

How to use the Employee Assistance Program

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

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

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

Inform our call centre 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 organisation's name) so we can confirm the type of service available to you.



A clinician will discuss your needs and concerns with you, listen, and assess the situation. Depending on your situation, the EAP contact centre advisor will discuss:



Work
with you to make a plan to resolve your issues or concerns.



Help
you navigate the EAP website for helpful resources, including articles, booklets, recordings, and more.



Refer
you to an EAP counsellor for short-term support.



Guide
you to resources in your community, such as a support group or helping agency.



Recommend
community support for long-term counselling needs (you may be responsible for costs that may be associated with resources external to the EAP).

The EAP is free.

The EAP is a service provided by your employer at no cost to you. That means that you pay nothing to use it.

If you are or someone close to you is going through a difficult time, remember the EAP is only a phone call away. Contact us today.



Call: 1800 835 871 or Scan the QR code to download the TELUS Health One App and login using:
Username: aspenmedicalau Password: welcome1