



Frequently asked questions.

What is TELUS Health EFAP?

TELUS Health EFAP 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.

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 EFAP counsellors?

Every one of our counselling professionals has a Post Graduate Diploma in Counselling or Psychotherapy. They must have a minimum of three years post-diploma clinical experience, preferably with EFAP experience, and at least 1,000 hours of professional counselling experience.

Potential candidates undergo an intensive recruitment and screening process, which includes several interviews. Candidates must provide proof of qualifications and liability insurance, which are primary source verified. All candidates are members of a professional body and are bound by the code of ethics, complaint investigation process and disciplinary sanctions within their own associations. Counsellors need to be registered with the Information Commissionaires Office.

Minimum requirements are:

- Post Graduate Diploma in Counselling or Psychotherapy
- Three years of post-Diploma level clinical experience

- Successful completion of an intensive screening process with reference checks
- Ongoing proof of active liability insurance
- Member of a professional body, e.g. BACP, BABCP

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

