



Expatriate Employee Assistance Programme: Expert support - anytime, anywhere, always confidential.



What is the Expatriate Employee Assistance Programme (EEAP)?

As an expatriate living in a foreign environment, you may find it particularly challenging to balance taking care of yourself, your family and work responsibilities.

The EEAP provided through your employer by TELUS Health, is a confidential professional support service that can help you and your dependents (living with you abroad or back at home) address a wide range of life issues and challenges.

The EEAP can be contacted 24/7 so that you can access support when you want it.



EEAP support:

- Local expert support in a variety of languages
- Short-term, solution-focused counselling and consultation to help resolve challenges and issues
- Experienced Master's level professionals (or equivalent)
- Confidential setting away from the workplace
- Caring representatives who will help you choose a support option that best suits your needs and learning style

No matter what the nature of your issue, or how overwhelming it may seem, the wide scope of expertise available through the EEAP is there to support you as you work towards a positive resolution.



The EEAP can help with:

- Strengthening relationships and improving communication
 - Coping with isolation and loneliness
 - Adapting across cultures
 - Identifying and coping with culture shock
 - Addressing the personal impact of the relocation
 - Dealing with stress, anxiety, and depression
- Addressing alcohol and drug misuse
 - Resolving marital and relationship difficulties
 - Finding solutions for work-related issues
 - Accessing crisis and trauma support
 - Discovering ways to improve your nutrition in your new environment
 - Focusing on your health with natural healing strategies
 - Working towards life goals



Confidentiality

Your access and use of the EEAP is strictly confidential. No information will be shared with anyone without your informed, voluntary and written consent. TELUS Health is bound by the highest international standards of confidentiality and privacy for the protection of service users.



Available at no cost

There is no cost to you or your dependents for using the EEAP. The programme is paid for by your employer. For each concern you are experiencing, you can receive a series of support sessions, over the telephone, online or in-person.

If you need more specialised or long-term support, the EEAP will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified counsellor or consultant will review with you your possible support options and any related costs.



Accessing the EEAP

You and your dependents have various ways to access immediate and confidential support.

- Visit us online at **one.telushealth.com** for support or to book an appointment.
- Alternatively, call us 24/7 using the worldwide numbers.



+1.309.820.3604 (outside the U.S. - request reverse charge/collect call)

+1.800.433.7916 (within the U.S.)

one.telushealth.com

Username:

Password: