



Onsite Services

TELUS Health's Onsite Services program is a proactive and integrated service that embeds one of our experienced clinicians within your organisation.

By having a team member at your workplace, we can develop an in-depth understanding of your organisation, build valuable relationships with your employees and people leaders, and provide targeted support.

This program is an excellent way to ensure your people's health and wellbeing are looked after and kept at the forefront of your organisation.

Download the TELUS Health One app
or visit one.telushealth.com

1800 030 195 | AUS_Onsites@telushealth.com





Onsite Services

- **Individual sessions:**
Via phone or video and booked through our contact centre.
- **Short seminars:**
Delivered as webinars on a wide range of wellbeing topics.
- **Mindfulness / meditation sessions:**
Up to 15 minutes to promote self-care.
- **Virtual check-in with managers:**
Manager check-ins that focus on specific management and leadership challenges.
- **Informal wellbeing check-ins:**
Frequently arranged as 15–30-minute slots for employees and teams to “drop in” and speak with the clinician.
- **Attendance at team meetings:**
To provide input and support as required.

How your organisation benefits

- You're supported by a dedicated clinician who develops a **unique and in-depth understanding of your organisation's challenges**.
- The ongoing presence of a TELUS Health clinician creates familiarity of the Employee Assistance Program service and **reduces the stigma** sometimes associated with seeking support.
- Organisations with regular access to guidance and support develops a **mentally healthy workplace that is productive and engaged**.
- The expert insights from your clinician “in the trenches” **adds to a positive work environment where employees can feel truly valued**.

How we can help

Organisations are complex entities with various stakeholders, dynamics, and processes. From experience, we know the importance of providing the most appropriate support, no matter the issue.

Support for individuals

For individuals, we adopt short-term, solution-focused interventions relating to any personal or professional issue. These can be in the form of:

- one-on-one, face-to-face sessions in a confidential and supportive environment;
- Informal consultations throughout the day in a safe and comfortable space.

Support for People Leaders

People leaders face specific challenges that can impact wellbeing. We provide the following support:

- Individual coaching consults to support people leaders with the challenges of their role.
- Regular informal check-ins with management to ensure that prompt and proactive support is being offered.
- Contribution of expertise to group forums provides an objective, external perspective on navigating difficult aspects of leadership roles.

Support for teams

Group forums stimulate and promote wellbeing conversations in the workplace. Some of the solutions we offer include:

- Short seminars or information sessions on topics including resilience, conflict, change, communication, mindfulness, and work-life integration.
- Facilitated discussions relating to a range of wellbeing topics.
- TELUS Health Service Briefings to build awareness of the support available and how to access it.

Virtual Support

There are times, for example, during pandemics or some major events, when face-to-face interactions are not possible. That's why our services are also available via phone and video.

Working in partnership with your organisation

Please call or email the Onsite Services Team to arrange this service for your organisation.

By phone: **1800 030 195**

By email: **AUS_Onsites@telushealth.com**