

Employee Assistance Program (EAP)



SARC has a contract with TELUS Health, the world's leading Employee Assistance Program, designed to help employees manage and prevent life's challenges, so they can stay healthy at work and at home.

TELUS Health EAP aids you in your specific needs with:

40+
Organizations

2,200+
Employees



A full-service, confidential, efficient single resource, available to employees, 24/7



Face-to-face counsellors and consultants with specialized services to help on various subjects



A collection of education materials and resources, developed by TELUS Health to comprehensively meet the needs of our clients and their employees (see detailed list on opposite page)



An easy to access website, available to help people access our resources at any time



Fast and reliable services – support staff are available to assist you when the unexpected occurs



Referrals to resources, services, and supports in your community

The service is available for all staff—including management—to help create a happier, more productive workplace. Management can access Management Consultations on issues related to:

- Dealing with conflict
- Leadership skills
- Communicating with team members
- Building resilience and boosting morale
- Managing stress and overload
- Performance management
- Substance use/mental health concerns

As per the contract with TELUS Health, the fixed fee per employee is:
\$2.91 + GST per month/\$34.92 + GST per year

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Resources Available:	Types of Information Needed:
Parenting and child care	Pregnancy and birth, adoption, child development, step or single-parenting, adolescents, discipline issues, child care options, infertility
Education	Homework issues, study habits, colleges & universities, special needs programs, scholarships, kindergarten to high school, selecting a school
Older Adults	Long-distance care giving, care options, healthcare information, meal and transportation programs, elder care, home care services
Midlife & Retirement	Growing as a couple, midlife health, relationships in midlife, life planning/priorities in midlife, work and careers
Financial & Legal issues	Budgeting, debt management, investing, taxes retirement planning, credit & collections, home buying & renting, divorce, living wills, criminal, attorney selection, family matters
Everyday Issues	House sitting, appliance/home repair, buying big ticket items, pet sitter/pet care, healthy lifestyle, community information, time saving services
Work Issues	Co-worker relationships, change in the workplace, business travel, career planning, communication skills
Health & Wellness	Stress & overload, exercise & fitness, diet & nutrition, prenatal health, living with an illness or disability, depression & anxiety, addition & recovery, living with a disability
Emotional Well-Being	Balancing work & life, violence & crisis, relationship conflicts, first-time events, depression, stress, marital concerns, grief & loss, divorce

Additionally, TELUS Health has a team of CISM (Critical Incident Stress Management Services) counsellors who specialize in providing 'on-site' support for distressing workplace-related events (critical incidents) and non-critical events that generate stress in the workplace. All of this is available to you 24 hours a day, 7 days a week, 365 days a year. (Note: This service comes with an additional fee per use.)

Everybody. Every day.
 Be well. Do more. Manage better.
 Be effective.

