



Expatriate Employee Assistance Program (EEAP)

Expert support - Anytime, anywhere, always confidential

What is the EEAP?

As an expatriate living in a foreign environment, you may find it particularly challenging to balance taking care of yourself, your family, and work responsibilities.

The **Expatriate Employee Assistance Program (EEAP)**, provided through your employer by TELUS Health, is a **confidential** professional support service that can help you and your dependents (living with you abroad or back at home) address a wide range of life issues and challenges.

The EEAP can be contacted toll-free **24/7** so that you can access support when you want it.

EEAP support

- Local expert support in a variety of languages
- Short-term, solution-focused counselling and consultation to help resolve challenges and issues
- Experienced **Master's level professionals** (or equivalent)
- Confidential setting away from the workplace
- Caring representatives who will help you **choose a support option** that best suits your needs and learning style

No matter what the nature of your issue, or how overwhelming it may seem, the wide scope of expertise available through the EEAP is there to support you as you work towards a positive resolution.

The EEAP can help with

- Strengthening relationships
- Improving communication
- Coping with isolation and loneliness
- Adapting across cultures
- Identifying and coping with culture shock
- Addressing the personal impact of the relocation
- Dealing with stress, anxiety, and depression
- Addressing alcohol and drug misuse
- Resolving marital and relationship difficulties
- Finding solutions for work-related issues
- Accessing crisis and trauma support
- Discovering ways to improve your nutrition in your new environment
- Focusing on your health with natural healing strategies
- Working towards life goals





Confidentiality

Your access and use of the EEAP is strictly confidential. No information will be shared with anyone without your informed, voluntary and written consent. TELUS Health is bound by the highest international standards of confidentiality and privacy for the protection of service users.

Available at no cost

There is no cost to you or your dependents for using the EEAP. The program is paid for by your employer. For each concern you are experiencing, you can receive a series of support sessions, over the telephone, online or in-person.

If you need more specialized or long-term support, the EEAP will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified counsellor or consultant will review with you your possible support options and any related costs.

How you and your family can access the EEAP

You and your dependents have various ways to access immediate and confidential support.

Visit us online at alberta.lifeworks.com or support or to book an appointment.

Alternatively, call us 24/7 using the worldwide numbers below.



COUNTRY	PHONE NUMBER	COUNTRY	PHONE NUMBER	COUNTRY	PHONE NUMBER
ARGENTINA	00-800-2685-2111	HUNGARY	06-800-19427	RUSSIA	810-800-100-92-03
AUSTRALIA	0011-800-2685-2111	INDIA	000-800-100-7977	SAUDI ARABIA	800-814-0011
AUSTRIA	00-800-2685-2111	INDONESIA	001-803-018-0195	SINGAPORE	001-800-2685-2111
BAHAMAS	1-866-290-4423	IRELAND	00-800-2685-2111	SLOVAKIA	0-800-606-615
BARBADOS	1-800-204-7952	IRISH REPUBLIC	00-800-2685-2111	SOUTH AFRICA	+1-905-886-3605**
BELGIUM	00-800-2685-2111	ISRAEL	00-800-2685-2111	SOUTH KOREA	008-800-2685-2111; 002-800-2685-2111 (Dacom); 001-800-2685-2111 (KT)
BRAZIL	0-800-892-2321	ITALY	800-789-907	SPAIN	00-800-2685-2111
CANADA	1-866-833-7690	JAPAN (ALL CARRIERS)	010-800-2685-2111	SWEDEN	00-800-2685-2111
CHILE	+1-905-886-3605**	LUXEMBOURG	00-800-2685-2111	SWITZERLAND	00-800-2685-2111
CHINA	400-120-9041	MALAYSIA	1-800-815-560	TAIWAN	00-800-2685-2111
COLOMBIA	005-800-2685-2111	MEXICO	+1-905-886-3605**	THAILAND	001-800-2685-2111
CZECH REPUBLIC	800-701-276	NETHERLANDS	00-800-2685-2111	TRINIDAD & TOBAGO	1-800-204-0011
DENMARK	00-800-2685-2111	NEW ZEALAND	00-800-2685-2111	TURKEY	+1-905-886-3605**
EGYPT	0-800-000-0422	NORWAY	00-800-2685-2111	UAE	800-014-4830
FINLAND	990-800-2685-2111	PANAMA	+1-905-886-3605**	UK (BT & MERCURY)	00-800-2685-2111
FRANCE	00-800-2685-2111	PHILIPPINES	00-800-2685-2111	UNITED STATES	1-888-509-5560
GERMANY	00-800-2685-2111	POLAND	00-800-2685-2111	URUGUAY	00-800-2685-2111
GREECE	00-800-161-2204-0195	PORTUGAL	00-800-2685-2111	US VIRGIN ISLANDS	1-855-813-6299
HONG KONG	001-800-2685-2111	ROMANIA	0-800-895-896	VENEZUELA	0-800-102-9634

NOTE: Some restrictions may apply when calling from some private phones, pay phones or mobile networks.

If your country is not listed above, or if you are having trouble logging in, please follow the steps below:

Step 1: Call Canada direct at **+1-905-886-3605****. You will be connected to a TELUS Health Representative.

Step 2: Tell the representative the name of your employer and what country you are calling from and request that we call you back immediately or at a time convenient for you.

Step 3: Provide the representative with telephone number where you can be reached.

****Phone charges will apply.**

Visit your EEAP website to find additional contact information, request an appointment request or learn more about the program.

Login at: one.telushealth.com