Three years of post-master's level clinical experience
- Successful completion of an intensive screening process with reference checks
- Ongoing proof of active liability insurance
- Licensed to practice independently

How many counseling sessions can I expect?

Our counseling 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 counselor 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.

Is TELUS Health confidential?

Yes. We take the utmost care to protect the identity of anyone who uses TELUS Health. 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 counselor deems an individual to be at imminent risk of harm to self or others.



Who can use TELUS Health?

TELUS Health is available to you as an employee of your organization, as well as to your spouse/partner, and to your immediate family members/dependents.

How does TELUS Health support the wellbeing needs of diverse communities?

TELUS Health supports and promotes diversity and inclusion in the workplace in many ways, including:

- Matching people with counselors that share similar lived or cultural experiences when requested
- TELUS Health actively recruits providers that represent the communities in which they serve, with a particular focus on providers from traditionally marginalized communities. This targeted and purposeful recruitment allows for our clients to request and access service with a counselor who has similar lived experience
- In addition to continuously creating structural inclusivity in our EAP, we also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace



The Employee Assistance Program (EAP) resource guide.

For managers, supervisors and other people leaders.

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The EAP resource guide.

This easy-to-use handbook offers practical suggestions on how to use the Employee Assistance Program (EAP). It identifies challenging scenarios that managers and supervisors may face from time to time, and offers step-by-step advice to help resolve situations quickly and effectively.

Use this guide as a quick reference tool and take advantage of its many helpful tips and techniques.

The following chapters will offer you ways to:

- Master the use of EAP resources
- Understand the key challenges that managers and supervisors face
- Recognize the signs of an employee in trouble
- Prepare for, and deal with, employee performance issues
- Deal with other difficult employee-related situations
- Use preventative tools to promote a healthy workplace



Support for managers and supervisors.

Every day you juggle priorities, deal with deadlines and make decisions for your team.

Along with these demands on your time and energy, managers are also responsible for providing a healthy and productive workplace for their employees. This can include keeping in touch with employees to ensure that they have the support that they need, and promoting open two-way communication within your workplace.

In fact, managers are key to promoting and maintaining a healthy workplace culture. Even a single comment, action or intervention by a manager can have a positive impact on the wellbeing of an entire team. And it's a proven fact that a positive environment leads to higher employee engagement, resilience and retention. It can even lead to improved employee performance, decreased stress levels, and better mental and physical health.

At your fingertips is your EAP. In addition to the program providing support to your employees for work, health, and life concerns, it is also designed to offer managers, supervisors, and people leaders advice, consultation and resources they need to promote and maintain a healthy working environment.

Take advantage of Manager Consultations from your EAP.



Manager consultations

These confidential one-on-one telephonic consultations are available 24/7 for managers. Our counselors can help with advice and guidance to help you manage the unique and sensitive situations you're facing in the workplace. It could be workplace conflict, how to help a grieving employee or addressing a mental health concern; let us help.

Even in the healthiest environments, managers can encounter employees who are faced with personal or work-related problems. Whether the problem is stress, a change in job responsibilities, or a child/elder care issue, the results can include missed time at work, distraction from day-to-day activities or 'presenteeism' (when an employee is at work, but spending their time focusing on non-work related tasks and issues).

Your EAP can help address these challenges through a full range of support services and a hands-on approach to problem solving that saves you time and energy. Your EAP can even help you deal with performance problems and tackle the tough situations that you are not quite sure how to handle. The program is completely confidential within the limits of the law* and can be used at no additional cost.

* Limits of the law include threats of harm to oneself or others, and suspected child and elder abuse.



A helping hand

- Suggest the EAP to employees when you are concerned about wellbeing or safety
- Use the EAP as an aid to performance management. This is not designed or meant to replace your existing internal HR performance management processes or protocols, but to provide additional support or resources
- Offer EAP support to an employee if he or she expresses concern about a personal or work-related challenge



Insight and clarity

- Check out online resources on a variety of health and wellness topics
- Receive information to better understand an employee's situation



Consultation

- Call for a management consultation on how to handle sensitive employee issues; you can explore options, brainstorm solutions and work on action plans
- Call to receive advice and expertise in areas that you may not specialize in



Your EAP offers a hands-on approach to problem solving that saves you time and energy.



Talking to employees about the EAP.

There may be times when you feel that an employee could benefit from intervention or assistance, such as when someone has experienced the loss of a loved one, a divorce or separation, an accident or a severe illness. Or perhaps an employee has approached you in confidence about a personal or work-related issue.

This is not an easy situation for anyone, and sometimes it's difficult to resist 'counseling' the employee. But remember that as a manager, your strongest position is to remind the employee that help is available through the EAP.

This offer of EAP support will help you maintain professional boundaries while still showing support for the employee.

EAP services are confidential. The EAP doesn't let an employer or anyone else know that someone called unless the caller has given consent and written permission. The only exception to this rule of confidentiality is if the EAP consultant learns that someone is at risk of self-harm or of harming others. In this case, the consultant may be required to report the situation to the appropriate authorities.

Your employees can receive help on a variety of issues:

Personal wellbeing and health

- Personal stress
- Depression
- Grief and loss
- Anxiety
- Aging and midlife issues
- Mental health and wellbeing
- Managing anger
- Lifestyle and health changes
- Crisis situations
- Traumatic experiences
- Financial consulting
- Legal issues

Relationship issues

- Communication
- Relationship conflict
- Separation/divorce
- Domestic abuse
- Building healthy relationships

Family issues

- Parenting
- Blended families
- Extended family relations
- Communication
- Single parenting
- Aging parent concern

Substance abuse and addiction

- Alcohol
- Drugs
- Smoking
- Gambling
- Relapse prevention

Workplace challenges

- Workplace conflict
- Performance issues
- Violence
- Harassment
- Work-life balance
- Work-related stress
- Time management
- ...and more.





If you decide to approach an employee with an offer of EAP support, remember that it is not just what you say, but how you say it.

- Try general questions such as, “How are you doing these days?” or “Is everything alright?” to show you care without stepping into personal territory
- Also, use an even, unexaggerated, natural tone of voice that does not demand a mandatory response. (This approach gives an employee the opportunity to tell you as much as he or she feels comfortable sharing.) If the employee identifies a problem, you then have the opportunity to offer EAP support
- Have EAP information (promotional materials or other information) readily available and stress that the program is confidential. This means no one will ever know that the employee accessed the service, or what he or she discussed. The only exception to this rule of confidentiality is if the EAP consultant learns that someone is at risk of self-harm or of harming others. In this case, the consultant may be required to report the situation to the appropriate authorities
- And finally, remember to treat the employee with dignity and respect. Respect is the foundation of all good interactions; with it, even your most challenging conversations will be successful

With these few key points in mind, and a gentle approach, you can show your employee the support he or she needs to seek help.

EAP support can:

- Assess and determine the severity of a situation or problem
- Detect early signs of a more serious situation
- Match the employee to the most effective support for his or her issue
- Investigate potential solutions and outline a treatment plan
- Assist the employee to focus on problem-solving

There may be times when you feel that an employee could benefit from EAP intervention, such as when someone has experienced the loss of a loved one, a divorce or separation, an accident, or a severe illness.

The early-warning signs of trouble.

If you were to chart an employee's performance and productivity over a period of time, you would find a series of peaks and valleys. You would also find that this is a normal pattern. It is only when an employee suffers from low productivity over a longer than usual period of time, or if you recognize differences in an employee from their usual behavior, that you need to take action.

As a manager or supervisor you can help prevent performance decline by spotting and addressing the early-warning signs of an employee in trouble. If you notice a troubling pattern, intervene at the earliest time possible before the problem becomes worse.

Behavior patterns that are early-warning signs may include:

- Withdrawal, isolation or avoidance
- Tardiness
- High and low mood swings
- Irritability and impatience
- Relationship issues or conflict with others
- Anxiety, fearfulness or lack of confidence
- Confusion, reduced concentration or forgetfulness
- Overreactions to negative feedback
- Complaints of unexplained aches and pains
- Frequent physical illnesses such as colds, influenza, headaches
- A high rate of accidents on or off the job

Patterns in short and long-term performance decline may include:

- Missed deadlines
- Reduced quality of work and frequent mistakes
- Lowered efficiency in turnaround time
- Difficulty recalling instructions
- Erratic work patterns
- Coming/returning to work in an unacceptable condition
- Increased excuses for underperformance
- Mistakes due to inattention or poor judgment

Patterns in absenteeism may include:

- Frequent unscheduled short-term absences
- Frequent Monday and/or Friday absences
- Peculiar, and increasingly improbable, explanations for absences
- Excessive tardiness and leaving early
- Continued absences from the work area, e.g. long coffee breaks



Performance management

In simple terms, performance management is about setting productive and supportive standards for change when an employee is not meeting the requirements of the job.

It's about communicating:

- What needs to change
- The expectations for change
- The timelines for change

Why performance decline happens.

Performance decline occurs for a variety of reasons. Common causes include coworker conflict, job burnout, personal illnesses or lifestyle changes.

Managing situations like these can be difficult but it's necessary; if an employee's low productivity is left unresolved, an organization can experience increased benefit costs (including prescription drug claims, medical and short and long-term disability) and decreased customer service levels. You could also run the risk of losing the employee altogether and having to recruit, hire, and train a replacement.

If you think an employee's performance is suffering because of a personal or work-related problem, there are some basic guidelines that you can follow to help you through the performance management process. Remember that there are no 'quick fixes' for an underperforming employee; it will take time, planning and patience.



The reasons for performance decline may vary.

Common causes include coworker conflict, job burnout, personal illnesses or major lifestyle changes.

Performance management – a four-step action plan.

Contact your Human Resources department to make sure you are following your organization's protocols.



Step 1: Preparing for the meeting

Before you meet with an employee, it's important to observe and document results that demonstrate the job performance issue.

Draft an agenda for your meeting and keep your agenda fact-based and focused on workplace performance. This will help you stay focused on key concerns you need to raise during the meeting.

If you think that you need additional support preparing for, holding or following up on the meeting, speak to your Human Resources department as appropriate.

Use the points below as a guide to preparing an agenda:

- Determine the purpose: clearly identify why you are meeting
- Identify the benefit of the meeting to the employee and list why it is important to him or her

- List an employee's positive contributions to demonstrate that he or she is valued
- List the areas of performance or behavioral concerns
- List concrete examples of a specific performance or behavioral concern
- Identify expected improvements and time frames for change
- Allow time for the employee to confirm his or her understanding of what has been discussed
- Create an action plan

Remember to document performance issues that you, as a manager or supervisor, have witnessed or experienced. Third-party information or hearsay should be investigated before being put on the agenda. As a leader, your job is to ensure that you have objective and non-biased reporting and documentation of the issues.



Step 2: The meeting

Although you are now prepared for the meeting, keep in mind that the employee may not be – initially you may face resistance.

Use the points below as a guide to the meeting:

- Share the employee's positive contributions to the organization at the start of the meeting
- Express concern that the employee's performance is not what it used to be or what is expected
- Avoid labeling, diagnosing or making assumptions such as "I think you may be depressed," even if you suspect a personal situation may be affecting the employee
- Encourage the employee to recognize that something may be affecting his or her performance. Begin with "I've noticed that..." and provide an example of a performance or behavioral concern. Then discuss the impact that this has had on the employee's ability to meet the requirements of the job
- In some cases, it is appropriate to ask the employee to consider if a personal or work-related problem is contributing to his or her performance problem. (Note: if the employee identifies a personal or work-related problem at this time, move on to step three before continuing with the points below)
- Involve the employee by asking for his or her suggestions in addressing/improving the situation as it relates to work performance
- Listen to the employee's concerns and perspective
- Outline and document the need for change, what changes are expected, the time frames for change, and the possible consequences of inaction
- Ask the employee if he or she clearly understands the areas of performance difficulty, what changes are expected, and the time frame required for change

Remember to let the employee know that he or she is valued, and that the purpose of the meeting is to provide support and direction for his or her success.

Step 3: Offering EAP support

If the employee identifies a personal or work-related problem during the meeting, remember to listen and acknowledge what the employee is saying. You then have the opportunity to combine the performance discussion with an offer of support through the EAP.

- If the problem disclosed is work-related, communicate to the employee that you are available to support him or her on work-related issues. Also, if appropriate, suggest contact with the EAP as an additional source of support

As a manager or supervisor please note that when an employee accesses for work-related issues, the EAP must remain neutral and can not advocate on behalf of the employee. Accessing EAP support does not mean that the employee can ignore the performance issues as identified.

- If the problem disclosed is personal, suggest contact with the EAP without further discussing the employee's specific situation. This will direct the employee to the most appropriate resources for help, and it will also help you set appropriate boundaries with the employee. It's important for you to help the employee understand that you do not have the expertise to problem-solve personal issues

Have EAP contact information readily available and ensure that the employee understands that the program is voluntary and confidential.

It's important for you to remind the employee that your performance feedback is limited to his or her on-the-job performance and not any personal problem that has surfaced in the meeting.



Step 4: Follow-up

At the close of your meeting, write down an action plan, and schedule a follow-up meeting to review goals and progress.

This will also provide you with a future opportunity to deal with any obstacles or stumbling blocks. Much of your follow-up plan will depend on your company's performance management practices.

Timing for follow-up will also depend on each specific situation. For example, chronic absenteeism may require a two-week follow-up period, whereas a one-month followup may be more appropriate for an employee exhibiting occasional inappropriate behavior.

During the follow-up meeting, acknowledge improvements to help motivate the employee. If there are additional changes necessary, you may need to reassess some improvement time frames.

Also let the employee know that your door is always open should he or she wish to have further discussions prior to the scheduled follow-up meeting.

The best support you can provide your employee is consistent feedback and realistic expectations.

Keep in mind that the EAP can complement, but not replace effective supervisory practices or disciplinary procedures.

If you need further support or consultation in dealing with a difficult employee-related issue, consult with Human Resources.





Employer Referrals (Monitored or Mandated).

A monitored referral to TELUS Health (also called a Workplace Referral), is used in cases involving ongoing work performance issues. This is a situation in which contacting TELUS Health may be a condition or requirement of an employee's continued employment with your organization.

Always check with your HR department to find out about your organization's policies.

There may be other services available to support employees. Please contact your Human Resources contact or TELUS Health Customer Success Manager to learn about other options and possible associated fees.

If you have made a monitored referral to TELUS Health, it's important to follow through until problems and work issues improve. It's equally important to regularly acknowledge progress when an employee is working to correct a problem. Remember to give praise. As things improve, remember to show you are pleased.




Initiating an Employer Referral.

Depending on your account, you may initiate a referral by directly calling your EAP number, or you may need to call your Customer Success Manager first. Additional fees may apply, so please contact your Customer Success Manager for more information on your account.

How to manage workplace stress.

Stress can have both positive and negative effects. A positive level of stress can provide people with the energy and motivation to accomplish their goals. But when people perceive a conflict between the demands of their job, and the amount of control that they feel they have over meeting those demands, they experience negative stress.

As a manager, you can watch for indicators of negative workplace stress. Symptoms to look for may include:

	Physical indicators	Complaints of headaches, indigestion, fatigue, insomnia, frequent illness, chest pain, shortness of breath, high blood pressure, muscle aches.
	Emotional indicators	Mood swings, signs of anxiety, irritability, defensiveness, anger, hypersensitivity, lethargy or depression, expressing feelings of helplessness, emotional outbursts.
	Behavioral indicators	Overeating/loss of appetite, increased alcohol or drug use, isolation, impatience, poor performance, poor hygiene, changes in relationships.

So how can you help reduce job stress?

Balance workloads and set realistic time lines – This means adjusting priorities and encouraging your team to check in with you before workloads become unmanageable. It's also important to communicate why a time line is important. Employees are much more willing to communicate potential challenges, and problem solve solutions, when they understand the 'bigger picture.'

Encourage breaks away from the office if possible – This is an excellent way to help employees reenergize. Encourage activities such as a walk outside, eating lunch as a team, stretching or deep breathing. Take advantage of when an individual performs at his or her best – Some people are most alert at the crack of dawn, other people work best late in the day. Take advantage of peak performance times to accomplish challenging tasks.

Communicate frequently during times of change or uncertainty – Reconnecting on a regular basis with employees to keep them updated and informed will help reduce your employees' anxiety and stress levels.

Encourage EAP access – Professionals experienced in stress management can provide confidential help.

Assess the need for onsite or web-based training - Reach out to your account manager for information on stress management and healthy mind topics.

Preventing workplace conflict

The key to preventing workplace conflict is to recognize that different people have different styles in dealing with situations as they occur. Each time an individual interacts with another, his or her perception of the interaction is unique. It's also natural for an individual to respond both intellectually and emotionally.

When this interaction results in conflict, most individuals will pinpoint the cause as being rooted in an action or an event that has occurred. But in reality the cause of the conflict is the individual's interpretation of, or emotional response to, the action or event.

As a manager or supervisor you can help prevent workplace conflict by helping members of your team clarify their individual perceptions and communicate more clearly with one another.

Encourage your employees to:

- Apply active listening to better understand a situation. This includes open questioning, gentle probing, paraphrasing to let the other person know they're listening carefully and 'checking in' to see if they've understood correctly
- Use I messages such as "I sense " or "I feel " and "I think," rather than accusatory messages such as "You said" or "You never "
- Avoid assuming or attributing motives to another person, or interpreting disagreement as a personal attack
- Reframe and summarize at the close of a conversation to clarify their understanding of what another person has said
- Remember that only they have control over their feelings and emotions when interacting with others.

If a conflict situation should arise between employees, remember to:

- Contact your Human Resources department if you think that you need support managing the situation and to review the organization's policy and procedure
- Acknowledge the situation, don't ignore it in the hope that it will go away on its own
- Gather all the information you can from employees involved in the disagreement before you try to settle the dispute – you will need to understand all sides (and perceptions) of the situation
- Focus on the issues, not the individuals
- Refer individual employees to the EAP if you feel they could benefit from additional consultation and advice

By understanding some of the key – and most problematic – sources of workplace conflict, you can intervene early and avoid more serious issues.






How to respond to critical incidents.

The first few minutes after a traumatic event are critical for determining injuries and taking appropriate action. It's also a critical time for managers and supervisors to observe employee reactions and reach out to any affected staff. Keep in mind that there are a wide range of reactions that people may experience.

The first and most profound reaction is often the effect of being physically shocked. When the physical shock begins to wear off, people often experience secondary reactions, which can produce a variety of behavioral changes in employees.

Effects from a traumatic incident can include:

	Physical shock	Chest pains, dizzy spells, headaches, heart palpitations, lack of energy, neck or back pain, restlessness, insomnia/nightmares.
	Emotional reactions	Mood swings, difficulty concentrating, paranoia, hyper-alertness, depression.
	Behavioral reactions	Daydreaming, decreased work quality, forgetfulness, reluctance to go back to work, repetition of tasks already done.

Critical incidents can include:

- Workplace accidents
- The death of an employee's family member or significant other
- Major downsizing/restructuring
- Bomb threat
- A health epidemic
- The death of a colleague
- Serious or terminal illnesses
- Theft or robbery
- An environmental disaster

Each organization needs to identify and recognize what potential critical incidents in their specific workplace.



If you experience a critical incident or traumatic event at work, follow these tips:




- Remain calm. Someone needs to take charge and that will require a certain amount of stable behavior during what sometimes can be a chaotic time.
- Call 911, if appropriate, and contact security. Follow your company's emergency protocol.
- Notify Human Resources of the event and review possible support services available, including your EAP, and if applicable, your internal risk response protocol.
- Assess the need for on-site group crisis support. On-site debriefing services are available through your EAP.
- Be available to listen to what your staff needs to talk about. This is important to begin the recovery process.
- Try not to minimize the trauma in an attempt to make staff feel better. The best thing you can do is offer support.
- Recognize that you are not immune to the trauma. You may require your own support in time.
- Offer your staff foods that will re-hydrate and replace vitamins and minerals. Try fruits, fruit juices, vegetables and water.

How to address substance abuse.

Substance abuse is characterized by an individual's repeated use of a substance(s) despite having negative physical, social, interpersonal or legal experiences, related to the effects of the substance itself.

If substance abuse is not treated, odds are that the dependency will increase and contribute to lost productivity, poor decision-making, unnecessary sick leave and possible accidents.

The signs of substance abuse are not always clear, however common indicators may include:

	Physical shock	Smell of alcohol, weight loss, injuries, blood-shot or glazed eyes, poor grooming or disheveled appearance, frequent illness, fatigue or stomach problems, uncoordinated movements.
	Emotional reactions	Mood swings, difficulty concentrating, expressing feelings of paranoia or depression, hyper-alertness.
	Behavioral reactions	Withdrawal, hostility, unreliability, absenteeism, tardiness, relationship conflicts, slurred speech, lack of inhibition.

If you suspect a substance abuse problem with one of your employees, below are a few suggestions to follow:

- Contact Human Resources. Review and familiarize yourself with your organization's policies and procedures on this issue
- Document the behavior in your own record. This means performance issues, such as missed deadlines, quality of work, and the physical, emotional and behavioral indicators
- Consult with your EAP. An expert can help you address this sensitive issue with the employee and also help develop work-related strategies to deal with the problem
- Remember that only a trained clinician or health professional can formally assess the problem. Although the signs are there, there may be other explanations for the employee's physical, emotional or behavioral symptoms
- Meet with the employee. Consult with Human Resources and also review the four-step action plan outlined under "Performance management" in this guide. If you decide to meet with the employee yourself, remember to avoid 'labeling' and focus your discussion on the employee's work-related performance or behavior
- Reach out to your Customer Success Manager to assess the need for on-site or web-based training on addictions in the workplace

How to deal with workplace violence.

'Workplace violence' is any threatening behavior, harassment, bullying or intimidation. It can include menacing body language, verbal comments, written statements or expressions that communicate a direct or indirect threat of physical or emotional harm to another.

Responding to incidents of workplace violence can seem like a daunting task especially if you are the target of aggression. Below are a few suggestions that may help:

- If an employee reports an incident of aggression or violence, contact Human Resources immediately; if you believe that there is an existing threat to an employee's wellbeing, notify security immediately

- If you are faced with an employee who has become violent, it is important to try to remain calm. Continue to communicate with the individual evenly and confidently. Direct any other personnel to leave the scene of the confrontation. If you can, call 911 and/or security, and notify Human Resources. If you cannot make the calls yourself, instruct another employee to do so. Do not attempt to get the violent offender to leave by force
- Make sure to document the facts of any incident. You or Human Resources may want to consult with the organization's legal counsel. You can also contact your EAP to receive help on how to support victims, and deal with perpetrators in an appropriate and informed manner

Workplace violence can take the form of:

- Aggressive or intimidating behavior
- Abusive language, swearing, shouting
- Hand gestures or physical motions
- Throwing objects; destroying property
- Disturbing phone calls
- Robbery or vandalism
- Carrying or displaying a weapon as a threat
- Any form of physical assault
- Threats of harm

As a manager or supervisor you can also be proactive. Try to:

- Openly encourage employees to report incidents
- Address rude or bullying behavior as soon as it happens
- Review company workplace violence policies and procedures with new staff and periodically with your entire team
- Promote a 'zero tolerance' policy toward hostilities at work
- Foster a work environment that is characterized by respect

How to handle domestic violence.

While it may be called “domestic,” this kind of violence can sometimes spill over into the workplace. It can also cause increased absenteeism and decreased productivity. Women are the most frequent victims, but men can also suffer from this form of violence.

If you observe signs that indicate domestic violence and you want to approach the employee with an offer of EAP support, here are a few tips that may help:

- Talk with the employee in a private setting about what you have observed. For example, “I noticed the bruises you had last week and you seem to be upset and anxious lately.” Offer your support and concern. Avoid diagnosing the situation by saying something potentially confrontational like “I think you may be in an abusive relationship”.

- If the employee does not disclose any problem, do not pursue the discussion further – it is important that the individual self-disclose his or her situation. However, do point out that the EAP is available for assistance, have literature on hand for the employee, and emphasize the program’s confidentiality. Keep in mind that embarrassment and fear often make it difficult for victims of domestic violence to reach out for help. If you feel that the employee’s wellbeing is at risk, call your EAP for a consultation on how to manage this situation
- If the employee discloses a problem with violence in the home, give support, but avoid well-meaning advice or engaging in on-the-spot problem solving. The employee needs professional support to address his or her situation. Refer the employee to the EAP

Possible signs of domestic violence may include:

- Changes in mannerisms or work performance
- Preoccupation or lack of concentration
- Unexplained absences
- Harassing phone calls received in the workplace
- Nervous or jittery behavior
- Bruises or injuries that are either unexplained or have improbable explanations

As a manager or supervisor you can also:

- Contact Human Resources to discuss the situation if there is a clear or potential threat to the employee while at work, or to the workplace in general. This might involve notifying security of the situation or temporarily moving the employee to a more secure location
- Contact the EAP to discuss concerns, available resources and ways to support the employee
- Approach the employee to let him or her know you are available to discuss work-related issues
- Show respect for the employee’s decisions and privacy



Other sensitive issues

For other sensitive issues, contact your EAP to discuss available resources and the best way to support either an individual employee, or your team.

- Serious illness
- Eating disorders
- Career changes
- Cross-cultural communication
- Personal hygiene issues
- Expression of suicidal thoughts
- Harassment
- Difficult personalities
- Inappropriate or atypical behavior
- Medical conditions
- Fragile or emotionally sensitive employees
- Concerning behavior or appearance



For other sensitive issues

Contact your EAP to discuss available resources and the best way to support either an individual employee, or your team.

Promoting a healthy workplace.

A healthy workplace provides employees with structure, a sense of self-worth, motivation, and the means to achieve satisfaction from the work that they do.

As a manager, one of the greatest contributions that you can make to the success of your team is to promote a positive employee-manager working relationship. Studies show that the employee-manager relationship has the greatest impact on the morale of employees, and cultivates a healthy working environment that can actually influence greater employee engagement and improved performance.

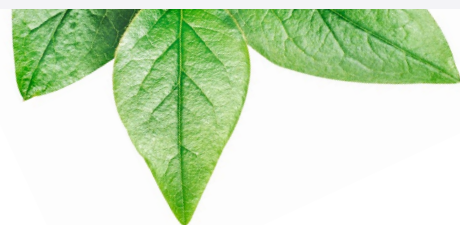
By understanding that employees learn in – and respond to – environments where they feel supported and empowered to achieve, you can promote a healthy working environment.

Below are a few suggestions:

- Recognize a job well done. Employees respond best to informal and timely recognition of their efforts. Take time to recognize individual employees immediately after a 'job well done.' This will increase their sense of value in relation to the organization and the job that they perform
- Generate employee input and feedback. Employee involvement is an excellent team-building tool. Arrange for meetings on a regular basis to encourage brainstorming sessions where employees feel free to offer their perspective
- Communicate and relay information. Employees look to their managers and supervisors to get the key information they need about their job, the developments that are taking place within their organization, and how these developments affect them. Keep your employees 'in the loop' by offering them regular updates on organizational objectives and priorities
- Promote work-life balance. In the pursuit of job success, many employees neglect their family, personal health and wellbeing. This imbalance leads to increased stress, job dissatisfaction and eventually burnout. Help your employees work smarter by watching for signs of job stress, and encourage a balance between the demands of work and home
- Reach out to your account manager to assess the need for on-site or web-based training on a wide variety of personal growth and wellness topics
- Provide new opportunities. Most employees relish the challenge of learning or applying a new skill. Try offering special projects to individual team members that 'stretch' their ability and offer them a chance to try something new
- Encourage access to the EAP. Professionals can provide confidential help and support for a variety of personal and work-related challenges. For a better understanding of how the workplace can impact your employees' physical health and wellbeing, talk to your Human Resources department or EAP

A healthy workplace culture includes:

- Support for work-life balance
- Employee input into decision-making
- Leadership support for health and wellness
- Role clarity, feedback, and clear performance expectations
- An environment of mutual respect





Let us help you lead.





Welcome to TELUS Health (US) Ltd.

We have included contact information regarding bill payment, contacting us and managing your account efficiently with TELUS Health.

Your invoices are delivered by e-mail. We suggest adding the email address workday@lifeworks.com to your list of safe email senders.

If you have not provided contact information for your **Accounts Payable Department**, kindly click [HERE](#) and complete the form. Please email the completed form to finance@lifeworks.com.

Preferred forms of payment:

1. Electronic (ACH or Bank transfer):

Payable to: **TELUS Health (US) Ltd.**
Beneficiary Bank: **TD Bank N.A. – 2035 Limestone Road, Wilmington, DE 19808**
Beneficiary Account Name: **TELUS Health (US) Ltd.**
Beneficiary Account Number: **3248153023 – ABA # 026013673 – Account type: Checking**

Remittance information must include the invoice number(s), and payment amount for each invoice.

Please email remittance information to: PaymentDetailsUSD@lifeworks.com

**A penny test is recommended to ensure the correct bank setup, and receipt of payment.*

2. Pre-authorized payment: to access & complete the PAD form:

Pre-Authorized Debit (PAD) and Pre-Authorized Credit Card Forms click this link:

[PAD](#) and [PAC Forms](#)

For inquiries on Pre-authorized payments or process contact the Client Migration Representative Team by email at Finance-CMR@lifeworks.com

3. One-time credit card payments (by Visa or MasterCard): Call our toll free at **1-866-565-4907**

Other Useful Information:

In the event you are looking for a correction to an invoice that you have received, invoicing corrections, missing P.O.#, or address error please contact your Customer Success Manager or contact “LifeWorksBillingSupport” by using on the email below:

Billing corrections: LifeWorksBillingSupport@lifeworks.com

Population updates:

For updates to your population count email: PopulationUpdates@lifeworks.com

Population updates **MUST** be received five (5) business days before the end of the month/quarter, to be applied to the next month/quarter invoice.

For All Inquiries Related to the Accounts Receivable Department:

For inquiries on reminder notices received, account statements, reconciliations, etc.

Email: finance@lifeworks.com

Toll free: 1-866-565-4907

Information for your Vendor Form:

Head Office Address (**Please do not send payments to this address**):

TELUS Health (US) Ltd.
115 Perimeter Place
Atlanta, GA
30346

DUNS#: 241319040

EIN: 52-1883918

Bank letter - Click on the link below
[\(LifeWorks Bank Letter\)](#)

W8 – Click on the link below
[\(W8 Form\)](#)

W9 – Click on the link below
[\(W9 Form\)](#)

If you have any questions or concerns please do not hesitate to contact us (Toll free) 1-866-565-4907 or by email: finance@Lifeworks.com

Sincerely,

Accounts Receivable Department