

Date of communication: Tuesday, August 1, 2023  
Subject: EFAP provider, LifeWorks, transitions to TELUS Health in August 2023  
Audience: All full-time and limited-term Faculty and Staff

Dear colleagues,

### **What is this about?**

LifeWorks, our Employee Family Assistance Program (EFAP) provider, is now part of TELUS Health and will be rebranded to TELUS Health by the end of August 2023. As a global health and well-being provider encompassing physical, mental and financial health, TELUS Health, is committed to creating better health experiences by harnessing technology.

Once rebranded TELUS Health, our EFAP will be referred to as an Employee Assistance Program (EAP). You and your family will continue to have access to the same services. Our EAP phone number, 1-844-671-3327, app, web platform, and your usernames and passwords used to access your EAP will remain the same. The LifeWorks app and *Essentials* platform will be renamed to **TELUS Health One** with associated TELUS Health branding. Phone calls will be answered as TELUS Health and services, and video calls will be delivered under the TELUS Health brand.

### **What do I need to do?**

For the mobile App, if your device settings are set for automatic app updates, you do not need to take any action and your app will update mid-August. If your automatic updates are not turned on, you will see a pending update in your app store in mid-August, indicating the changes from LifeWorks to TELUS Health One are available. Please complete this update when prompted. At the end of August, a new URL to access the TELUS Health One Platform will be available. Once available, please update your website bookmark links accordingly.

### **Why should I use an Employee Assistance Program?**

You and your immediate family members can receive confidential 24-7 support over the telephone, in person, online, and through a variety of health and wellness resources. For each concern you are experiencing, you can receive a series of private sessions with an expert. You can also take advantage of online tools to help manage your family's health. You'll get practical and fast support in a way that is most suited to your preferences, learning preference and lifestyle.

### **Who can I contact if I have more questions?**

If you require additional information or have questions, please email [wellnessatwork@ontariotechu.ca](mailto:wellnessatwork@ontariotechu.ca)