

Introducing your new and enhanced

Employee and Family Assistance Services (EFAS)

On April 1, use the new mobile app and website to access EFAS (LifeWorks by TELUS Health)



A new approach to counselling

New features and services for a more convenient and personalized counselling experience:



Care Navigators help lead the way and guide you through your care plan and journey



Unlimited, immediate access to mental health care, including counsellors



Personalized care plan – because mental health care is unique, just like you



Online booking gives you flexibility and the option to choose your own counsellor

Employees need to register to use the new app and website. To access LifeWorks by TELUS Health:

- **Search 'LifeWorks'** in the App Store or Google Play, OR
- Access the website by visiting **one.telushealth.com**, OR
- **Call 1-800-655-5004** and speak to a Care Navigator

Your **invitation code** is your Member ID (or Certificate ID) with the prefix of 'BCPS-'. Please include the hyphen and note that all preceding zeros (if any) are excluded.