

FAQ

Frequently Asked Questions



Why should I choose Steadfast Workplace Risk's partner TELUS Health?

TELUS Health is the only employee wellbeing provider to offer a truly holistic, integrated and preventative wellbeing solution. While other providers may say that they provide the full range of employee wellbeing services, they either provide traditional EAP solutions or are technology companies that merely facilitate access to mental and physical clinicians.

TELUS Health has the clinicians, account managers, clinical management and governance expertise, and experienced support staff to provide a fully holistic solution. Combined with our world-leading TELUS Health One wellbeing platform and smartphone app, we are the one-stop-shop for all your employee health and wellbeing needs.

How many sessions does an employee get under the TELUS Health EAP?

Your EAP can be customised to suit the needs of your organisation, and this includes determining how many sessions would be available to your employees.

TELUS Health's program typically includes up to three (3) sessions per person, per issue, per annum (inclusive of case management). Most issues are resolved within three (3) well-structured sessions.

What if an employee needs more than the allocated number of sessions?

Should a clinician determine that an employee's issue/s could be resolved with a few more sessions (over and above the number of sessions your organisation normally provides), the clinician would consult your Customer Success Manager who would request your approval for additional sessions. Note, the individual client information will be deidentified.

What happens if a clinician determines that an employee needs longer-term treatment or care?

TELUS Health's model of short-term, solutions-based counselling is intended to provide support for employees for a range of presenting issues. However, some complex mental health presentations are not suitable for treatment via a brief therapy model, for example, eating disorders, long-term clinical depression, obsessive compulsive disorder, complex PTSD, psychosis, etc). If, during counselling, a clinician determines that a client has an issue or issues that would be better managed through a long-term support model, our clinician will work with the client to determine and locate an appropriate external resource and support the client during the handover period. Since finding and arranging access to a resource often takes considerable time, the clinician may request more EAP sessions to ensure that the client remains supported until handover is complete.

How do I get my employees to use our EAP?

There are many reasons why employees may not access an EAP and TELUS Health will work with you to determine which may be relevant to your organisation and to put in place ways to address them.

Once we purchase, how soon can we access the EAP?

TELUS Health's priority is providing access to your EAP as soon as possible. To ensure a seamless onboarding process for the digital app, your access will be available as follows:

- If purchased before the 20th of a month, you will have access on the first day of the next month.
- If purchased after the 20th of a month, you will have access on the first day of the month, in two months e.g. if purchased on 21st January, you will have access on 1st March.

How do we access and launch the EAP?

TELUS Health will reach out to you via your registered email address and provide a comprehensive "Welcome" pack, providing all the tools you need for a successful launch of your EAP to your team. Your welcome pack includes, but is not limited to:

- Email templates for you to rollout your EAP and wellness solution to your team
- Flyers promoting the EAP
- Video links
- EAP orientation sessions
- Content calendars
- Instructions on how to launch the Wellbeing app
- Details on how to subscribe to Newsletter
- And more

What is the difference between the Contract Date and Contract Term?

The Contract Date is the start date of your EAP and wellness solution. Refer to access date information above.

The Contract Term is 36 months from the Contract Date.

Your initial purchase is for 12 months effective from the Contract Date. We will reach out to you prior to the 12 month anniversary of your Contract Date to obtain updated information in order to prepare your Tax Invoice for the following 12 months.

What if I want to cancel the EAP?

Either party may cancel the EAP agreement by providing written notice to the other party. Unless otherwise specified in the signed agreement, a minimum notice period of 90 days is required prior to the intended cancellation date.

Should the 90 days expire in the new payment contract period, the business (Sponsoring Organisation), will be charged on a pro rata basis including any administration, annual or cancellation fees as outlined in the agreement.

There is no refund for the current year, which expires on the next payment anniversary date.