



Summary of Telus Health EAP and Work life Services for Nebraska Bankers Association

EAP SERVICES

Call Telus Health 24/7: 800.433.7916 24/7/365 Care Access Center: 24-hours, 7 days a week, 365 days a year, toll-free access to the Employee Assistance Program call center for crisis counselling, risk assessment and matching to appropriate service(s).

Face-to-Face or In-Person Support: Participants call the toll-free line, 24/7/365 to schedule face-to-face counseling sessions with a counsellor in their area. Up to 3 counseling sessions per issue per person.

Telephonic Consultation: Participants can call the toll-free line, 24/7/365 and be instantly connected telephonically to a Telus Health staff counselor within our Care Access Centers for immediate, in the moment support. Unlimited access.

Tele-Support: Participants can schedule telephonic counseling sessions at a predetermined appointment time. Up to 3 counseling sessions per issue per person.

Video Support: Participants can schedule video counseling sessions with a staff counsellor and meet with them via secure video. Up to 3 counseling sessions per issue per person.

Telephonic Life Coaching: Telephonic Life Coaching service for participants seeking non-clinical support and guidance to attain a specific goal or desired outcome. Up to 3 life coaching sessions per issue per person.

Management Support: People leaders dealing with complex employee concerns or performance issues can call the toll-free line, 24/7/365 for confidential telephonic support and coaching by a staff counselor within our Care Access Centers.

WORKLIFE SERVICES

Financial Support Services: Participants can book telephonic appointments with financial and tax professionals who can assist with financial issues.

Legal Support Services: Our legal consultants will provide a clear explanation of how the law applies to a specific situation and recommend the most appropriate course of action. Legal assistance services are available via telephonic consultation, 24/7, through immediate warm transfer to a lawyer. In-person referrals are also available same-day at preferred rates.

Family Support Services (Child/Youth Care and Elder/Adult Care): Participants can consult with advisors, get resource packages and/or referrals to services that can help them cope with the day-to-day or longer-term challenges associated with caregiving responsibilities.

Community Referrals: Participants can consult with the Family Support Services specialists for Community Referrals or information sources when an inquiry, issue or concern cannot be addressed by



the EAP. Life Transitions: This service offers support to participants experiencing significant life transitions, through a telephonic consultation.

Nurse Consultation: Nurse Consultation provides clients access to a Registered Nurse for general health advice 24 hours a day, 7 days a week. This service is only appropriate for non-urgent medical issues only.

Telus Health PLATFORM

Site: one.telushealth.com

Username: Nebraska

Password: Lwgo21

Total Wellbeing Solution: Participant have access to the Platform & Mobile App including wellbeing tools to motivate, energize and inspire you to be healthy and happy. Qualified support for your mental, physical, social and financial wellbeing, any time, from anywhere.

Online Support & Resources / Wellbeing Content: Participants have access to browse thousands of articles, toolkits, audio recordings, podcasts, e-booklets and more for everyday life related to life, family, health, money, and work.

Newsfeed Company Posts: The Newsfeed acts as your organization's own online communication tool and information delivery system. It's your destination for news and updates, as well as personalized, "snackable" wellbeing content.

Snackable Wellbeing: Personalized and trusted daily "bite-sized" content that only takes minutes to consume! Delivered directly through the Newsfeed, you can access content from experts across Body, Mind, Personal Finances, Relationships and Work.

Care Now: The CareNow programs offer interactive, online digital self-help resources (videos, podcasts, exercises) that participants can engage with in their own way and at their own time.

Total Wellbeing Assessments: The easy-to-use assessments help you to understand your strengths and improvement opportunities in all 4 pillars of total wellbeing. The 4 pillars are financial, mental, physical, and social.

Perks & Savings: Save money on daily purchases and the important things in life. Participants have access to shop online Exclusive Online Offers, Cashback Deals and Discounted Gift Cards from market-leading brands. Virtual Fitness: LIFT Session: A virtual fitness solution that promotes good physical health with automated fitness journeys, accessible through the LIFT Session app.

WORKPLACE SUPPORT FOR HR AND MANAGEMENT

Workplace Referral Program (WRP): Assessment and counseling for individuals experiencing performance issues at work that are related to an underlying emotional, psychological or drug/alcohol abuse problem. DOT Substance Abuse Program (DOT SAP): Assessment of employees who have

breached alcohol and drug policy. ***Additional fees may apply to this service. Approval from Karen Coufal at NBA VEBA is required.

Critical Incident/Trauma Support: Onsite counselor support provided to an organization following a critical incident (robbery, sudden death etc.). The intervention can be provided in both a group and individual format. ***Additional fees may apply to this service. Approval from Karen Coufal at NBA VEBA is required.

TRAINING: Workplace learning and development programs enhance your people leaders' and employees' knowledge and skill set, and improve retention, engagement, and the productivity of your workforce. ***Additional fees may apply to this service. Approval from Karen Coufal at NBA VEBA is required. ADMINISTRATION Reporting (EAP & Platform): Quarterly standard statistical reporting on EAP and platform usage.