




RESOURCES TO HELP MEET LIFE'S CHALLENGES

24/7, 365 No-Cost Professional and confidential Services for You and your family's personal well-being.

 Mental Health Guidance	 Work-Life Solutions	 Legal and Financial
<p>Your access to counseling through the Employee Assistance Program (EAP) is solution-focused, meaning the number of sessions provided is based on what is considered clinically appropriate.</p>	<p>Child and elder care services including:</p> <ul style="list-style-type: none"> • Finding child and elder care • Help with parenting and relationship issues • Childcare, including special needs and adoption resources • Caregiver burnout and compassion fatigue • Resource navigation 	<p>Legal Services - Telephonic access to legal counselors for:</p> <ul style="list-style-type: none"> • Civil • Family • Financial • Real estate planning <p>With a free 30-minute consultation and up to 25% off legal fees if a lawyer is retained.</p>
<p>Choose how you'd like to communicate. Whether in-person, telephonic, real-time online chat with a person, or video counseling we want to meet you where you already are.</p>	<p>Guidance with work services such as assistance with organizational restructuring or relationship building with co-workers and managers.</p>	<p>Financial Services - Telephonic access to financial counselors for:</p> <ul style="list-style-type: none"> • Budget • Financial guidance • Retirement planning • Buying or selling a home • Tax issues
<p>Topics including but not limited to:</p> <ul style="list-style-type: none"> • Stress and life management • Depression, anxiety, grief, loss, anger, and violence • Relationships, life changes, family matters, parenting • Substance use, addictions, smoking cessation 	<p>Everyday life support including:</p> <ul style="list-style-type: none"> • Assistance with moving and adjusting to a new community • Coping with the loss of a loved one • Managing military family matters, and training a new pet 	<p>Online platform TELUS Health One offers a Legal Resource Center where users can access:</p> <ul style="list-style-type: none"> • State-by-state forms for funeral directives • Guidance for estate planning considerations • And more



Employee Assistance Program

To Learn More:

- **Online:** <https://one.telushealth.com>
 Username: PacificLifeEAP
 Password: wellness
- **Call:** 1-866-443-0854
- **Download the TELUS Health One app**

Pacific Life EAP powered by:



HOW TO GET STARTED

○ Access your Portal

You can access your EAP through the following 3 ways:

- **Download the TELUS Health One app:** [Apple users](#) [Android users](#)
- **Online:** <https://one.telushealth.com>
Username: PacificLifeEAP
Password: wellness
- **Call:** 1-866-443-0854

○ Share your Concerns

Intake specialists, available 24/7 and completely confidential, will assess your needs, collect necessary information, recommend appropriate services, gain agreement on the proposed plan, and schedule your appointment.

○ Arrange to Meet with a Counselor

You can choose to have a master's level counselor work with you to schedule an appointment or schedule on your own at your convenience.

○ On-Demand Library

In addition to personalized support, you can access on-demand content through the EAP website or app. Explore educational tools, a digital well-being content library, online assessments, and self-guided programs at your own pace.

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The home office for Pacific Life & Annuity Company is located in Phoenix, Arizona.

The home office for Pacific Life Insurance Company is located in Omaha, Nebraska.

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Employee Assistance Program

Confidential help 24/7 for you and your family members. **Get help with:**

- Mental Health
- Child/Elder Care Services
- Financial Services
- Identity Theft Services
- Legal Services

Pacific Life EAP powered by:

