



Veterinary Professional Assistance Program

(844) 664-0379



VPAP Orientation Video Transcript

0:02

Hello and welcome to Telushealth well-being.

0:05

My name is Shelly Gilmore and I will be taking you through this program today.

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This is the orientation for the Telushealth Veterinary Professional Assistance Program, also known as VPAP.

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This program is open to all certified vet techs and veterinarians holding credentials with the State of Wisconsin through the Wisconsin Veterinary Examining Board.

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This program is open to all credential holders as well as their family members and household members.

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This program is of no cost to you and is 100% confidential within the limits of the law.

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So confidentiality is really the cornerstone of this program.

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The program is 100% confidential, as I said, within the limits of the law.

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So what this means is that if there's a risk of harm to self or others, or a risk of child or elder care abuse, we are legally obligated to connect with the appropriate authorities, whether that is police or paramedics, Child Protective Services, but assuming no risk of harm.

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This program was designed exclusively for the high stress job of being a professional in the veterinary world.

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We understand the difficulty you face finding time to care for yourself.

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This program gives you 24/7 access 365 days of the week with multiple counseling options.

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This program is here to meet you where you are in your well-being journey.

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Not everyone's in the same place.

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The program allows you to choose between many different modalities so you can choose what works best for you.

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We also have extensive self-guided programs if you would prefer going through the modules on your own time in your own time frame.

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Telus Health also features an extensive online library as well as work life services and legal financial services.

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So today, what's on your mind?

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What's worrying you, distracting you, keeping you up at night?

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You can see here on this slide a number of issues that you might not even think about.

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Child care, legal questions, Becoming a parent, Planning for retirement.

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This list is a small sampling of issues that may prompt you to access the program for support for counseling, work life services and professional services.

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The structure of this program is short term solution focused counseling and services with up to six sessions per issue per year with unlimited issues.

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So an example would be maybe you lost a loved one and you want to use the program for grief counseling.

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You would get up to six sessions for that for the grief counseling.

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Now say three months later you're dealing with relationship issues and you would like support, that's another issue.

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So you get up to another six sessions.

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Ultimately, the goal of short term and solution focused counseling is to provide you with the skills to manage your issues and make some positive changes.

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However, sometimes the short term model is not enough.

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So if you need or want ongoing support, more long term or specialized services, your counsel will refer you to community resources or private practitioners who can provide longer term or specialized services.

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At this time, you may access your group health benefits to help cover costs if needed.

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Our network of counselors have a minimum of a master's degree in social work, psychology or a similar related field.

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They all are licensed with a minimum of five years of experience.

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And then as I've said, we offer multiple modalities such as virtual telephonic in person and we can chat in over 200 languages.

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So let's look at counseling in more detail.

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Across our entire book of business and all industries, personal relationships is the top reason that people have reached out, followed by personal stress and depression.

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This is a selection of reasons why people might access these resources, but please know it is in by no means an exhaustive list.

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We all deal with different stressors stressors on a daily basis, whether that is parenting, relationships, work or personal stress.

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Maybe you have caregiving responsibilities or maybe you're having issues with your own health.

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Often we're good at managing things, managing these things on our own, but there are times that an outside perspective can be very helpful.

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Or maybe there's something you haven't thought of that would really help you to manage that life stress.

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This is where the program can be a very valuable service.

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This program also includes our work life programs.

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One of the most important work life programs is our legal support.

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This provides A1 time consultation with a lawyer that has experience in the specific area of law required.

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Legal support is designed to be general in nature, so meaning you know, general questions that

you would be asking, but should an individual need to engage the services of a lawyer, they would not be covered under the program, just the initial consultation.

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However, some lawyers in our network will offer discounts to clients that are referred in through this program.

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So as I said, legal support is our most popular professional work life service offering.

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I do want to point out that we do not support members who have questions about tax law, employment law or immigration law.

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Financial Support Services also provides a consultation with a financial professional.

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This service connects individuals to financial professionals to support issues such as debt and credit management, budgeting, tax and estate planning, and retirement planning, and that's just to name a few.

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We do not provide investment advice though through this service.

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Lastly, we have community resources so you also receive support for family and caregiving, such as maybe finding local daycare providers or summer camp programs.

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Maybe you're caring for an elderly loved one and you're looking for some elder care programs in your area.

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Community Resources will provide you with assistance with emergency services services, charitable organizations, along with many other programs available in your community.

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As I've said, we have numerous ways to gain access to the program including and you can see these here, telephonic video in person and chat counseling.

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You can also access it 24/7, 365 days.

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Our self-directed resources such as Care now or their counselor or Assisted Care now programs are available as well.

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So let's take a look at the Care now programs.

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You can get the help you need, the way you want it, anytime, anywhere on your mobile device or desktop.

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The Care now programs are Cognitive behavioral therapy programs that give you specialized self help resources developed by our world leading experts that is focused on helping you make positive changes.

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So this service gives you access to a range of interactive content such as exercises, podcasts, videos, meditations and much, much more.

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Designed to help you with topics such as anxiety, depression and stress.

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New topics are continuously added, so please check the platform frequently For more information on other areas you may need support in.

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To begin, you'll simply access the web or platform or the app, select Well-being and click on Care now programs.

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We also have the Total well-being assessment.

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This is another feature that you may find of interest.

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It is a set of questionnaires based on the four pillars of total well-being, financial, social, physical, and mental.

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I think this is a great place to start if you're not sure where you are on your well-being journey.

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This can be completed all at one time or these can be done individually to measure your well-being, individually to measure your well-being status at any given time.

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Once all questionnaires are completed, you will be given a total health score that can assess your overall total well-being level.

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They are quick and easy to do.

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On average they take about two minutes to complete.

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To begin, simply access the web platform or app.

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Then select Well-being and click on Assessments.

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Now you'll be entering into the platform or mobile app through a shared username and password that I will show you momentarily.

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However, some of these services will require you to create your own personal login.

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Once you create that personal login, that is what you would use from here on out.

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And what that does is then that saves that.

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So you can go back and retake your assessment at any time or go back and refer to.

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So you can log in to access a whole wealth of information, tools and resources written and reviewed by our experts that you you can trust.

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So you can see here you we have access to ebooks, tool kits, articles, infographics, podcast.

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You can also, once you're online, sign up for our monthly newsletter called the Heartbeat newsletter.

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This will come to your inbox every month telling you what we are featuring for that month.

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Watch the news feed as well for upcoming complimentary webinars.

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Your program also includes perks and savings.

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So who doesn't want to save these days, right?

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So at Telus Health, one of our pillars of well-being is financial well-being.

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So This is why we've added the Perks program.

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We have hundreds of companies participating in this program, so you can simply go in and start saving today.

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Simply click on the Works tab, search for the company you're looking for to see if they are participating.

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You can also check out the top ten offers as well as some exclusive deals that we might have for that month.

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I personally have used this program many times, especially when I'm in need of renting a car because I can save some money through this.

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For the Telushealth mobile app, you can download this through the Apple Store or Google Play by searching Telushealth 1.

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Always say don't search Telus because there will be lots of apps that come up.

12:03

Search Telushealth 1.

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You will then enter the shared username and password.

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You can see it here to access the mobile services.

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The username is VPAP, that is not case sensitive and the password is resources.

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The password is case specific so please use lowercase.

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Remember, you can also access via the website at 1.telushealth.com using the same username and password or you can simply just call the toll free number at 1-844-664-0379, calling 24/7 365 days of the year.

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So if you haven't had a chance to jot this down now, this would be a good time to do so.

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So I have a couple of other programs that are available to you through this program, which is our health and Wellness coaching programs.

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So they're here to help you find the motivation you need to reach your personal goals.

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So this is definitely a goal setting program that someone's going to hold you accountable for those goals.

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So our coaching programs can help you know with things such as and you can see them on the slide.

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Understanding your health risks and how they affect your lives.

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Getting answers to pressing Wellness related questions or concerns.

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Finding support in the in your journey to better help better health.

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Setting goals to make long term lifestyle changes, maintaining motivation as you work towards goals and gaining more control over your health.

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Coaches have extensive experience in the Wellness industry with a variety of backgrounds.

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All have an MA or BA certifications and trainings in areas including but not limited to, certified health and well-being coaching, nutrition, holistic health, tobacco treatment, diabetes prevention, lifestyle coaching, exercise science, psychology, cardiac rehab.

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Lastly, we have another program that you are getting as part of this, which is Telushealth Community.

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So Telushealth Community is a peer support program.

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Sometimes we just want to share what we're feeling on that day, whether it's a good day or bad day.

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This gives you that outlet with which to do so.

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So we want to support you with your mental health, and that means providing you an outlet to share your feelings so you can post comments.

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Follow that are groups of interest to you, which connects you directly to a community of over 1,000,000 peers globally with shared interest and experience.

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So you know whether you're posting to celebrate a promotion, maybe you're seeking tips for stress release relief.

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Maybe you're just keeping others company when they're feeling alone and even sharing things such as your favorite music, movies and pictures with their pets.

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This is a great community.

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You get to select your categories.

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You can actually block categories as well.

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So I encourage everyone to just take some time, go into the community program, check it out.

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I'm sure you'll want to come back.

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Any questions regarding this program, please reach out to 1-844-664-0379.

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We look forward to helping you on your well-being journey.