

TO: All Employees of LV Control

DATE: June 2023

RE: Employee Assistance Program – Effective July 1st, 2023

We continually strive to ensure our employees have high quality, competitive and cost-effective benefits programs. Every component of the overall package is carefully reviewed on a regular basis. We recently conducted a review of the Employee Assistance Program (EAP) and have determined that our employees would be better served by changing providers. Based on the results of this review, we are pleased to announce that the provider of LV Control's EAP will be **TELUS Health EAP (formerly called LifeWorks)** effective **July 1st, 2023**.

TELUS Health EAP is available 24/7 by **phone, online, or by mobile app**. TELUS Health EAP has support and services for you and your eligible dependents' mental, physical, social, and financial well-being.

Confidential and No Cost

The EAP is completely confidential within the limits of the law. No one will ever know that you have used the program unless you choose to tell them. There is no cost to employees or eligible family members to use the EAP; this benefit is provided to you by LV Control.

Support & Resources

Every day brings changes and challenges. TELUS Health EAP can support you and your dependents with almost any issue, whether related to health, family, money, work, or anything in between. If you have questions about handling stress, maintaining relationships, dealing with changes at work, parenting and childcare, managing your money, caring for an older relative, or health issues like losing weight or giving up smoking, you can turn to TELUS Health EAP for answers. You can speak confidentially to one of their trained professionals, they have the knowledge and experience to offer support and strategies for work-life issues. They can connect you to counselling, set up consultations (legal, financial, parenting, eldercare, etc.) and refer you to helpful agencies and organizations in your community.

Let your EAP help you find solutions for your work, health, and life:

- **Short-term Professional Counselling** provides support for personal and emotional issues.
- **Family Support Services** provides access to child and eldercare resources.
- **Legal Support Services** provide consultation with professional lawyers to answer legal questions.
- **Financial Support Services** provide consultation with financial professionals to answer financial questions.
- **Specialized Counselling and Online Programs** to assist with career challenges, managing stress, and more.
- **Nutritional Services** offer consultation with Registered Dietitians on any nutritional matter or concern.
- **Health Coaching** by Registered Nurses can provide information and advice.
- **LifeWorks Fitness** provides a full suite of fitness offerings you can do from the comfort of your home.

Perks

Perks is the place to help you save and earn cashback when shopping. With a huge range of retailers, there's something for everyone.

- **Cashback** - Browse hundreds of retailers and follow TELUS Health EAP's special link to earn cashback on your purchase. Watch your cashback grow or transfer it into your PayPal account.
- **Exclusive Offers** - gives you great deals and discounts on online purchases all in one place. You can browse offers in the Exclusive Offers tab. Simply click on the offer you are interested in for details of how to redeem it.

Well-Being

The TELUS Health EAP CareNow service gives you access to a range of programs designed to help with Anxiety, Depression, and Stress while we will make sure to improve our offerings and add new topics continuously. It gives you the flexibility you need to choose your own path when it comes to care - from participating in exercises and taking assessments, to listening to podcasts and watching videos - all focused on positive behavioural change.

3 Easy Ways to Connect with TELUS Health EAP:

TELUS Health EAP makes it easy. Call them, go online, or download their app to access information and resources.

- 1) **Online at login.lifeworks.com**: Access hundreds of articles, recordings, eBooks, and online toolkits.
- 2) **By free mobile app for iOS or Android**: Access support and resources on the go from your smartphone. Look for the cursive "blue L" when searching **LifeWorks** in the App Store or on Google Play. Need to connect with a consultant? With the app, you can call us with just one tap!
- 3) **By toll-free number**: You can call TELUS Health EAP any time, 24/7, 365 days a year, to speak with an advisor. A caring, professional member of the team will help you talk through your concerns and help you find solutions.

TELUS Health EAP is here for you, whenever you need them, day or night.

Phone Number: 1-844-671-3327 (toll free)

Website: login.lifeworks.com

Username: lvcontrol

Password: eap