



TELUS Health Workplace Support

The mental health and performance of your employees impacts the financial health of your organization.

With increasing costs of disability claims and absenteeism, and decreasing levels of productivity and employee engagement, Canadian organizations are facing new financial risks¹. TELUS Health Workplace Support provides early intervention for employee mental health, substance use and performance issues that require a solution beyond short-term EAP support, or as part of a disability case management plan. Workplace Support comprises professional assessments and longer-term, specialized counselling to support employees' return to healthy productivity, as well as management of workplace performance challenges, absence and disability.

Workplace Support consists of a variety of integrated, specialized mental health, performance management, substance use treatment and intervention programs designed to help:

- Provide a comprehensive assessment, and achieve a greater treatment compliance and recovery from depression, anxiety and substance abuse disorders
- Increase productivity and reduce safety risks, employee conflict and potential employee termination
- Reduce the incidence or duration of short-term disability (STD) claims as a result of mental health issues, and the likelihood or frequency of them becoming long-term disability (LTD) claims
- Support a sustainable return to the workplace following mental health claims or substance use treatment
- Reduce employers' and insurers' costs related to mental health case management

1. <https://www.mercer.com/en-ca/insights/total-rewards/employee-wellbeing/how-much-are-you-losing-to-absenteeism/>



Workplace identifiers

This program may be right for your workplace and people if you're experiencing:

- Absenteeism
- Increasing disability claims
- Reduced productivity
- Performance issues
- Behavioural issues
- Substance use
- Conflict between employees
- Exposure to trauma



WorkAssist

Employers can reduce the duration and cost of mental health absences from the workplace by providing targeted care. This service integrates a focus on returning to work with counselling that addresses the root causes of disability leave while providing timely communications to absence management.



Structured Relapse Prevention

Employers can mitigate risk and reintegrate those who complete treatment into the workplace, clinically supporting their successes and monitoring for challenges in recovery.



Drug and Alcohol Testing

Drug and Alcohol Testing provides a full-service solution to drug testing with management and training. We designed our services to help employers establish and manage workplace drug and alcohol testing programs with the rights of applicants, employees and employers in mind.



Referral Program

Provides employers with a way of referring employees experiencing work performance issues for professional assessment and counselling. Provides tools to address the root cause of poor behaviour or performance at work.



Substance Use Program

Employees receive support and employers mitigate risk through access to specialists for assessment and recommendations that best supports organizations and employees in navigating a breach of the employer's drug and alcohol policy.



TELUS Complex Mental Health Support.

Complex Mental Health provides the employer an opportunity to extend care beyond what short term solution-focused EAP can do for your people. By offering these programs, people seeking help have early access to the right type of care to address such as depression, anxiety, trauma, and chronic stress.



Trauma Assist

Trauma Assist is designed to help individuals affected by post-traumatic stress by providing access to specialized care to treat and build resiliency. Focused on early intervention for individuals with mild to moderate post-traumatic stress symptoms, this program provides assistance to those at risk of missing work or going on disability before they reach that point.



Depression Care

Depression Care employs a unique approach of combining cognitive behavioural therapy, ongoing psychometric testing and engaging the employee's treating physician to deliver best practice in the treatment of depression, anxiety and chronic stress. Through early-intervention Depression Care reaches employees who are struggling before they have gone on disability.



TELUS Health Workplace Support.

Specialized mental health, substance use and performance management programs designed to reduce costs for organizations with comprehensive assessments, sustainable recovery and incidence of short and long-term disability.

[Explore our services](#)