

Employee and Family Assistance Program

Life can be complicated. Your Employee and Family Assistance Program (EFAP) can provide you with immediate support and confidential counselling – anytime, anywhere in Canada.

We're here to help.

This voluntary program offers confidential support for life's complexities – be it issues with work, health, or other – at no additional cost.



Short-term counselling

Get 24/7/365 access to mental health practitioners by phone, video, in person, or online.

Simply call **1-844-505-6240** to get help with issues such as anxiety, stress, divorce, family, mental health, weight management, smoking, general health concerns, and more.

You and your eligible family members (as defined in your benefits plan) will receive immediate, confidential, and personalized support.



Solutions for your health, life, and work

Receive professional consultations and educational support in several areas:

- legal – get support on questions related to real estate, writing a will, estate planning, divorce, handling a legal dispute (excludes workplace dispute), or finding a local lawyer in your area, and more
- financial – consult a financial counsellor for help with budgeting and overall money management, credit management options, basic mortgage questions, and tax consultation (excluding international tax)
- career – get guidance on career planning and exploration, job searching, starting out, resiliency, and planning for life after retirement
- health and nutrition – speak with a nutritional counsellor for weight management support, general health concerns, and more
- family support services (child and elder care) – receive parenting and family care support on topics like caregiver burnout, compassion fatigue, and helpful family support resources



Online services

Easy, convenient access to online tools, resources, and support:

- informative articles on a wide range of topics, including mental health, stress, addiction, relationships, lifestyle, and more
- self-guided care plans to support learning and growth, and help implement behaviour change
- on-demand webinars* on a variety of topics


* Availability and content is subject to change at any time with no advance notice. The recordings are exclusively provided for Manulife clients and must not be shared externally. Videos may not be recorded or posted on a client's website.


How to get started

Access EFAP

Choose to access EFAP in a way that's most convenient for you.

 Phone: call **1-844-505-6240** – 24/7

 Mobile: sign in to the Manulife Mobile app and access mental health support under "Get care"

 Web: sign in to your plan member site at manulife.ca/signin and access the program under "Mental health support"

Set up your profile

Complete your health assessment by answering a short questionnaire that takes about 10 minutes.

Book an appointment

Choose a counsellor that's right for you based on experience, cultural background, language spoken, etc. Not sure what type of counsellor you need? Live care support is available to help you.

Get live care support

If you need assistance, click on the chat icon to connect with live care support to help you navigate your personalized care plan, answer questions, and help you find the right resources, support, and counsellor - or direct you to immediate support if needed.



About TELUS Health

TELUS Health is one of the most established EFAP providers in the world and has the most diverse clinical network in Canada. They bring 35 years of experience in delivering health care services to Canadians. They have invested billions of dollars in technology and in local communities to support health and well-being services to Canadians across the continuum of care and support.

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Fully voluntary



Experienced, caring professionals



Easy, convenient access



Complete confidentiality



At no cost for you and your eligible family members

How can my family members access the support and resources?

Your family members can call **1-844-505-6240**. You can also invite them to join through the online platform feature "Invite a family member" and they will be able to create their own account.



Employee and Family Assistance Program

Canada-wide 24-hour immediate response

1-844-505-6240
TTY 711

Sign in to Manulife Mobile app or plan member site to get access to care.