

Healthineers Life & Work Assistance Program

It's for you



Professional Support – Anytime, Anywhere, Always Confidential

What is it all about?

Healthineers Life & Work Assistance Program is a confidential support program that can help you and your dependents solve a wide range of problems and challenges in your lives, at no cost to you. In our increasingly fast-paced world, you may find it challenging to take care of yourself while balancing responsibilities at work with obligations at home. The Healthineers Life & Work Assistance Program is operated by our global partner TELUS Health (formerly LifeWorks). Using local partners from around the world to ensure local language and experience, it offers timely, qualified assistance and support to help manage all of life's complexities. You can contact your Life & Work Assistance Program toll-free, 24 hours per day, 7 days per week so that you can ask for support whenever you need it.

Confidentiality

Information relating to participation in the Life & Work Assistance Program is strictly confidential. No one will know that you have used the program. No information will be shared with anyone without your informed, voluntary and written consent.



800-433-7916 (toll free)

Service Overview

- The program is designed to provide local expert support and consultation.
- You will get support to resolve any work/life issues from highly qualified and experienced counselors in your country – in-person, via telephone or video-based.
- Short-term and solution-focused counselling and consultation in your local language.
- In case of an urgent crisis situation speak to a counsellor right away – 24/7/365.

No matter what the nature of your issue, or how overwhelming it may seem, the wide scope of expertise available through the Healthineers Life & Work Assistance Program is there to support you and your family members to work towards a positive resolution.

Free of charge!

There is no cost to you for taking advantage of the Life & Work Assistance Program, as these costs have been paid for by Siemens Healthineers. For each concern you are experiencing, you can receive a series of support sessions, over the telephone, online or in-person. If you need more specialised or long-term support, your counsellor will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified counsellor or consultant will review with you your possible support options and any related cost.

Healthineers Life & Work Assistance Program can help you

- Strengthen relationships and improve communication.
- Work towards life goals.
- Deal with stress, anxiety and depression.
- Cope with isolation and loneliness.
- Address marital and relationship difficulties.
- Identify and cope with culture shock.
- Understand grief and bereavement.
- Find solutions for work-related issues.
- Resolve personal and emotional issues.
- Access crisis and trauma support.
- Adapt across cultures.
- Address alcohol and drug misuse.

For the full experience download and sign up for the TELUS Health One App.

Feel supported, connected and rewarded wherever you are!

1. Access the TELUS Health One app through the QR-codes.
2. Login with your company e-mail address & create your account.
3. Benefit from all the resources, assessments & programs that are available in this valuable digital platform.
4. Optional: Invite your Family Members navigating to “Profile → Family → Invite Family Members”.

