



Employee Assistance Program (EAP)

Plan Details



Quick Facts

Vendor	TELUS Health
Support	By Phone: 1-800-757-0327 Online: TELUS Health One portal (https://app.one.telushealth.com) Mobile App: TELUS Health One app can be downloaded from your device's app store To access the portal or app, use BMO's U.S. credentials: User ID: BMO_US Password: Wellness@BMO

Overview

BMO offers an Employee Assistance Program (EAP) to help you navigate personal challenges that might impact your health, well-being, or work performance. The EAP is administered by TELUS Health.

How the EAP Works

The EAP is available 24/7 to you and your immediate family - even if you're not enrolled in a BMO medical plan. It's free and completely confidential.

The EAP provides short-term, solution-focused support for personal and professional challenges. It includes up to **five free counseling sessions** per issue, which are designed to help you address immediate concerns, develop coping strategies, and identify next steps. These sessions are available online, in-person, or by phone.

Common areas of support include:

- Stress management
- Relationship and parenting challenges
- Financial concerns
- Addiction
- Depression and anxiety
- Child and elder care issues
- Workplace conflicts
- Coping with change
- Manager coaching and support

If longer-term care is needed, the EAP can help connect you with appropriate resources, including providers covered under your medical plan. The goal is to offer timely, confidential assistance that helps you move forward - whether you're facing a life transition, a stressful situation, or a workplace issue.

Other Offerings Available Through TELUS Health

- **Work and Life Resources:** Free consultations with professionals on legal, career, or financial matters.
- **Digital CBT:** Therapist-guided internet-based cognitive behavioral therapy to help shift negative thought patterns and behaviors.
- **Exclusive Offers:** Discounts on wellness brands like HelloFresh, Noom, Fitbit, hotels, and mobile plans.
- **Virtual Tutoring:** Up to 6 BMO-paid sessions per child (K–12) per calendar year. Continued services available at preferred rates. *Note: This is a taxable benefit when used.* Access code: BMOLWVT
- **LIFT Virtual Fitness:** Unlimited personalized fitness journeys tailored to your goals and fitness level.
- **Back-up Child Care:** Up to **10 days per child per year**, paid by BMO (max 5 consecutive days). *Note: This is a taxable benefit when used.*
- **Back-up Adult/Elder Care:** Up to **6 visits per year** (3 hours max per visit), paid by BMO. *Note: This is a taxable benefit when used.*
- **Critical Incident and Crisis Support:** Immediate support for workplace incidents such as:
 - Bank hold-ups or robberies
 - Workplace accidents or violence
 - Death of a co-worker
 - Natural disasters
 - Bomb threats
 - Employee termination

To initiate support for a critical incident, call the TELUS Health EAP toll-free number and request to connect with a **Critical Incident and Stress Management** specialist.