

✓ Here for you

There are no additional costs to access EAP services. Your plan provides up to 12 hours with a professional (number of actual hours may vary). If specialized or longer-term support is needed, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. Fees for additional services outside of your EAP are your responsibility but may be covered under your Group Benefit plan.

🔒 Confidentiality

TELUS Health 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.

Understanding your **employee assistance program.**

TELUS Health EAP provides you and your family with confidential help for work, health or life concerns.

The program is a 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 eligible family members can access support in a way that is most suited to your preferences and lifestyle.



Let us help.

Let us help.

Access your TELUS Health EAP
24/7 by phone, web or mobile app.

1-800-668-0193

Download the TELUS
Health One app now.



Your **employee assistance program** provides you with immediate and confidential help for a broad range of work, health or life concerns. We're available when you need it most. Let us help.





How do members attend their appointments?

Telephone based appointments: The counsellor will call the member at the number they provide during booking at the date and time of the appointment.

Video based appointments: The counsellor will contact the member by email prior to the appointment to provide a link to the video based appointment. Members will access the appointment by using the link provided by the counsellor at the date and time of the appointment.

In person appointments: The confirmation email will outline the details of the appointment time and location.

How can someone access online scheduling?

Online scheduling is available through the TELUS Health One platform. Look for “Book a Counsellor” within the Feel Supported section.

How do I book an appointment online?

1. Click on “Book a Counsellor” on the TELUS Health One platform in the Feel Supported section.
2. Enter/pick your organization name.
3. Answer the risk question. If there’s no risk proceed with booking.
4. Answer a few simple intake questions – who the appointment is for, the area of your life you need help with, and what type of appointment you would like to book.
5. Enter your personal information (first name, last name, date of birth, language preference – French or English) and contact details (country, province, email address and phone number).
6. The first available appointment will appear; however, you can further refine your search by filtering by counsellor gender, language and area of specialization.
7. Select your preferred appointment time and hover over the counsellor’s name to learn more about them.
8. Confirm your appointment.

And that’s it. The appointment is booked, and an email confirmation will be sent to the email provided.



Fields displayed will vary by provider.

Online scheduling

Book your mental health counselling appointments directly on the TELUS Health One platform, 24/7.



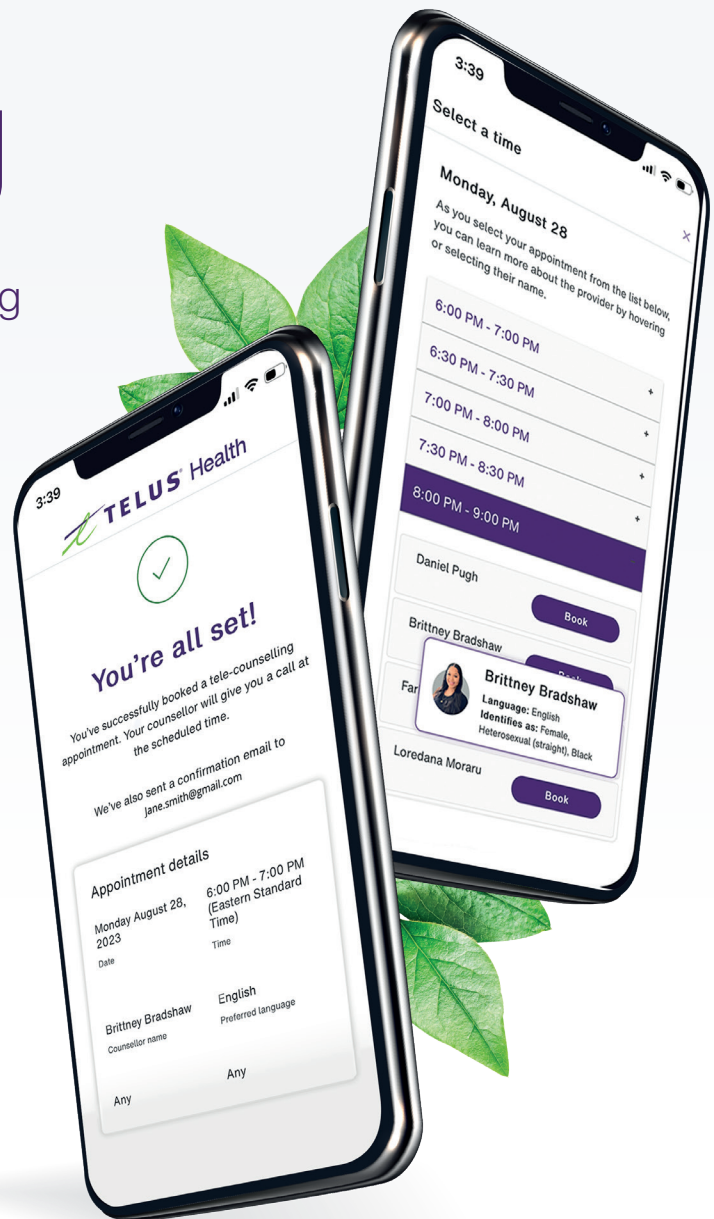
Book appointments quickly and seamlessly using the self-serve process.



Easily book in-person, phone and video counselling appointments.



Use the counsellor bios to find someone whose expertise and lived experience meet your needs.



Click "Book a Counsellor" on your TELUS Health One app.





Online scheduling

Frequently asked questions

What types of appointments can be booked?

Video, telephone and in person counselling appointments can be booked using the online scheduling tool. The tool is used for booking first appointments, then subsequent appointments will be booked directly with the counsellor. Members can return to use the online scheduler for future new issues if applicable. If a member is looking to book in person counselling, they can utilize the chat feature within the online scheduling tool to chat with a member of our team who would be happy to assist with booking an in-person counselling appointment, which requires gathering a little more information from the user.

Can members see information on the provider they book an appointment with?

Yes, members will be able to see useful information on the counsellor so they can select the counsellor that feels right for them. Members will be able to filter their counsellor search by gender, language, and area of specialization. On the appointment selection screen, when a member hovers over the appointment slot, they may see the counsellor's name, designation, gender, language, ethnic background, sexual orientation and religious affiliation.

Is member information on the app/website secure?

Yes. The management of personal information is fundamental to our services, and we are committed to protecting the privacy of the members who utilize our services. Please review the details of our [privacy policy here](#).

What if a member is at risk?

There is a built-in risk screening question. If a member indicates they are at risk, a pop up will provide instructions to call local emergency services and will reference our always available crisis line where a representative can connect them to the immediate support they require.

OTIP's Mental Health Services



CONFIDENTIAL

AVAILABLE 24/7

PERSONALIZED TO
YOUR JOURNEY

OTIP is here to support you on your mental health journey, every step of the way.

In partnership with mental health experts at Starling Minds, all OTIP members have exclusive access to complimentary and confidential digital mental health support. **Without stigma and in the comfort of your safe space.**



Assess your mental health.

Rely on quick assessments backed by science to give a clear snapshot of your current mental fitness and what areas to focus on, such as sleep, resilience, stress, and energy.



Build your mental fitness.

Access a personalized daily mental health management program using digital Cognitive Behavioural Therapy (CBT), a wellness toolkit, and online training sessions tailored to your needs.



Transform your substance use.

Reflect on your substance habits and decide what change could look like for you. Whether that includes cutting back or quitting entirely, the Starling Minds substance-use program will adjust to support your specific goals.

JOIN STARLING MINDS TODAY!

All OTIP members, including RTIP, Home, Auto, and Life Insurance customers, can access Starling Minds. Eligible family members/dependants aged 16 years and older can also access OTIP's Mental Health Services.

Visit otipraeo.starlingminds.com and click "Register" to get started.



Don't forget to download the Starling Minds mobile app by searching "Starling: Get Mentally Fit" in the Google Play or Apple app store.

Learn more at otip.com/otip-wellness-programs

Starling



A leader in virtual care, Carepath is an innovative healthcare navigation service that provides comprehensive and personalized care to members and their families.

Facing a cancer diagnosis can be overwhelming, confusing, and stressful. Our Carepath Cancer program is led by Oncology Nurse Case Managers who serve as partners and advocates for members and their families. After you contact Carepath, you'll be paired with one of our Nurse Case Managers who will work with you and your family members from treatment to recovery to help you make informed decisions about your care.

They'll answer any questions you may have about your treatment, side effects, and progress and offer supportive counselling to help lessen the physical and emotional impact of a cancer diagnosis.

Our Carepath team follows the most up-to-date guidelines for cancer treatment and care to ensure the best possible outcomes.

Carepath helps you and your family by:

- **Performing a comprehensive health assessment, including a review of medical records**
- **Creating a plan of care based on nursing best practices, including:**
 - **Explaining your diagnosis, test results, and treatment plan**
 - **Preparing for your doctors' appointments**
 - **Assessing recommended treatments and offering guidance about alternative treatments**
 - **Teaching you how to manage your symptoms to minimize treatment side effects**
 - **Compiling a list of other supports, you may need (i.e., social work, psychologist, dietician, etc.) and how you can access these resources (i.e. review your benefits, hospital/clinic, and community resources)**
- **Updating your primary care physician (with your consent)**
- **Providing you with a copy of your New Life Care Plan and/or Return to Work Plan at the end of the Carepath service, if applicable**

We can help you and your family get the medical and emotional support you need. From the first phone call, we'll join you on your journey and stay with you every step of the way.

**For more information please contact
Carepath at: 1-800-290-5106
otip.carepath.ca**



Exclusive Perks & Promotions for OTIP Members

As a member of the Ontario education community, you make a difference. At OTIP, we exist to make a difference in your life by helping you protect the things you care about: your family, your health, your home, and your car.

Check out our latest contests, promotions and exclusive offers:

Wellness support when you need it most

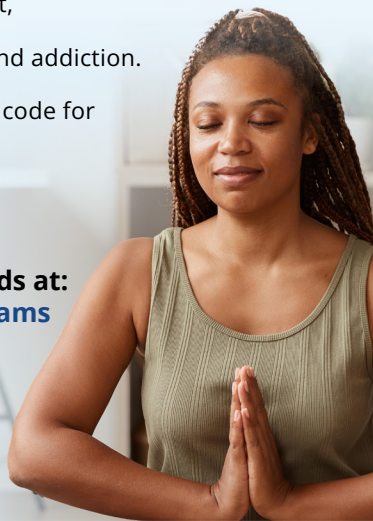
Over 10,000 OTIP members are using the Starling Minds Mental Fitness Program to better manage their mental health through comprehensive, confidential online cognitive behavioral therapy (CBT)! Without stigma and in the comfort of their safe space. Starling Minds offers resources and support to help:

- Manage anxiety and depression,
- Understand and combat burnout,
- Gain control of stress, and
- Get support for substance use and addiction.

Your OTIP member/customer access code for Starling Minds: **member**



Learn more about Starling Minds at:
OTIP.com/OTIP-Wellness-Programs



Exclusive discounts on car and home insurance, and more!

We'll shop the market to find the best insurance policy that fits your individual needs, as well as your budget. **Plus get a \$20 gift card when you get a quote!**

Get a quote at:

OTIPinsurance.com/insurancediscounts
or call **1-844-291-7231**

Don't forget to mention the gift card offer.



Stay current

Be the first to know about OTIP's new contests, special offers, insurance news and more. Subscribe to our electronic communications!

Subscribe today: OTIP.com/opt-in



Sweepstakes

Participate in our latest giveaway for a chance to win BIG!

Enter today: OTIP.com/sweepstakes





Exclusive Perks & Promotions for OTIP Members



Let's recognize and celebrate together

You can help recognize outstanding members in the education community by nominating them for an OTIP award.



OTIP Education Worker Awards



OTIP Teaching Awards



We also offer **academic bursaries of \$1,500** to students attending post-secondary school in the fall.

Visit OTIP.com/Why-OTIP/Giving-Back to find out more about these programs.

EdvantagePerks®

Discover EdvantagePerks™, your exclusive savings program!

Planning a vacation or renovating your home? Looking for a break on your phone bill? EdvantagePerks™ can help you save on these and so much more!

Start saving today:
Edvantage.ca/save-today



OTIP RAEO.



RTIP RAER

Retire with RTIP

RTIP offers the most flexible retiree health, dental, and travel insurance for the Ontario education community. Learn more about your options and transition to retirement with our free webinars, in-person retirement workshops, and valuable online resources.

Visit OTIP.com/plan-with-RTIP to learn more, register for a workshop, or apply for a plan online.



Check out OTIP.com for additional insurance products and services.



Life



Leisure Products



Identity Theft



Travel



Self-Service Tools

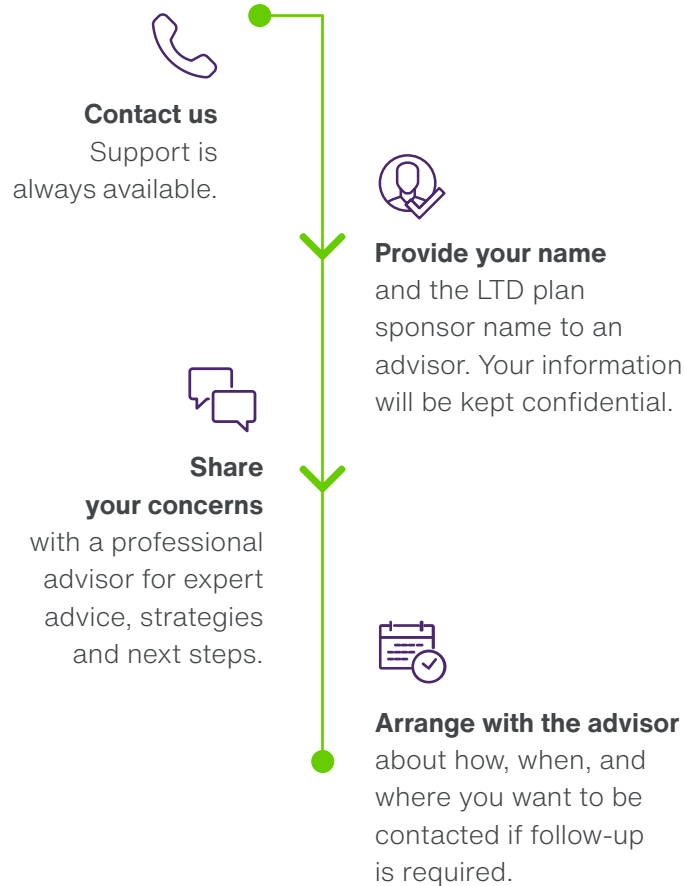


Convenient access to online resources.

Access your TELUS Health EAP 24/7
by phone, web or mobile app. Download
the TELUS Health One app now.

one.telushealth.com

1-800-668-0193



 **TELUS[®] Health**

Download the TELUS
Health One app or visit
one.telushealth.com.

Username: Lifeworks1 **Password:** @OTIPTL123



Solutions for your work, health and life.



Support 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.



Financial helpline support

Debt management, bankruptcy,
retirement.