



TELUS Health wellbeing platform guide.



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What is the TELUS Health (formerly LifeWorks) wellbeing platform?

TELUS Health (formerly LifeWorks) wellbeing platform is the wellbeing solution that people love to use.

What's more, it includes access to a confidential Employee Assistance Program (EAP), and wellbeing tools you need to motivate, energize and inspire you to be healthy and happy.

Get the most out of your experience.

It couldn't be easier:

- Connect by phone
- Visit us online or download the LifeWorks mobile app



Employee Assistance Program (EAP).

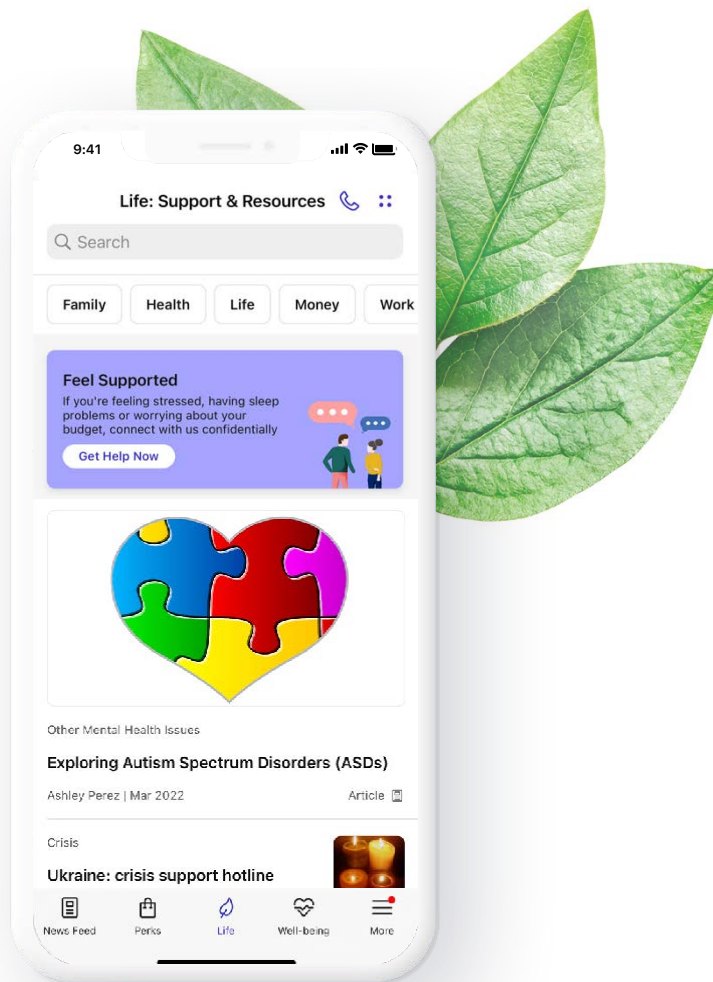
Bounce back from whatever life throws at you.

Life has its ups and downs. But we can help. Whether you have questions about relationships, family problems, stress at work and home, anxiety, financial matters, or health issues, you can turn to us for a confidential service you can trust.



How can we help?

- **Any time, anywhere, any way:** we are available, 24/7, by phone, online by browser and by mobile app.
- 24/7 access to **professional advisors** for advice, work-life support, and referrals.
- 24/7 access to **counselling by phone** for immediate, short-term support.
- 24/7 access by the mobile app (iOS and Android) and online to **hundreds of articles, recordings, quizzes, e-books, self-assessments, and more.**
- **Referrals to in-person counselling**, as well as other modalities to fit your schedule and comfort level.
- **Best-in-class clinical programs** that offer help and support for work, health and life challenges.
- **Connections to organizations and agencies** in your community to help you address specific needs.



Online wellbeing resources to support you.

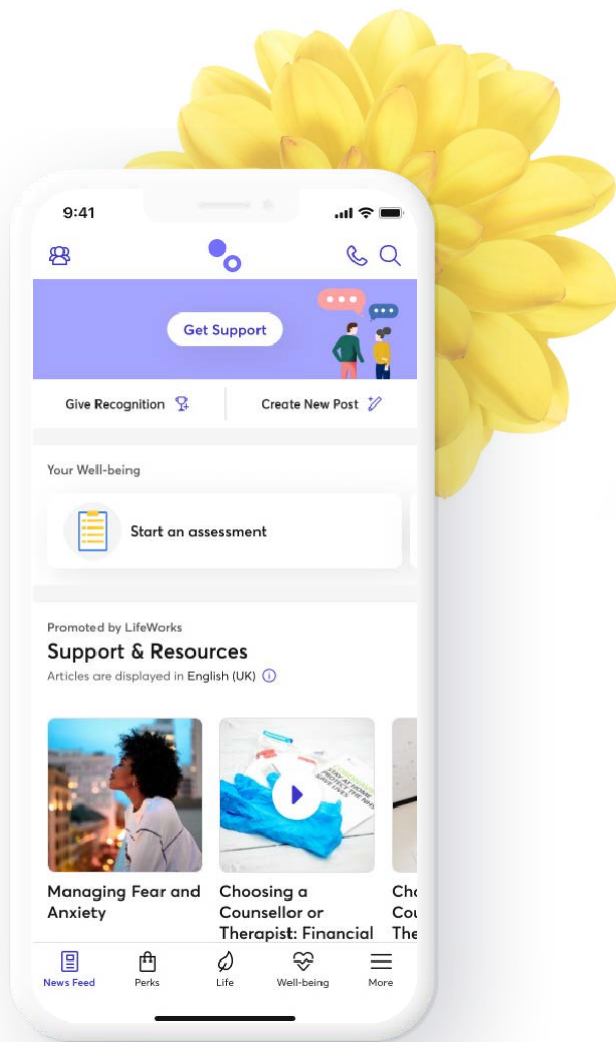
Find answers, fast. We make it easy to look for answers to tough questions. **Browse hundreds of articles, toolkits, audio recordings and more**, based on your interests, for tips and tools for everyday life. Produced and reviewed by industry experts and bestselling authors, there's a wealth of wellbeing content that covers areas related to **family, health, life, money and work**.

Simply log in and visit the **“Life”** section from the menu bar.

Search our clinically verified and trusted:

- Articles
- Toolkits
- Podcasts
- Infographics
- E-books and more

See what's new right away. Articles are also listed under “Featured” and “Recently updated” and a menu of Quick Links displays frequently accessed content and service overviews, so you'll always see what's new, first.



News feed

The News feed acts like 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.

Celebrate moments of success

Check your News feed regularly for corporate posts with company news and updates from your CEO, management, and HR.

Discover wellbeing content that fits your lifestyle

Choose topics (body, mind, personal finances, relationships and work) to receive personalized, daily bite-sized content.

Directory

Access you and your colleagues' profiles, including roles and contact details, and text, email or call each other directly.

Total Wellbeing Assessment

The Total Wellbeing Assessment is a tool to help you understand your strengths and improvement opportunities in all 4 pillars of total wellbeing. You're given one simple score for a snapshot of your overall health.

Some features may not be included in your current platform or bundle - please ask your HR manager for more details.

Snackable wellbeing

Personalized and trusted daily “bite-sized” content that only takes just minutes to consume! Delivered directly through the news feed, you can access content from experts across body, mind, personal finances, relationships and work. Your snackable wellbeing topics are confidential and visible only to you.

How do I choose my snackable wellbeing topics?

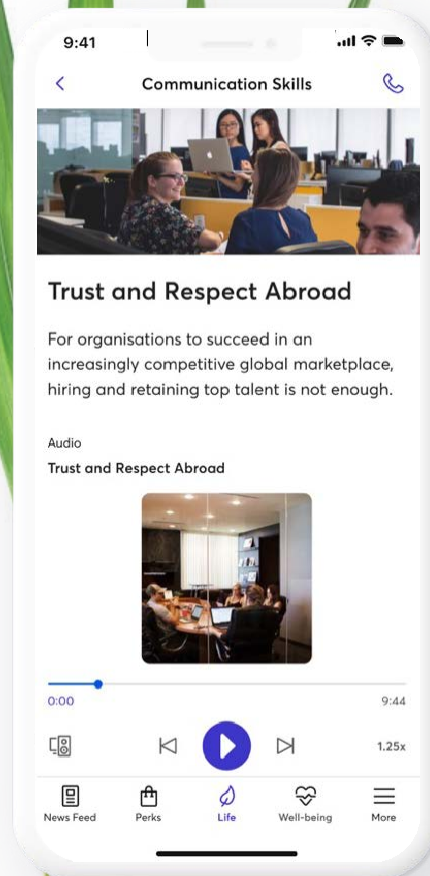
You will be asked to customize your wellbeing during the first time you sign up.

To change your topics:

Web app: Go into “Settings” at the top right of the screen, then scroll to “Snackable Wellbeing” to access topics.

Mobile app: Select “More” at the bottom right of the screen, and then the Cog icon in the top right to access “Settings.” Scroll to “Wellbeing,” then select “Snackable Topics” to quickly and easily change main topic areas and subcategories.

Tip: Every time you consume a “content snack,” you can let us know if you found the session helpful. If you loved it, press Thumbs Up; if you didn’t like it, press Thumbs Down.



CareNow

CareNow gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.

The CareNow service gives you access to a range of programs designed to help with anxiety, depression, stress and more. We will continue to improve our offerings and add new topics continuously, so visit the CareNow page frequently to keep updated.

To access CareNow:

Web app: Click on “Wellbeing” from the top navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

Mobile app: Click on “Wellbeing” from the bottom navigation and scroll down to the CareNow section. Select the appropriate program for you and follow the steps

You may be prompted to create a personal user account when accessing CareNow. Simply follow the steps to get started.



CareNow counsellor-assisted

If you would like self-guided support with the additional help that comes from a counsellor, then you can simply select the CareNow counsellor-assisted option on the platform.

CareNow counsellor-assisted is a digital service where you can access self-directed wellbeing content and reach out via messaging for counselling support as needed. The programs are built using Cognitive Behavioural Therapy (CBT) methodology.

The great part about messaging in CareNow counsellor-assisted is that you can send a message to your counsellor at any time – even if your counsellor is not currently online. While your counsellor will not immediately respond to the message – this time before responding is used by your counsellor to read the message and give a meaningful and personalized response.

To access CareNow counsellor-assisted:

Web app: After logging in, simply access CareNow Counsellor-Assisted through the link in the left hand panel under “Feel Supported.”

Mobile app: Click on “Life” from the bottom navigation bar and click “Get Help Now.” You can then select CareNow counsellor-assisted.

You will be redirected to the CareNow counsellor-assisted platform to register.

CareNow counsellor-assisted is also available to you by calling your organization’s EAP phone number. Our call centre representatives will send you an email with instructions on how to access the service.



Total Wellbeing Assessment

What is the Total Wellbeing Assessment?

The easy-to-use Total Wellbeing Assessment helps you understand your strengths and improvement opportunities in all 4 pillars of wellbeing. The 4 pillars are mental, physical, social and financial.

How does it work?

1. **Understand your current state of health across all 4 pillars** with quick health assessment questionnaires that take only a couple of minutes to complete each. Get immediate feedback on your level of risk and see “What you are doing well”, “Areas for improvement” and “Suggested resources”.
2. **Improve your health with personalized wellbeing content**, tips and snackable content based on the results of your assessment -whether you’re thinking about setting new health goals like quitting smoking, improving your diet, or wanting to incorporate more physical activity in your daily routine.
3. **View your total health score.** After completing the questionnaires, you are given a total health score between 0 and 100. The higher the score, the more optimal your current health.
4. **Make improvements** based on personalized wellbeing content and re-take assessments at any time for an updated score.

How to access Total Wellbeing Assessment:

- **Web app:** Log in to the platform, click “Wellbeing” in the top-line menu and select “Assessments”
- **Mobile app:** Log in to the app, tap “Wellbeing” from the bottom menu, then “Assessments”

You may have the option to create a personal user account when accessing the Total Wellbeing Assessment.

A personal account allows you to save your results and complete the assessments in multiple sessions, but you are not required to create one. If you are not asked to create a personal account, then your results and progress will automatically be saved.

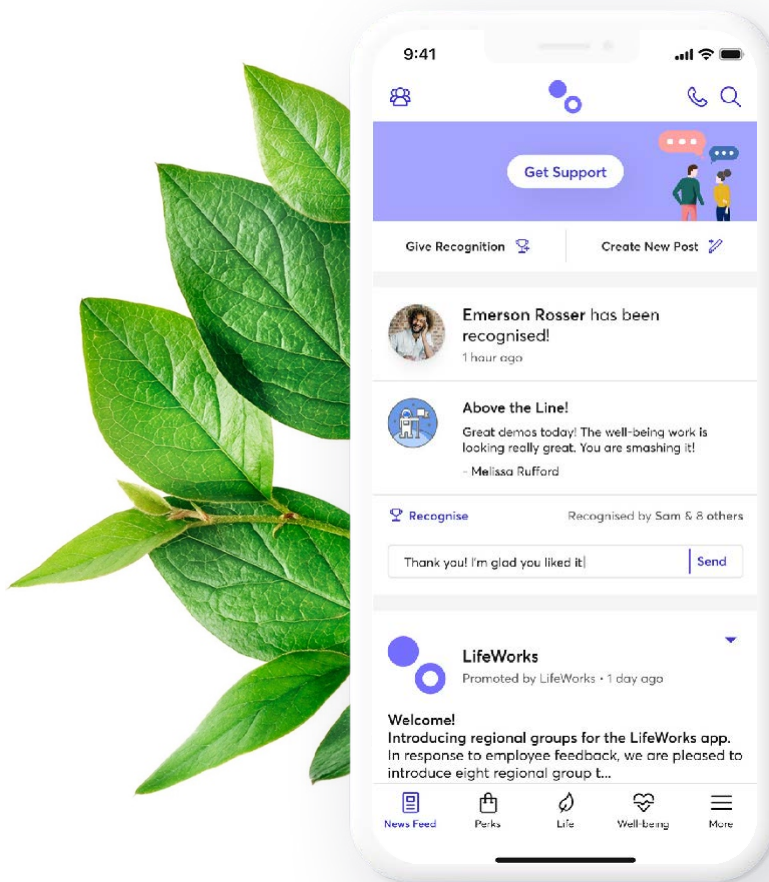
Watch your news feed for information about promoted assessments.

Promoted Total Wellbeing Assessment (corporate)

Your employer/organization may also choose to promote completion of all, some, or just one of the pillars of Wellbeing during a specific time period.

The goal of this approach is to measure workforce risks at a particular point in time, and to develop targeted wellness strategies that make sense for your organization. Your results are still confidential, and anonymous, meaning that no one in your organization will know your individual results.

NOTE: Health Assessments are for adults between the ages of 18 and 65. The questionnaires are intended for educational purposes only and should not be used as a substitute for professional medical advice, diagnosis, treatment, or care.



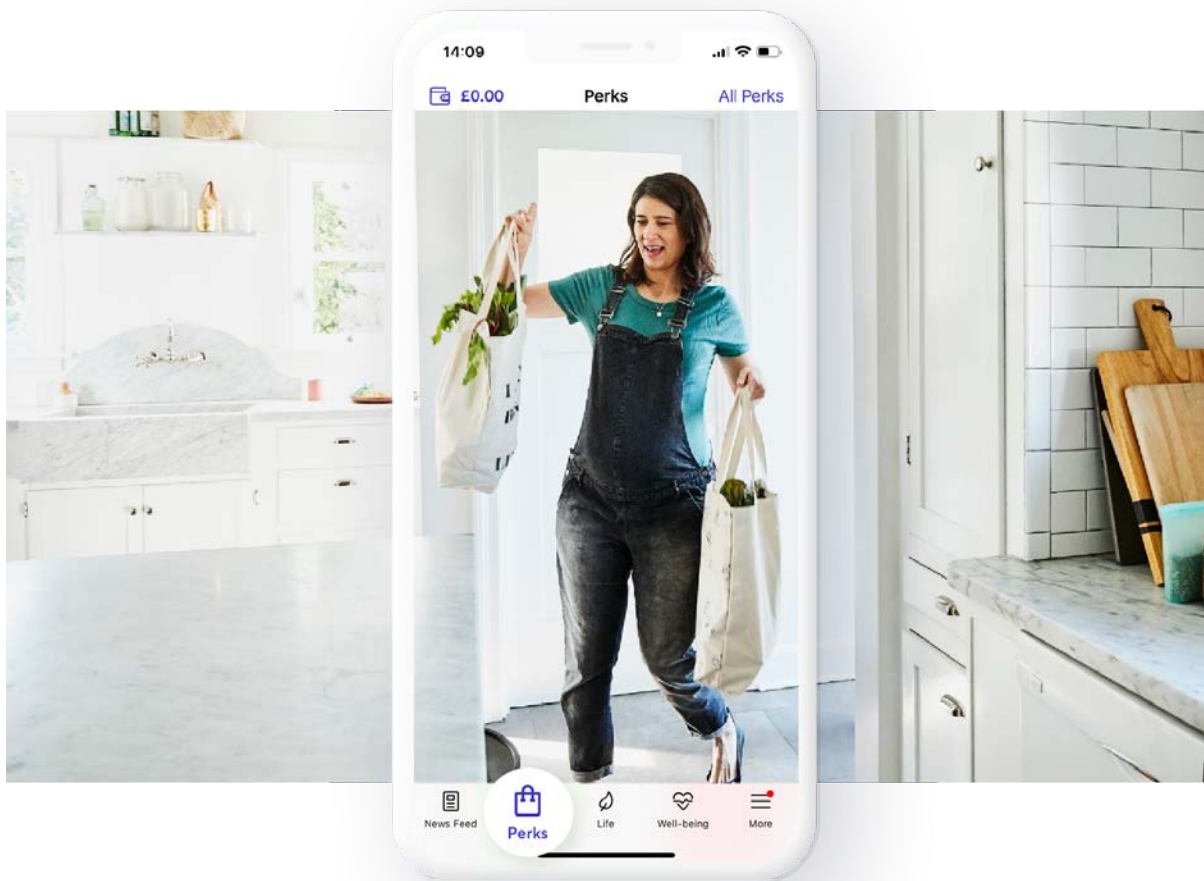
Recognition

Make everyone aware of the great job your teammates are doing. Recognition is all about acknowledging the hard work and accomplishments of your team, your colleagues and your managers.

How does Recognition work?

1. **Select the colleague (or colleagues) you want to recognize** directly from the News Feed by name, or by choosing them from the Colleague Directory.
2. **Pick the best badge** for your recognition and add your message. The badges represent your organization's core values.
3. **Want to be a bit creative?** Select "Add image" and go GIF-crazy.
4. **Hit "Post"** and see the recognition celebrated on the News Feed.

Tip: You can see all the recognition you have received when you go on your Profile.



Perks & savings

Save money on daily purchases and the important things in life.

Planning a family vacation, doing some holiday shopping, or moving?

Our exclusive Perks can help you save in every area of your life, and make your money go further.

Just select “Perks” in the menu bar.

Exclusive offers

Our exclusive online offers are deals made just for members like you and deliver big savings through online coupon codes.

Discover 130+ exclusive offers (and growing) from market-leading brands and save on everyday spend such as car buying, fitness and nutrition, days out, home finances, travel, and key life events.

How do exclusive offers work?

1. Go to “Perks” in the menu bar and browse our featured “Exclusive Offers” section. You can also look for an offer via the Search Bar at the top of the page.
2. See how much you can save with your offer of choice and select “Visit Website” to visit the retailer’s website and make a purchase. If there is a coupon code, simply copy and paste the coupon code at checkout and your discount will automatically be applied.



Shop online with cashback.

Get cashback every time you shop online through TELUS Health (formerly LifeWorks)! Browse hundreds of offers and follow our exclusive links to earn cashback on your purchases.

How does Cashback work?

1. Go to “Perks” in the menu bar and browse our featured “Cashback” section. You can also look for a retailer via the categories section or the search bar at the top of the page.
2. See how much you can save with your purchase and select “Get Cashback” to visit the retailer’s website and make a purchase.
3. You’ll receive your cashback credited to your personal, digital wallet, along with a record of all the purchases you’ve made on the platform.

Good to know:

1. When the amount in your wallet exceeds \$5, you can transfer it to your PayPal account. Don’t worry, the first time you choose to withdraw you will be asked to link to your PayPal account.
2. Once you’ve completed a transaction, depending on the retailer, it can take up to 14 days for your cashback to appear in your Wallet as “Tracked”. In most cases, this shouldn’t take more than five days.

Tip: When you make a purchase, don’t refresh the page or navigate away because the cashback trail will be broken – if this happens you will need to go back to the link and start over.

Discounted digital gift cards.

Our gift cards are digital and instant, giving you on-the-spot access to discounts whenever you need them, and wherever you are.

How do discounted digital gift cards work?

1. Go to “Perks” in the menu bar and browse our featured “Gift Cards” section. You can also look for a gift card via the categories section or the search bar at the top of the page.
2. Select the gift card you want and enter the gift card amount you want. You can instantly see the gift card value versus the amount you actually pay.
3. When you’re ready, confirm your email address, enter your payment information and save your payment details securely for your next purchases.
4. Select “Buy Now” and review the confirmation page. We will send a redemption code to the email address you provide us, and we’ll also store it in the “Codes” section of the app (just for you).

Tip: Did you know you can also use Apple Pay or Google Pay to purchase your discounted gift cards?

Discounted gift cards can also work on most retailers’ websites. Simply enter the gift card code at checkout to pay for your purchases.

Need a quick and easy personalized gift? Immediately send a gift card to friends and family to celebrate their birthday or milestone.



Wellness

All the tools you need to reach your health and fitness goals.

Are you trying to find ways to take better care of your health? Wellness is a fully-integrated set of tools, challenges, and rewards to help you make positive lifestyle changes.

Wellbeing can help you be healthier and happier with:

TELUS Health Fitness provides a full suite of fitness offerings that make working out exciting, easy, and efficient. It's like working out at your preferred gym or studio without ever stepping foot outside your house.

Personal & corporate challenges designed to boost your motivation and establish new habits that support you feeling your best!

Participation-driven rewards, unlocked by completing wellbeing activities, earning points, and moving up reward tiers.

Telephonic health coaching is driven and paced by you and your dedicated coach - health coaching is here to help you find the motivation you need to reach your personal goals.

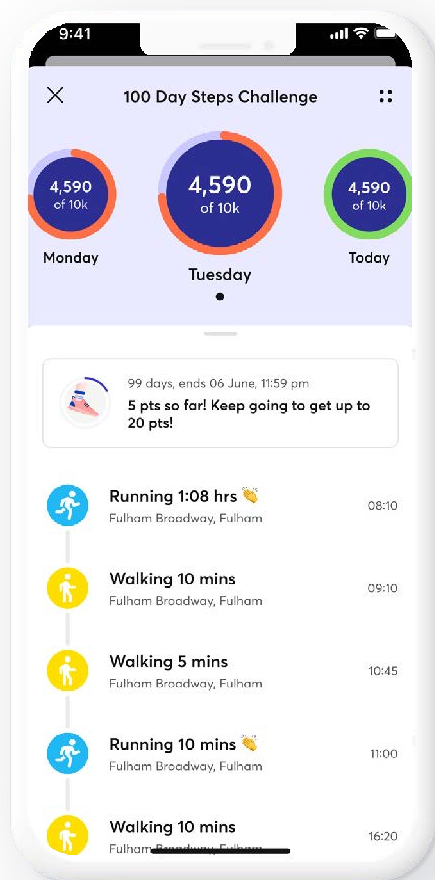
TELUS Health Fitness

Fitness provides a full suite of fitness offerings that make working out exciting, easy and efficient. It's like working out at your preferred gym or studio without ever stepping foot outside your house.

Automated journeys

These programs are built specifically for your goals and fitness level.

Depending on your organization's access level, you may have access to other exciting features like online chat with coaches, group training, personal training and more.



Wellbeing challenges

Personal challenges

Everyone's approach to health is different. That's why we created a set of personal challenges that work seamlessly within the app.

Depending on your organization's access level, you may have access to other exciting features like online chat with coaches, group training, personal training and more.

How do personal challenges work?

These are challenges that you select and complete on your own at any time.

Always available. They are not dependent on whether your organization has pushed a formal company-wide challenge.

For you and just you. No public leaderboards comparing your effort to others within your organization. It is you against yourself!

Pick challenges that interest you and complete them whenever, and from wherever you are.

Simply log in to the platform to launch a personal challenge at any time.

Corporate challenges

Designed for groups, corporate challenges motivate everyone involved with a bit of healthy competition and fun. They help to build a culture of wellness and create a support system amongst you and your colleagues.

How to access wellbeing challenges:

- **Web app:** Log in to the platform, click "Wellbeing" in the top-line menu and select "Challenges"
- **Mobile app:** Log in to the app, tap "Wellbeing" from the bottom menu, then "Challenges"

Follow these steps if your challenge is tracked through the app or by wearable technology (such as the steps challenge). Some challenges are manually reported and don't require action on this screen.

1. Allow our app to connect to your health centre, then carry your smartphone with you at all times. (You can manually enter steps if you forget your phone).
2. Sync a Fitbit to the Challenge by clicking "Connect to Fitbit".

For all other wearable devices, as long as you've linked your device to your smartphone's health centre, you're ready to go.

Keep in mind: Corporate challenges are not anonymous. Your name and participation statistics are available for all participants to see in the leaderboard.

If you want to improve your health and wellbeing at your own pace and with privacy in mind, consider doing a personal challenge.

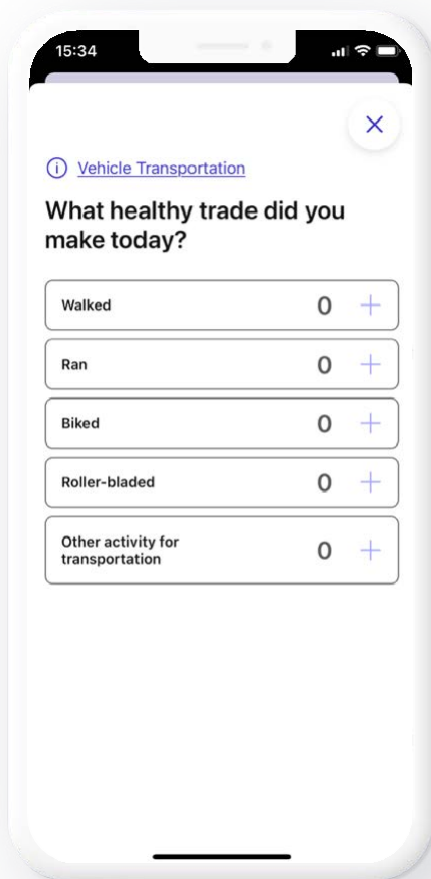
Every time you complete a corporate challenge, you'll earn points towards our tier rewards. The more you complete, the more you'll earn.



Habit changing challenges.

We all have habits that we would like to change – drinking too much soda, staying up too late every night causing us to feel sleepy during the day, eating too much processed food or skipping meals when we're busy.

Our habit-changing challenges are about choosing, experimenting and then practicing healthier ways of doing things. Start working toward breaking habits that don't support good health, while forming new habits to help you feel your best.



How does it work?

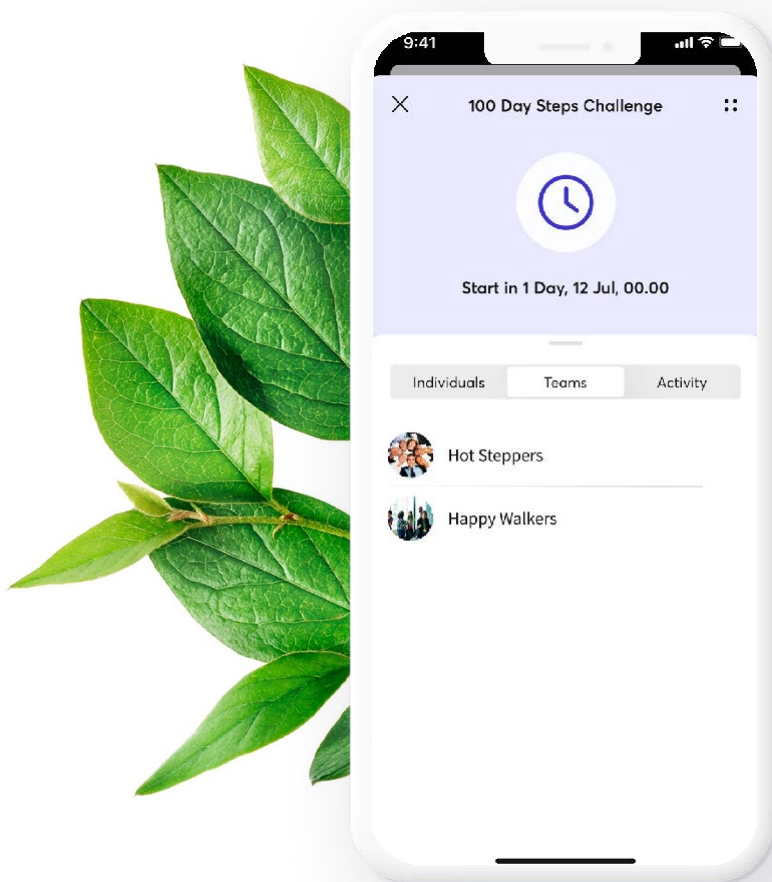
Web app: Log in to the platform, click “Wellbeing” in the top-line menu and select “Challenges.”

Mobile app: Log in to the app, tap “Wellbeing” from the bottom menu, then “Challenges.”

1. Choose your theme of interest and “Join” to view more about the challenge and the goal.
2. Select “Join Challenge” to get started.
3. View the list of everyday habits associated with that wellbeing area and read more about each one using the down arrow next to it.
4. Choose one or two habits you want to change over the course of the challenge (28 days).
5. Don't forget to log your improvements every time you make a change to track your daily habit progression.

What's the goal?

Focus on one or two habits that you want to change. Make trades for healthier habits and try to maintain the change for one month.



Spotlight feature: 100-day steps challenge.

Keeping your body in motion throughout the day – limiting your sedentary time – is proven to be one of the best things you can do to support good physical health.

The goal of this personal challenge is to aim for 10,000 steps a day, adding up to one million steps over the course of 100 days.

Since this challenge requires access to a smartphone's health centre (Apple Health Centre, GoogleFit or Fitbit), you must join the challenge by mobile app.

There are four ways to count your steps (for the 100-day and corporate step challenges):

1. Allow our app to connect to your health centre, then always carry your smartphone with you.
2. Sync a Fitbit to the challenge by clicking "Connect to Fitbit."
3. For all other wearable devices, as long as you've linked your device to your smartphone's health centre, you're ready to go.
4. You can manually enter steps through your smartphone's health centre. If you are unable to walk, this allows you to enter equivalent physical activity that can count towards the challenge. See the instructions within your smartphone's health centre for details on how to complete this.

Tip: Best of all, as you complete challenges, you'll earn points to help push you through our tier rewards, unlocking valuable gated offers and special rewards.

Wellbeing rewards

You'll accumulate points by completing wellbeing activities such as health assessments and challenges, or by selecting and reviewing wellbeing content.

Points accumulation gives you the power to move from the Bronze tier to unlock Silver (2,500), Gold (5,000), and Platinum (10,000). Within each wellbeing rewards tier, you'll unlock access to an array of gated rewards, subject to change to keep them fresh and exciting.



Under “Tiering” in your wellbeing hub, you’ll see a personal dashboard of your progress, as well as suggested ways to build healthy habits while accumulating points. The key to our solution’s success is that you’ll have to continue completing wellbeing activities in order to maintain your tier status.

To view your available wellbeing rewards:

Web app: Log in to the platform, click “Wellbeing” in the top-line menu and select “Rewards”.

Mobile app: Log in to the app, tap “Wellbeing” from the bottom menu, then “Rewards”.

How do I collect tier points?

Completing a number of different activities within the platform, you can collect points for these activities. You can see a table outlining how to earn points on the Wellbeing hub page or in our help centre. These activities, points and rewards are subject to change without notice.



Health & wellness coaching.

Gain the knowledge, skills, tools and confidence to reach your personal goals and take charge of your health over the phone.

The health & wellness coaching incorporates program modules such as:

Weight management

Focus on the lifestyle changes you can stick with for life.

Sleep habit management

Identify current barriers to getting a good night's sleep, establish strategies for overcoming them and create specific goals for better sleep habits.

Pre-diabetes

If you have been diagnosed with high blood sugar levels that are not yet in the diabetic range or have concerns about developing diabetes because of family history or other reasons, the program will give you the right prevention tools.

Tobacco & nicotine cessation

Understand tobacco use and dependency and empower yourself to work through the process to quit – for life.

Stress management

Helps reduce the harmful effects of stress, tailored to your preferences and goals.

Ask a coach

Address questions that do not fit into one of our traditional coaching programs - an “outside of the box” approach.

Get started with TELUS Health.

Access your Employee Assistance
Program (EAP) 24/7 for confidential
help with sensitive issues.

