



## EAP员工援助计划 (适用于中小企业客户)

**理由:** 我们知晓, 许多中小型企业客户以其员工身心健康为福祉。因此, 作为对中小企业客户的支持, 我们提供员工援助计划(EAP), 让其员工及家人得到我们的支持可应对现实生活中的挑战, 并主动管理自己的生活更身心健康。

**内容:** 保密的EAP员工援助计划服务由LifeWorks (TELUS)提供。  
服务包括:

- ✔ 提供24/7即时电话咨询服务, 多种语言咨询服务包括辅导、社会工作、心理学或人类服务
- ✔ 每名会员在计划年度内可享有5次短期咨询服务
- ✔ 客户还可以通过EAP员工援助计划门户和应用程序享有服务

**方法:** 当你成为我们的客户, 符合条件的会员可以访问此免费服务通过登录到[LifeWorks](#)门户或应用程序。  
您的雇员可以联系他们当地的客户服务团队了解如何使用此服务。

[CustomerService@now-health.com](mailto:CustomerService@now-health.com)

## EAP (For SME Clients)

**Why:** At Now Health International we believe that mental health and well-being are integral components of your overall health. That's why we offer an Employee Assistance Programme (EAP) as an additional level of support to our SME clients, helping employees and their families to cope with real-life challenges and proactively manage their well-being.

**What:** The confidential EAP service is provided by LifeWorks (TELUS). The service includes:

- ✔ Immediate support by phone from specialised professionals in counselling, social work, psychology or human services, available 24/7 in multiple languages
- ✔ Each member is eligible for 5 sessions of short-term counselling per plan year
- ✔ Clients can also access a range of health and wellness advice via the EAP portal and App

**How:** Once you purchase your plan, eligible members can access this free service by logging into the [LifeWorks Portal](#) or App.

Employees can also contact their local Customer Service team to understand how to use the service.

[CustomerService@now-health.com](mailto:CustomerService@now-health.com)