Steptoe LLP
BENEFIT SUMMARY

Access to Best-in-Class and Specialist Counseling –

Unlimited, and immediate access to specialized professionals in counseling, social work, human services, and psychology. TELUS Health EAP counselors are available 24/7 for telephone assessment utilizing evidence-based evaluation tools, referrals, and crisis intervention services.

Multiple Counseling Modalities –

Confidential and secure counseling sessions with members of our professional network include:

- Face-to-Face
- Telephonic
- Video Counseling
- Chat
- Self-Directed and Counselor-Assisted Online Programs

Clinical Services –

Up to six (6) short-term, problem resolution sessions per presenting problem

WorkLife Services –

Everyday concerns can have a significant impact on the physical and emotional health of an individual's productivity at the workplace.

- Eldercare Consultation
- Childcare Consultation
- Community Referrals
- Health & Wellbeing Online
- Financial Consultation
- Legal Consultation
- Workplace Referral (Monitored/Mandated) & non-DOT Substance Abuse Program

Employer Support-Management Support –

Support for employees (suicide & depression concerns, aggression/bullying, sexual harassment, substance abuse issues and policy development), Management Consultation for People Leaders / Managers / HR:

- Support through workplace questions and concerns or view complex, sensitive issues
- Provide confidential sounding board and a third-party
- Guide you in referring an employee EAP or other resources

- Recommend involvement of human resources when appropriate
- Provide coaching in preparation for a difficult conversation/meeting with an employee
- Provide help during a crisis

Workplace Support Program –

TELUS Health provides employers with a method of formally referring an employee who is experiencing work performance or behavioral issues for professional assessment, counseling, and/or treatment recommendations. It is also used to refer employees who are in violation of their organization's drug and alcohol policy, which may include a positive drug/alcohol test or reasonable suspicion. This program offers individualized intervention that aims to help resolve an employee's performance, behavioral, or substance use issue. Referrals are typically used as a tool in managing an employee's performance plan.

Website Platform –

Organization Posts – Wellness Community Feed, Digital EAP Content, Online Self-Directed Programs, Total Wellbeing Index (TWI) Health Assessments, Colleague Directory, Incentives (Perks)

Download the TELUS Health One app or login at one.telushealth.com

Username: steptoe | Password: steptoe

Or call 1-888-851-7032

TELUS Health Learning – Additional fees may apply

Select from our library of learning sessions that address important topics including mental health, stress, work-life balance, conflict, change and much more. Choose from modalities that best fit your corporate culture such as e-learning, webinars, or workshops.

Electronic Catalog: https://learning.telushealth.com/us/

TELUS Health Critical Incident – Additional fees may apply

Telephonic and on-site support for critical incidents that impact the workforce (workplace violence, natural disasters, accidents, terrorist events, employee deaths, and more).