



# TELUS Health One

## Toolkit description

A comprehensive summary of all the support and resources available to you through the TELUS Health One app.

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Please visit the TELUS Health One app to access the full services in each of the toolkits described below.

## Family

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### **A death in the family resource**

This toolkit offers resources to help you attend to practical matters following the death of a loved one. You'll find checklists and articles to help you handle financial, legal and other matters you may be facing.

### **Caregiving**

Many of us will care for an aging or dependent loved one at some point. In this toolkit, you will find resources and guidance on how to navigate the stresses and challenges of caregiving and find the support you need. Resources/articles in this kit provide information to assist you with caregiving options, dealing with practical matters, how to ensure you are taking care of yourself, and keeping your family member(s) safe.

### **Divorce**

Divorce takes a toll on one's health, finances, family, focus and wellbeing. This toolkit includes resources to help ease the pain and find support during the difficult days, weeks and months after a marriage ends.

### **Grief and loss**

Have you recently experienced a painful loss? Has a loved one passed away, or a close friend you care about deeply recently lost someone special? We can help you talk through your own difficult emotions, learn to process grief and regain hope, and support friends and family going through a tough time. This toolkit contains information that will help you navigate coping with grief and loss, self-care during such an emotionally charged time, and how to attend to the practical matters that will arise during this time.

### **Family safety**

Summer barbecues, swimming, boating, family vacations and other activities are fun, but they can also lead to cuts, scrapes, illness and injury. And Canadian weather can be severe and unpredictable – particularly during violent summer storms and during our harsh and unforgiving winters.

The family safety toolkit is designed to help you and your whole family get the most out of all our seasons - while staying safe from harm. Articles cover topics such as summer safety and planning, how to stay safe during severe weather, and how to handle emergencies that may arise.

## Older adult safety

Are you caring for an older relative in your home or from a distance?

The older adults safety toolkit includes the following helpful resources: home safety for older adults, older adults and medication management, protecting your older family member from elder fraud/abuse and personal emergency response systems.

## Pet

More than 7.5 million households in Canada own a pet, according to PetBacker.com. The benefits of owning a pet abound and are well documented. Pets lift our spirits, make us laugh, provide companionship, get us outdoors and are good for our mental and physical health. Owning a dog is even linked to a longer life. But pets take energy, time and money—and they come with many responsibilities.

This toolkit offers resources to help you choose, care for and enjoy your pet for many years to come.

## Relationship changes

Relationship changes—good or bad—can cause disruption in your life. While sometimes changes can be happy events, they can also bring with them stress and anxious feelings.

The resources in this kit can help you whether you're starting a new relationship, your relationship is undergoing changes or you're ending a relationship.

## Single parenting

With single parenting comes tough challenges, and moments when you may feel alone and even overwhelmed. But it also comes with great rewards, such as the opportunity to forge a special connection with your children, and the chance to see them grow into responsible, caring people.

Our single parenting toolkit features links to resources that may relieve some of the stress accompanied with raising a child or children on your own.

## The first 3 months with a new baby

The excitement of a new baby's arrival can sometimes overshadow the fact oftentimes new parents can feel anxious about their new role and all that there is to learn. This toolkit assists by providing valuable information to help you know what to expect in your first three months with your new baby, including information about breastfeeding, bedtime routines and infant crying.

## Working parents

Runny noses, run-on meetings, housework, homework and prepping for tomorrow—chances are your days feel like a juggling act. With the juggle struggle and so many responsibilities, it's no wonder working parents feel tired and stressed. If you're like most, you could use some practical strategies to minimize the pressure and maximize the satisfaction and joy of being a working parent.

This toolkit is designed to make your life easier — at work and at home. You'll find time-saving tips, valuable information on planning ahead for backup care, parental leave and reminders on how to take care of yourself and balance the pressures of work and home.

# Health

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## Addiction and recovery

Substance abuse affects people of all ages, backgrounds and income levels, from preteens to the elderly.

Drug and alcohol addiction and abuse can have a serious and negative impact on health, work, relationships and wellbeing. With professional help, however, recovery is possible.

This toolkit offers resources and help if you have concerns about addiction for yourself or a loved one. You'll find information on how to recognize signs of addiction—and guidance on how to find resources and support to guide you or a loved one toward recovery.

## Burnout

If you are feeling exhausted or disconnected in or out of work, you may be experiencing burnout. The [World Health Organization \(WHO\)](#) describes burnout as “a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.”

Although burnout is specific to work, you may be feeling it in different aspects of your life, such as your social life, because they are all intrinsically linked; what happens in one area of your life will have an impact on another.

To help alleviate or cope with burnout, it is important to first figure out whether what you are experiencing is burnout or something else, what is causing it and what you can do about it. This toolkit will help guide you as you learn about and recover from burnout by giving you information and support in each area of your life.

## Depression

Depression is a common and serious mental health disorder that affects the body and mind, thoughts and emotions. It can interfere with our ability to work, study, relate to others, engage in activities and enjoy life. Fortunately, most people with depression can be helped with treatment.

This toolkit offers resources to help you or someone you love who may be struggling with depression. It includes information on the signs, symptoms and types of depression, as well as helpful resources on treatment options and ways to find support.

## Health and wellbeing

Wellbeing is the state of feeling healthy, happy and fulfilled. It's that sense that life is going well, physically and emotionally.

When experts refer to physical wellbeing, they look at things like whether you feel healthy and full of energy. When they look at overall wellbeing, they include other factors: your work, relationships, mental health and how you cope with the normal stresses of life.

In this toolkit, you will find resources to help you achieve overall health and wellbeing. You'll find strategies and ideas on how to adopt and maintain healthy habits and boost energy and resilience in your daily life and especially through challenging times.



## **Managing menopause**

Menopause is a natural stage of life that millions of women experience. In Canada, the average age for a woman to reach the menopause is 51. Menopause is marked by changes in hormones and the ending of menstruation. It can also bring many other physical and emotional changes. This toolkit offers information to help understand what is happening to your body during menopause, how to manage symptoms and how to keep your mind and body healthy.

## **Sleep health**

Sleep difficulties can take a toll on your health and wellbeing, especially if they persist. People who are sleep-deprived are more likely to experience poor concentration and irritability and have accidents at work and travelling to and from work.

Long-term sleep deficiency is also proven to contribute to chronic health issues such as GERD, heart disease, obesity and diabetes, as well as to depression, according to the Division of Sleep Medicine at Harvard Medical School.

This toolkit offers information on how to recognize sleep impairments and improve your sleep.

## **Stress management**

We all experience stress—at any age and throughout life. You may be stressed about work, school, kids, money, your relationship, a big change, a setback, a health issue or something else. The right amount of stress, like a deadline coming up, can be motivating and just what you need to get energized. But too much stress can affect your health and wellbeing and can cause symptoms such as sleep problems, stomach aches, headaches, irritability, feeling anxious and more.

This toolkit offers resources to help you identify and manage the stresses in your life.

## **Suicide prevention**

Suicide, the act of intentionally killing oneself, is a tragic occurrence, that often prompts the questions: how did this happen, and how could it have been prevented? Those who are struggling with thoughts of suicide might show outward signs, and it's important that friends, family, co-workers and managers be aware of the signifiers that someone might be at risk for attempting suicide.

This toolkit is designed to help you recognize the signs that someone is experiencing suicidal thoughts or behaviours, which might lead up to a suicide attempt.

## **Tobacco and nicotine cessation**

The most common form of nicotine use is smoking tobacco products, such as cigarettes, cigars and pipes. According to the World Health Organization (WHO), tobacco use is the leading cause of preventable death worldwide, with more than 8 million deaths attributed to tobacco each year. Other forms of nicotine use include smokeless tobacco products, such as chewing tobacco and snuff, e-cigarettes and vaping devices. While these alternative forms of nicotine use may be perceived as less harmful than smoking, they still pose health risks and are addictive. It's important to note that nicotine is highly addictive and can lead to dependence and withdrawal symptoms when use is stopped.

This toolkit will help you create a plan to quit for good by helping you understand why you want to quit and how to go about doing it.

## **Weight loss**

Experts agree that losing and maintaining a healthy weight requires a two-pronged approach: it includes both healthy eating and getting regular exercise. This toolkit offers resources on both, with the goal of helping you adopt healthy habits that become a way of life.

## **Wellness support and solutions**

Achieving a state of wellbeing means balancing physical and emotional wellness. Making healthful choices with respect to eating. Engaging in regular physical activity, keeping stress levels in check and making personal time for ourselves.

If you're looking to set achievable wellness goals, improve your health or make positive lifestyle changes that can benefit you in the long-term, we're here to help, any time, 24/7, with expert advice and resources.

# **Life**

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## **Change and resilience**

Nothing stays the same for long. Friends move away, relationships change, a close co-worker leaves, a major reorganization is underway at work. This toolkit offers resources to help you adapt well to change and develop positive strategies to stay resilient and strong through life's ups and downs, changes and challenges.

## **Critical incidents**

From critical incidents on the job to uncertainty over workplace change to coping after a traumatic event, we can help with support for individuals or managers. We've collected resources within this toolkit that can help you cope with trauma and guide others through it.

## **Emergency preparedness**

Emergencies — from fires to hurricanes to other catastrophic events — can strike anywhere and at any time. They may cause damage to your home; disruptions to transportation, childcare or elder care; and cause feelings of anxiety, grief and loss.

This toolkit offers resources to help you and those you love be prepared in the event of an emergency.

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## **Midlife and retirement**

There's no better time to begin planning your future than now. We're here to help you shape the future you want. This toolkit contains information and resources to help you keep your relationships with others strong and connected as you age, manage your career and achieve your professional goals, and take stock of important considerations as you determine how and when you want to retire.

## **Mindfulness**

Mindfulness enhances wellbeing and expands your ability to savour each moment. It can be used as a tool to help ease stress and improve focus and productivity.

This toolkit includes resources on understanding the benefits of mindfulness and how to practice and incorporate it into your daily life. You'll find guided exercises of varying lengths (from one to 10 minutes), led by noted practitioners who share a variety of approaches.

## **Natural disasters**

If you or a family member has been affected by a natural disaster, we are here to assist and provide information to enable you to:

- Help you and your family stay safe and deal with feelings of worry, grief and loss
- Identify local and national resources that can help
- Cope with disruptions to transportation, childcare or elder care
- Find expert resources to handle legal, financial and insurance issues

This toolkit covers all of the above and more in order to assist you to feel more confident taking care of yourself and those around you after a natural disaster.

## **Student life**

Assignments and tests. Roommates and relationships. Staying healthy and dealing with stress. Life as a student is an exciting time. You may be living on your own for the first time and the future's wide open. But the pressures and daily demands of being a student can also be stressful. Check out the infographics, articles and audio in this toolkit. You'll find resources on health and wellbeing, money and work, and tips on how to take care of yourself so you're successful and achieve your personal and academic goals.

# Money

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## **Complete will and estate planning**

The Complete Will Kit & Estate Planning Guide for Canada provides valuable information and guidance to help you prepare a will and put together an estate plan for you and your family. Depending on your situation, you may or may not need to hire a lawyer to prepare a will. A trusted legal or financial advisor can help you make this decision. The information and resources in this toolkit are not meant to replace or supersede the counsel and advice of licensed professionals.

## **Financial wellbeing**

Financial wellbeing—often referred to as “financial wellness”—is now understood to be as important as physical and mental wellness. It’s about more than having money in the bank. Financial wellbeing means feeling in control of your finances, being able to handle a financial setback, and being on track to achieve your financial and life goals (including having a plan for retirement).

This toolkit offers resources to set you, and those who may depend on you, on the path toward financial security. You’ll find resources on understanding the basics of budgeting and cash flow, saving, getting out of debt and being prepared for an emergency or changed financial circumstances.

# Work

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## **Becoming a manager**

Becoming a manager requires new skills and new ways of working with people. We can help you adjust to your new role and learn to delegate, communicate with your team, set expectations and effectively manage performance. We can also help you learn to take care of you. This toolkit offers resources to assist you in build your personal resilience, learn how to manage challenging situations and more.

## **Cultivating diversity and inclusion**

We all deserve to be treated fairly and with dignity at work, school and in our communities. This toolkit is designed to provide supportive, educational content for those who have at any point experienced injustices—due to race, religion, sex, sexuality, gender identity, age or physical or cognitive ability—and the friends, loved ones and members of the community who support them.

## **Diversity and inclusion at work**

We all deserve to be treated fairly and with dignity at work, school and in our communities. This toolkit is designed to provide supportive, educational content for those who have at any point experienced injustices—due to race, religion, sex, sexuality, gender identity, age or physical or cognitive ability—and the friends, loved ones and members of the community who support them.



## **Joining the workforce**

If you are starting your first job or coming back to work after a long time away, you'll likely find it a challenging adjustment. The resources in this toolkit can help you make sure you have a solid understanding of how to establish yourself in a new work environment and enhance your career along the way.

## **Living and working abroad**

Any big change at work—taking on a temporary assignment for an important project, being appointed to manage a new team or transferring into a new position—requires some adjustment. But taking on any new role, in a new country, can be life changing. You will need resources to help you learn about your new home and support you while you adapt to your new work and living situation. This toolkit will provide those living and working abroad—expatriates—with information to prepare and adjust. There is also information for those managing expats.

## **Manager toolkit**

Resources in this toolkit will assist you to lead your team with confidence, handle performance issues and take care of yourself and the people you manage.

## **Restructuring and layoff**

Many workers lose their jobs because of economic pressures, a change in management, a merger, an acquisition or a company restructure. But losing a job can be stressful and it's not unusual to feel overwhelmed with emotions. This toolkit provides helpful information for those who are facing redundancy, as well as information for managers and employees remaining with the organization.

Access all these  
resources and  
more through the  
TELUS Health One app.

