MANITOBA BLUE CROSS®
THECOLOUROFCARING®

Employee Assistance Program

What to expect when you reach out for support

We understand that navigating the unknown can be a barrier to seeking the counselling support you want and need. That is why we have outlined an accessible and inclusive intake process, ensuring you and your loved ones can easily access support through your Employee Assistance Program (EAP) coverage.



To access counselling through the EAP, choose the method most comfortable and convenient for you:

- Call our intake line at **204.786.8880** or toll-free at **1.800.590.5553**
- Book online at **wellness.mb.bluecross.ca**

CALLING OUR INTAKE LINE

Who will I speak to if I book an appointment over the phone?

If you book an appointment over the phone, you will be connected directly to our intake team. Their role is to confirm your coverage, assess your needs and match you with the appropriate service or counsellor. Every member of our intake team is trained to listen with empathy and ask questions to help you connect with the counsellor best suited to you and your needs. Additionally, our intake team is equipped with crisis response training, enabling them to offer in-the-moment assessment and support. If English is not your preferred language, translation services are available upon request.

What happens during the intake process?

Intake is the first point of contact and an essential part of the therapeutic process. Your intake worker will:

- provide a brief description of the EAP or answer any initial questions you may have.
- gather personal information to confirm your EAP coverage and preferred way to be contacted.
- conduct a brief clinical assessment to learn about your current situation, discuss what you'd like to address in counselling and determine if there are any immediate safety concerns.
- discuss your availability to meet with a counsellor, any language preferences and whether you prefer in-person, online video, telephone or email sessions.



Can I book a counselling appointment for my child?

A legal guardian can call to arrange a counselling appointment for their child who is under the age of 16. Consent from all legal guardians is required before counselling begins, as per the Manitoba Blue Cross EAP policy. This policy is based on legal and ethical considerations, as well as the principles of confidentiality and informed decision-making. The policy acknowledges that parental rights, particularly the right to provide consent for a child's treatment, are considered joint rights. As such, both legal guardians possess equal authority to consent to or decline treatment on behalf of their child. Your intake worker will discuss our consent policy and email you the necessary forms for your review and signature.

For youth between the ages of 16 and 18, consent should be provided by the individual themselves. During the intake process, our team will request to speak with the youth to confirm their consent and commitment to attend counselling, even if a legal guardian initiates the call.

Can my spouse call to book an appointment for themselves?

Yes, we encourage spouses to contact us directly to book appointments for themselves rather than having their partner make the call. We believe that being actively involved in the process of seeking counselling can enhance the individual's comfort level and commitment to the therapeutic process.

What happens after I speak to an intake worker?

Once your intake call is complete, the clinical matching process takes place based on your preferences and presenting concerns. Your referral will be sent to a counsellor, who will contact you directly to offer appointment times. This typically happens within 24 to 48 hours. We aim to provide you with an appointment as soon as possible, considering your availability and preferences. Your intake worker will remain in contact with you to ensure you are aware of the process and any potential delays in setting up your first appointment.

How can I provide feedback about my experience with the EAP?

You will have several opportunities to provide feedback about your experience with the EAP, including:

- A phone survey: You will be given the option to stay on the line to participate in a brief survey after completing your intake call.
- A virtual survey: After your first counselling appointment, a survey will be sent to you by email. Alternatively, this survey can be accessed at any time by scanning a QR code on posters within our EA Centre and provider offices for your convenience.

We also welcome your feedback at any other point by emailing us at **eap.feedback@mb.bluecross.ca** or by calling us at **204.786.8880** or toll-free at **1.800.590.5553** and asking to speak to our Employee Assistance Experience Coordinator.

BOOKING ONLINE

How do I book my first appointment online?

To book your first appointment online, visit our wellness platform at **wellness.mb.bluecross.ca**. Once you've created a wellness account and signed in, you will be asked to provide your EAP certificate and client number to verify your coverage. From there, you will be guided through a series of questions so we can better understand your situation and preferences. You will then be provided options regarding dates and times and which counsellor you'd like to see.

How do I select the most suitable counsellor?

When using our online booking system, choose the counselling type that best describes the concern that brings you to counselling. Our counsellors are listed according to their areas of specialization, so you will only see those available counsellors who work in that chosen area. You may see the same counsellor's name in more than one area, as most of our counsellors have more than one area of specialization.

What happens after I book an appointment online?

Once an appointment is submitted, both the counsellor and our intake team will be notified. Our intake team will review the online submission, and if any further information is needed, they will contact you directly. Our intake team will ensure that the counsellor you selected online is an appropriate match for the concerns you identified.

Important information to know about the EAP:

- Your personal information is kept confidential, and participation in the program is entirely voluntary.
- Counselling through the EAP is aimed at providing short-term support, and you are not required to attend a specific number of sessions or commit to a particular frequency.
- You and your family have access to a predetermined number of counselling sessions under your plan annually.
- We offer a variety of flexible appointment options, including in-person, online video, telephone and email sessions.

For more information, call the Employee Assistance Centre at 204.786.8880 or toll-free at 1.800.590.5553.

For the Deaf, heard-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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