




## RESOURCES TO HELP MEET LIFE'S CHALLENGES

24/7, 365 No-Cost Professional and confidential Services for You and your family's personal well-being.

 <b>Mental Health Guidance</b>	 <b>Work-Life Solutions</b>	 <b>Legal and Financial</b>
<p>Your access to counseling through the Employee Assistance Program (EAP) is solution-focused, meaning the number of sessions provided is based on what is considered clinically appropriate, <b>with no pre-defined session limit.</b></p>	<p>Child and elder care services including:</p> <ul style="list-style-type: none"> <li>• Finding child and elder care</li> <li>• Help with parenting and relationship issues</li> <li>• Childcare, including special needs and adoption resources</li> <li>• Caregiver burnout and compassion fatigue</li> <li>• Resource navigation</li> </ul>	<p>Legal Services - Telephonic access to legal counselors for:</p> <ul style="list-style-type: none"> <li>• Civil</li> <li>• Family</li> <li>• Financial</li> <li>• Real estate planning</li> </ul> <p>With a free 30-minute consultation and up to 25% off legal fees if a lawyer is retained.</p>
<p>Choose how you'd like to communicate. Whether in-person, telephonic, real-time online chat with a person, or video counseling we want to meet you where you already are.</p>	<p>Guidance with work services such as assistance with organizational restructuring or relationship building with co-workers and managers.</p>	<p>Financial Services - Telephonic access to financial counselors for:</p> <ul style="list-style-type: none"> <li>• Budget</li> <li>• Financial guidance</li> <li>• Retirement planning</li> <li>• Buying or selling a home</li> <li>• Tax issues</li> </ul>
<p>Topics including but not limited to:</p> <ul style="list-style-type: none"> <li>• Stress and life management</li> <li>• Depression, anxiety, grief, loss, anger, and violence</li> <li>• Relationships, life changes, family matters, parenting</li> <li>• Substance use, addictions, smoking cessation</li> </ul>	<p>Everyday life support including:</p> <ul style="list-style-type: none"> <li>• Assistance with moving and adjusting to a new community</li> <li>• Coping with the loss of a loved one</li> <li>• Managing military family matters, and training a new pet</li> </ul>	<p>Online platform TELUS Health One offers a Legal Resource Center where users can access:</p> <ul style="list-style-type: none"> <li>• State-by-state forms for funeral directives</li> <li>• Guidance for estate planning considerations</li> <li>• And more</li> </ul>

### Employee Assistance Program

To Learn More:

- **Online:** <https://one.telushealth.com>  
Username: pacificlifeEAP  
Password: wellness
- **Call:** 1-866-443-0854
- **Download the TELUS Health One app**

Pacific Life EAP powered by:



# HOW TO GET STARTED

## ○ Access your Portal

You can access your EAP through the following 3 ways:

- **Download the TELUS Health One app:** [Apple users](#) [Android users](#)
- **Online:** <https://one.telushealth.com>  
Username: pacificlifeeap  
Password: wellness
- **Call:** 1-866-443-0854

## ○ Share your Concerns

Intake specialists, available 24/7 and completely confidential, will assess your needs, collect necessary information, recommend appropriate services, gain agreement on the proposed plan, and schedule your appointment.

## ○ Arrange to Meet with a Counselor

You can choose to have a master's level counselor work with you to schedule an appointment or schedule on your own at your convenience.

## ○ On-Demand Library

In addition to personalized support, you can access on-demand content through the EAP website or app. Explore educational tools, a digital well-being content library, online assessments, and self-guided programs at your own pace.

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## Employee Assistance Program

Confidential help 24/7 for you and your family members. **Get help with:**

- Mental Health
- Child/Elder Care Services
- Financial Services
- Identity Theft Services
- Legal Services

Pacific Life EAP powered by:

