

BENEFITS BULLETIN



EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)

LifeWorks, our Employee Assistance (EFAP) provider, is now part of TELUS Health and is being rebranded as TELUS Health by the end of August 2023. In the coming weeks, you will begin to see the TELUS Health brand and **TELUS Health One** name on the website and in the app, in communications and when using the services.

What does it mean for you?

- You will continue to have access to the same services, functionalities and professionals as before.
- New URLs (one.telushealth.com) and QR codes will be available to access your EFAP platform. The ones you have been using will continue to work and will redirect to the rebranded platform.
- The phone numbers, app, web platform, username and password used to access your EFAP remains the same.
- You will start to see the TELUS Health name and brand in communication today.

This 24/7 confidential service offers short-term counselling.

Examples of counselling services offered include:

Personal / Emotional:

- Stress
- Depression
- Anxiety

Family:

- Parenting
- Child Behavior
- Adolescent Behavior

Couple / Relationship:

- General Relationship
- Relationship Breakdown (Separation / Divorce)

Work-related:

- Workplace Stress
- Career Planning
- Work Relationships / Conflict

LONG TERM DISABILITY

Effective September 1, 2023, any employee whose date of disability is on or after September 1, 2023, and contributes 6% to the Pension through benefits under the LTD Policy, will also receive an employer contribution of 8% of pensionable earnings to the Pension Plan.

This change has resulted in a reduction in the premiums rate for LTD by 4.5% to 2.306/\$100, effective September 1, 2023. To determine your premium cost per pay, divide your annual salary by 12, and multiply by 70%. Multiply this figure by \$2.306/\$100 and divide by 4.

REMEMBER TELADOC MEDICAL EXPERTS (Formerly Best Doctors)

As part of our commitment to the wellbeing of you and your family, Saint Mary's University sponsors access to Teladoc Medical Experts who uses nationally recognized medical experts from around the world to provide you with the right advice at the right time so you can make informed medical decisions with confidence.

For information and assistance please call **1-877-419-2378** or online at [Teladoc.ca/medical-experts](https://teladoc.ca/medical-experts)

IMPORTANT RESOURCES

Access your EFAP by calling:

1.844.880.9142 (E)

1.844.880.9143 (F)

1.800.855.0511(TTY)

[One.telushealth.com](https://one.telushealth.com)