



## Manager Hotline Support for people leaders

Access to confidential advice and guidance to help managers, supervisors, and people leaders deal with sensitive employee and workplace situations.

Dealing with sensitive employee and workplace situations can challenge you as a people leader. Let your TELUS Health Employee Assistance Program (EAP) help with confidential and professional guidance for any situation you may face.

### As a manager, how do I refer an employee I am concerned about to EAP?

If you are concerned about a staff member, we encourage you to suggest they contact us directly to organise support. To increase your confidence in having this conversation and supporting your staff member, we strongly recommend you book a management consultation for yourself – this allows you to review your concerns with a professional and gain strategies to best support your team member. Then, you may wish to refer an employee to EAP support. Before referring an employee, you will need their verbal consent. Once you have their consent, call us and let our team know you would like to refer an employee to our EAP service. Here, you will provide our team with your employee's name and contact details.

Our team will then contact your employee directly to book their EAP appointment. Please ensure your employee is aware we will be contacting them to book their appointment.



### Manager Hotline help you with:

- Disruptive or inappropriate behaviour
- Emotionally sensitive employees
- Difficult personalities
- Concerning appearance
- Personal hygiene
- Harassment or violence
- Expression of suicidal thoughts
- Illness or medical conditions



Download the TELUS Health One App at your device app store or scan the QR code.

