



AIR CANADA

TELUS Total Mental Health

FAQs

1. What is TELUS Total Mental Health?

TELUS Total Mental Health is an enhanced employee and family assistance program (EFAP), designed to help support your mental health and wellbeing, holistically. Total Mental Health offers tools, resources, and support to help you manage a wide range of personal and work challenges.

2. Why would I contact TELUS Health?

TELUS Health offers support, information, and resources for work, life, health, family, and money-related matters. You can contact TELUS Health for assistance with any issue, challenge, or concern. Care navigators are available to support and guide you, 24/7.

3. Who pays for TELUS Health?

TELUS Health is available at no additional cost to you. Air Canada provides this program as a benefit to support your wellbeing through your EFAP program.

4. Is TELUS Health part of my Manulife benefits plan?

No, TELUS Total Mental Health is an enhancement of your EFAP program and not part of your Manulife group health plan.

5. What qualifications do the counsellors have?

Every one of their counselling professionals has either a master's or doctorate in psychology, clinical social work, marriage and family therapy, or a related mental health field. They must have a minimum of three years post-master's level clinical experience, preferably with EFAP experience, and at least 2,500 hours of professional counselling experience.

Potential candidates undergo an intensive recruitment and screening process, which includes several interviews. Candidates must provide proof of degree and liability insurance, which are primary source verified. All candidates are licensed to practice independently. Clinicians are bound by the code of ethics, complaint investigation process and disciplinary sanctions within their own associations and licensing boards.

Minimum requirements are:

- Master's-level education, typically in social work, counselling psychology, marriage and family therapy or related mental healthcare program
- Three years of post-master's level clinical experience
- Successful completion of an intensive screening process with reference checks
- Ongoing proof of active liability insurance
- Licensed to practice independently

6. What kind of mental health support is offered?

Total Mental Health offers you and your family access to comprehensive mental health support through the TELUS Health One platform, to address both immediate needs as well as ongoing challenges. You can work through your personal care plan or connect with the care navigator team for support and guidance at any time, 24/7. You also have access to a wide range of digital tools and resources such as mood tracking, self- assessments, articles, podcasts, and more. For 1:1 support, you have the option to work with a counsellor- online, phone and in-person appointments are offered. In addition, crisis support is available at any time. Total Mental Health offers continuous care as you and your counsellor work to achieve your clinical goals and treatment plan.

7. Is specialized counselling with therapists outside of the TELUS Total Mental Health program covered?

No, if specialized counselling beyond TELUS Total Mental Health is required for you and your family, your care navigator may be able to assist, however this would fall outside the scope of the program.

8. Is TELUS Health confidential?

Yes. They take the utmost care to protect the identity of anyone who uses TELUS Health. The only exceptions to confidentiality include those governed by law, i.e., they are required to release documents under court subpoena, and have a duty to intervene and report if a consultant or counsellor deems an individual to be at imminent risk of harm to self or others.

9. What is a personalized care plan?

Your personalized care plan, included with Total Mental Health, is a step-by-step guide that helps connect you with tools, resources and information based on what you need help with and where you're at in your journey. No two care plans are the same- your plan is personalized to meet your individual goals using a dynamic assessment. It can help you learn skills and coping strategies to make positive changes in your life. You can work through your care plan modules individually at your own pace, with care navigator guidance, or with a counsellor for 1:1 support.

10. What's a care navigator and how can they help?

Unsure of where to start? Connect with a care navigator who can help guide you to the resources best suited to address your needs. Care navigators are available 24/7 and you can reach them by phone or by using the online chat function available on the TELUS Health One app or web platform. Whether you're working with a counsellor, accessing work-life

services, or exploring their self-help programs and resources, they can assist you and provide support and guidance throughout your journey.

11. How does TELUS Health support the wellbeing needs of diverse communities?

TELUS Health supports and promotes diversity and inclusion in the workplace in many ways, including:

- Matching people with counsellors that share similar lived or cultural experiences when requested
- TELUS Health actively recruits providers that represent the communities in which they serve, with a particular focus on providers from traditionally marginalized communities. This targeted and purposeful recruitment allows their clients to request and access service with a counsellor who has similar lived experience.
- In addition to continuously creating structural inclusivity in their EFAP, they also have resources and programs available for clients to create a more diverse, inclusive and equitable workplace