YOUR **EMPLOYEE ASSISTANCE PROGRAM**



MANITOBA BLUE CROSS®

THECOLOUROFCARING®

WE'RE HERE FOR YOU

The Manitoba Blue Cross Employee Assistance Program (EAP) provides employees and their families with direct access to digital resources and confidential counselling services designed to support their health and well-being. It also offers a range of customized organizational assistance services to support leaders and teams in building healthier and more productive workplaces.

Discover the resources and services available to you through your EAP benefits on the following pages.



Please note that this booklet represents a summary of resources and services provided under the Agreement. In the event of any difference between this summary and the terms of the Agreement, the latter shall prevail.

THE FOUNDATION OF YOUR EAP

Confidential:
Feel confident that your privacy is protected. Accessing the program does not require notifying your employer, and we will not disclose personal information to anyone without your written consent.

For more information on how we protect your privacy, visit mb.bluecross.ca/legal/privacy-policy.

Voluntary:
Participate in the program on a voluntary basis. The decision to access available services rests exclusively with you or any members of your family who require support.

Accessible:
Access support 24/7, 365 days a year. Appointments can be requested online or by telephone, and we offer a variety of flexible options, including in-person, online, telephone and email sessions.

Professional:
Benefit from the expertise of a wide network of professionals with over 15 years of clinical experience, on average. We offer an extensive range of clinical services, including substance use and behavioural health treatment, psychiatric consultation, mental health and relationship support, as well as trauma response services.





Book a counselling appointment at:

- **wellness.mb.bluecross.ca**
- **204.786.8880 | 1.800.590.5553 (toll free)**

COUNSELLING SERVICES

Mental health is an important aspect of your well-being. Let us help you and your family with prevention, early intervention and solution-focused treatment to overcome challenging life events.

Individual well-being

Your unique needs are considered when we match you with a counsellor. We offer prevention, early intervention and treatment options for all ages, including support with topics such as:

- stress
- anxiety
- depression
- grief
- substance use
- behavioural health
- navigating change

Relationships

Seeking relationship counselling is a sign of strength – and a step toward creating healthy and fulfilling relationships. Our counselling services offer prevention, early intervention and treatment for various couple and family relationship concerns.

Parenting

Parenting is one of the greatest joys in life and also one of the greatest challenges. We offer preventative education and supportive intervention for concerns suitable for all developmental stages and every family structure or style.

Career and workplace

When you feel empowered, creating a fulfilling career and work life is within your reach. We offer counselling for all stages and concerns – from setting career goals to preparing for retirement to managing workplace stress and conflict.

Financial

Gain a better perspective on your financial situation in a safe and supportive environment. Whether you're focused on budgeting, debt management or retirement planning, support for your financial health is available for every age or stage of life.

Legal

Legal counselling provides access to legal information, such as reviewing the process of filing for legal separation or divorce, understanding one's rights or viewing samples of forms required for certain court proceedings. Legal counselling does not include legal representation or advice tailored to an individual's unique situation.

CONNECT NOW

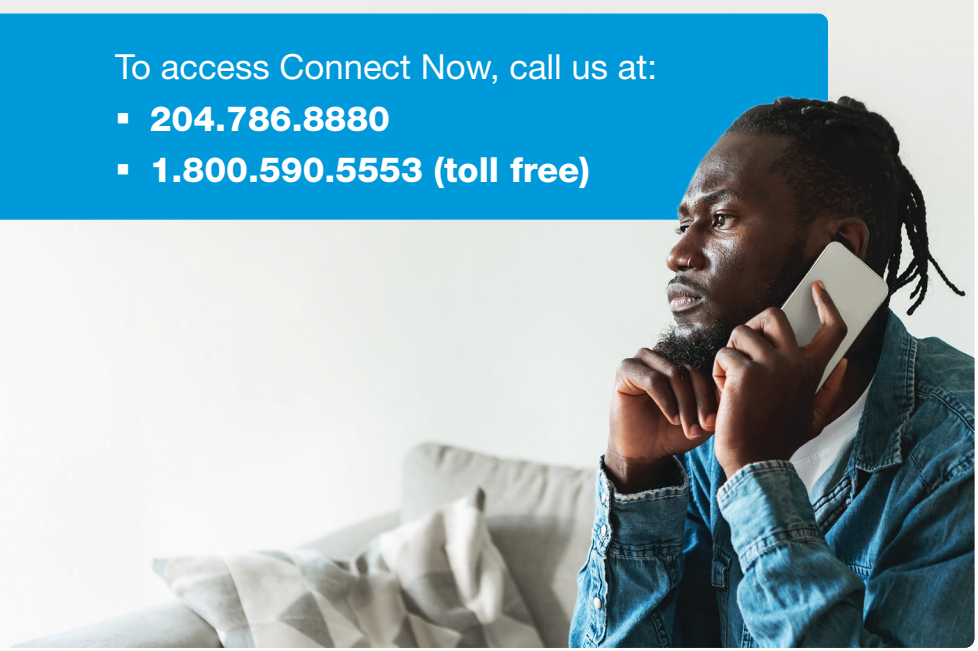
A variety of life stresses may result in feeling the need to talk to a mental health professional immediately. Through our Connect Now support line, you can instantly connect with a mental health professional without an appointment or commitment to ongoing counselling sessions.

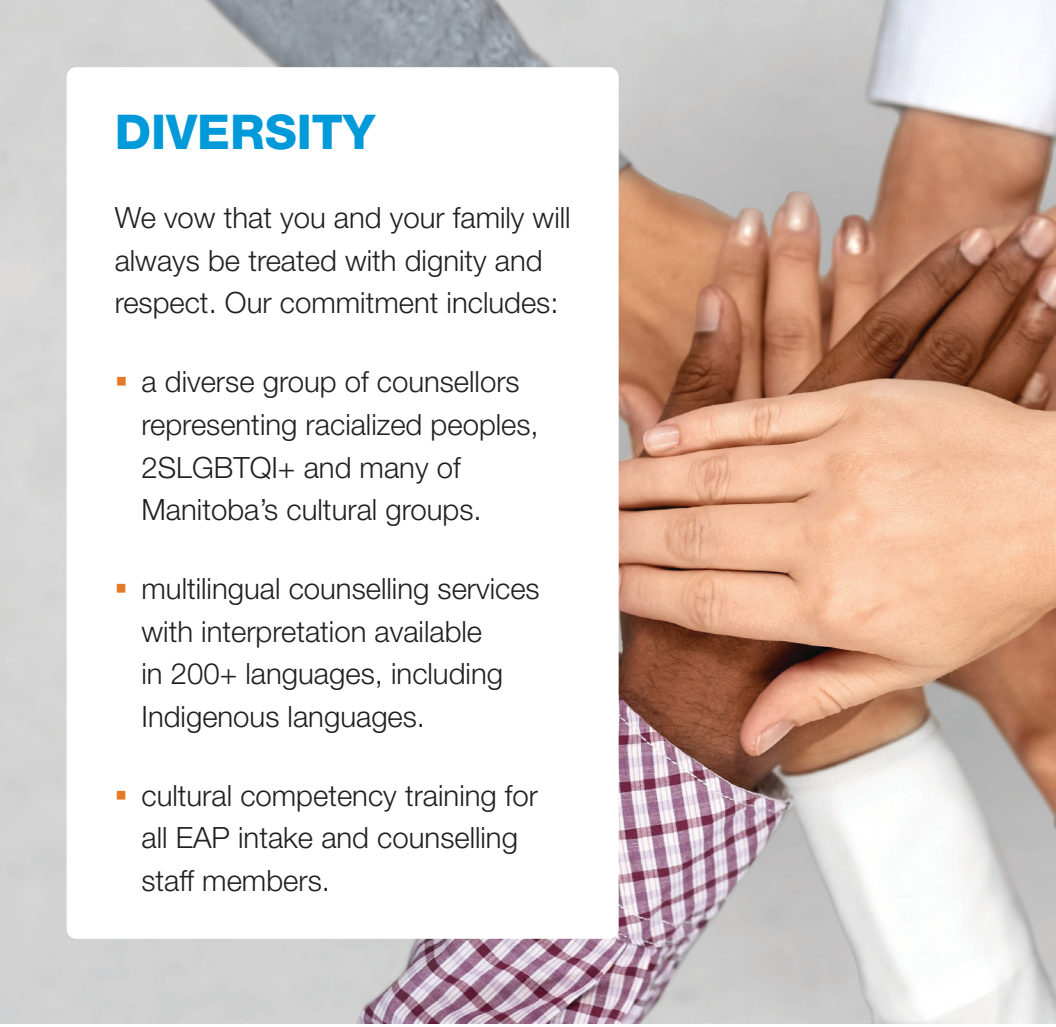
This service provides support that is brief in nature and intended for those who may not be able to participate in ongoing counselling sessions.

Please note that calls to Connect Now do not count as EAP sessions under your benefits plan, so using the service will not deduct from your available counselling sessions.

To access Connect Now, call us at:

- **204.786.8880**
- **1.800.590.5553 (toll free)**





DIVERSITY

We vow that you and your family will always be treated with dignity and respect. Our commitment includes:

- a diverse group of counsellors representing racialized peoples, 2SLGBTQI+ and many of Manitoba's cultural groups.
- multilingual counselling services with interpretation available in 200+ languages, including Indigenous languages.
- cultural competency training for all EAP intake and counselling staff members.

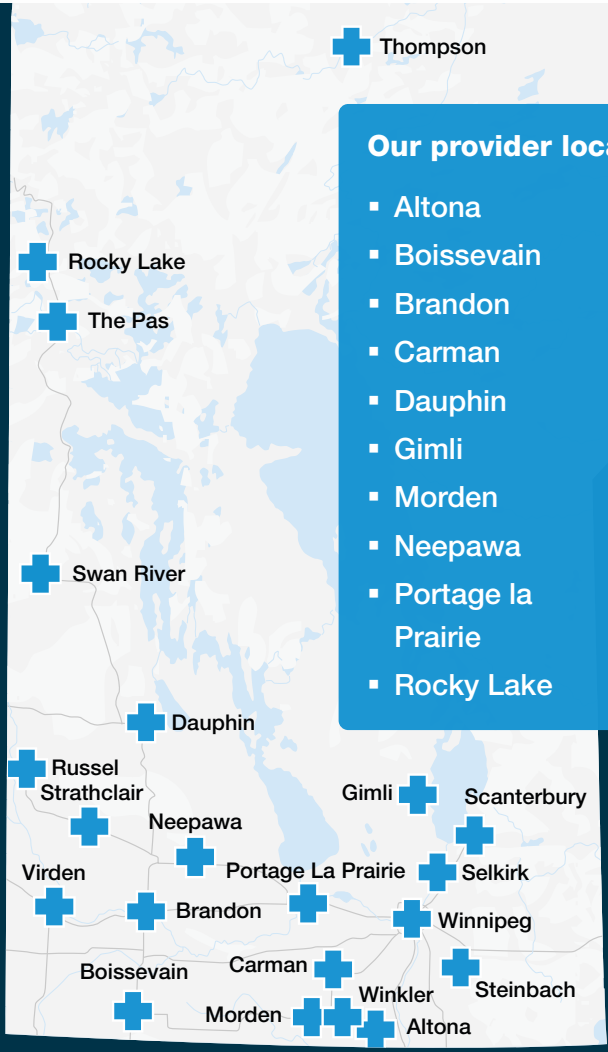
INDIGENOUS SUPPORT AND HEALING METHODS

You and your family can access Indigenous support and healing methods, including Indigenous counsellors, resource consultants and Elders. Our culturally reflective counselling services incorporate traditional Indigenous healing approaches and traditions based upon the importance of nature, spirituality, the circle and the Medicine Wheel.

ACCESSIBLE SERVICES

Access flexible support 24/7, 365 days a year, including in-person, online video, telephone or email appointment options.

If you prefer to meet with a counsellor in person, appointments can be arranged seven days a week, day and evening, at our state-of-the-art Employee Assistance Centre and in many communities across Manitoba.



Our provider locations in Manitoba

- Altona
- Boissevain
- Brandon
- Carman
- Dauphin
- Gimli
- Morden
- Neepawa
- Portage la Prairie
- Rocky Lake
- Russell
- Scanterbury
- Selkirk
- Steinbach
- Strathclair
- Swan River
- The Pas
- Thompson
- Virden
- Winkler
- Winnipeg

DIGITAL RESOURCES

Along with traditional counselling, your EAP benefits feature digital resources to offer a full suite of services, including:



iCBT: Access mental health support at your fingertips with confidential, internet-based cognitive behavioural therapy (iCBT).



Love with Purpose: Get an expert's advice on how to have a healthy relationship with our online program. Suitable for all couples and singles.



Soul Nourishment: Find a sense of peace and calmness through a series of yoga, meditation, mindfulness and mudras.



Learning centre: Feel inspired by a variety of articles, videos, advice and tools that support your overall well-being.

Discover a range of digital resources at **wellness.mb.bluecross.ca.**

WORKPLACE WELLNESS

We're also pleased to provide you with a collection of workplace wellness resources created by our team of experts. Resources include:

- comprehensive overviews of the services available through your EAP coverage.
- available workshops and seminars on a range of topics that support interactive learning and practice in the workplace.
- downloadable resources with advice and tools tailored to the needs of both leaders and employees.
- a curated collection of digital articles on a variety of topics related to health and wellness in the workplace.



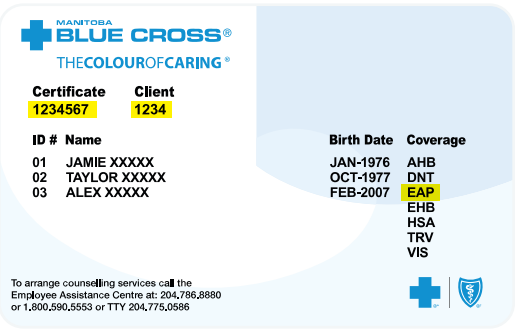
Explore workplace wellness resources at **wellness.mb.bluecross.ca.**

IMPORTANT!

Identification card

The identification (ID) card issued by Manitoba Blue Cross confirms your eligibility under the program.

Please note that accessing digital resources and services will require your client and certificate numbers found on the front of your ID card.



Changes in status

Changes in status resulting from marriage, divorce, common-law union, separation, death, change of residence, birth or legal adoption must be reported within 31 days.

Changes should be provided to Manitoba Blue Cross using the *Notice of Change* form, which is available from the representative at your organization responsible for administering your benefits.

Book a counselling appointment or access your EAP resources and services at:

wellness.mb.bluecross.ca
204.786.8880
1.800.590.5553 (toll free)

For the Deaf, hard-of-hearing and speech-impaired community, our EA Centre can receive VRS calls.

If you are in crisis, in need of immediate assistance or experiencing thoughts of suicide, call or text the Suicide Crisis Helpline at 988 (toll free, 24/7).

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