



HEB Manitoba
HEALTHCARE EMPLOYEE BENEFIT PLANS

EMPLOYEE ASSISTANCE PLAN

April, 2017

Provided by



WELCOME!

You are now a member of the HEB Manitoba Employee Assistance Plan (EAP) provided by the Manitoba Blue Cross Employee Assistance Centre.

This brochure provides you and your family with a summary of the counselling services now available under the HEB Manitoba Employee Assistance Plan.

The Plan is governed by the terms and conditions contained in the Contractual Agreement between Healthcare Employees' Benefits Plan - Manitoba and Manitoba Blue Cross.

Summary of Counselling Services

The following types of counselling services are now available to you and your family:

- Marital and Relationship
- Family and Parenting
- Addictions
- Emotional or Behavioural
- Anxiety and Depression
- Occupational Stress and Adjustment
- Violence or Abuse
- Information and/or Referral
- Critical Incident or Trauma

As a member of the Plan, you and your family have access to responsive, professional assistance whenever you need it.

**The Employee Assistance Centre
is Accessible 24 hours a day, 7
days a week.**

204.786.8880

TTY 204.775.0586

Toll-Free 1.800.590.5553

EAP –

A Counselling Benefits Plan

Your Employee Assistance Plan is a comprehensive counselling service designed to help identify and resolve personal concerns affecting your health and well being.

All of us confront difficult situations throughout our lives. Sometimes these personal concerns are more than we can handle alone.

If left unresolved, these concerns could affect our ability to function effectively, both at work and at home.

Stressed at home? Stressed at work? An unbiased, compassionate ear may help.

The Employee Assistance Plan allows you and your family to seek early assistance before personal concerns seriously affect your health, family life, or work performance.

The Plan provides you and your eligible dependants with a confidential and professional treatment resource to address personal issues.

The Critical Elements of Your EAP

There are critical elements about your Plan that you should be aware of:

Confidentiality

Confidentiality is the most important aspect of your Employee Assistance Plan.

All appointments are scheduled by the Employee Assistance Centre and staggered to prevent potential encounters with co-workers. Confidentiality and privacy are assured under the Plan.

No personal information is released to anyone without your written consent. Exceptions to the general rule of confidentiality occur when there is a threat to life, an awareness of intent to commit a crime, when records are subpoenaed, or to report suspected child abuse or neglect.

To access the services, you do not have to notify anyone within your facility.

Voluntary

Plan access is based on voluntary self-referral. The decision to use the Plan rests exclusively with you or any member of your family requiring services.

Accessibility

You or your family members can call the Manitoba Blue Cross Employee Assistance Centre 24 hours a day, 7 days a week.

Someone will be there for you whenever you call. All crisis or emergency situations will be responded to immediately.

If you or a family member want to inquire about a service or make an appointment, simply phone the Manitoba Blue Cross Employee Assistance Centre directly at **204.786.8880** or toll-free at **1.800.590.5553**.

Daytime, evening and weekend appointments are available for your convenience.

All counselling sessions are arranged and coordinated through the Manitoba Blue Cross Employee Assistance Centre.

Competency

The staff and counsellors of the Manitoba Blue Cross Employee Assistance Centre will respond to your concerns in an understanding and professional manner.

The Employee Assistance Centre has a wide network of highly qualified and experienced professionals. Practitioners are registered clinical psychologists, master's level social workers (MSW), addictions counsellors, and other professionals.

Services Offered

The Plan provides assessment and short-term counselling services to a maximum of ten (10) sessions per family per calendar year. The services provided are not subject to any deductible or co-insurance. Areas of personal counselling include:

Marital and Relationship

At times you may encounter problems establishing or maintaining a healthy and satisfying relationship. Talking about these issues may help give you a new perspective.

Family and Parenting

The demands and responsibilities of raising a family today can be overwhelming. A child's development, with its many stages and transitions can cause significant tension and conflict within a family.

Seeking professional help can be beneficial to any family.

Addictions

Addictions including drug, alcohol and gambling are a family concern. They affect not only the individual but also their spouse, children, friends and work performance. Recognition of a problem is the first step.

It is important to understand that addictions are treatable.

Emotional or Behavioural

When you begin to feel your problems are without solution; when your feelings, thoughts and behaviour have proven troublesome; it is often helpful to seek assistance from a trained professional.

Anxiety and Depression

Many of us get "a little down" from time to time. We all have feelings that overwhelm us. If those feelings last, and begin to impact negatively on your life, your Employee Assistance Plan can help.

Occupational Stress and Adjustment

Stress occurs in varying degrees. If stress becomes unmanageable, sometimes people resort to methods of coping that result in negative consequences.

Objective, unbiased discussions may help you clarify the situation.

Violence or Abuse

Unfortunately, incidents of severe mistreatment occasionally arise in either your home or work environment. If you or a member of your family experience emotional, physical, verbal, or sexual abuse, there is someone you can talk to.

Information and/or Referral

Upon request, the Manitoba Blue Cross Employee Assistance Centre will provide information on the following topics: elder care, child care resources, general health and wellness.

Critical Incident or Trauma

Individual treatment services are available following exposure to a traumatic event.

The following are not covered by the Employee Assistance Plan: products, aids, or materials of any kind used in association with counselling or health promotion services.

Long-term therapy, court-ordered counselling, psychological treatment mandated by a disability plan, and certain other specialized services and testing are also excluded.

Contact the Employee Assistance Centre with any questions about the services offered.

Your EAP is a valuable service that, when used, can make a significant difference in the quality of your life.

Who Is Eligible For EAP Coverage

The following are eligible to become members of the Employee Assistance Plan:

Employees

- Permanent full-time and part-time, temporary, term and casual employees having Employment Status.
- Students who receive training at the premises of a facility that also qualifies as an eligible employer, provided they are not affiliated with any other employee assistance program through their teaching or educational institution.
- Employees on lay-off, re-deployment, leave of absence or disability, providing they retain Employment Status.

Dependants

- An employee's or student's legal, common-law or same-sex spouse.
- Unmarried children (natural, adopted or step-children), living with you and dependent on you for support. Children must be under the age of 21, or between age 21 and 25 if in full-time attendance at a specialized school, college or university.
- Physically or mentally disabled children of any age living with you and dependent on you for support.

General Information About Your EAP

Identification Card

The Identification Card issued by Manitoba Blue Cross confirms your eligibility under the Plan. Please provide the client number and certificate number shown on the ID Card when accessing EAP services.

Changes In Status

Manitoba Blue Cross must be notified within thirty (30) days of a change in your own or a dependant's status resulting from marriage, divorce, common-law union, separation, death, change of residence, birth or legal adoption.

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

This brochure represents a summary of the services provided under the Contractual Agreement. In the event of any difference between this summary and terms of the Contractual Agreement, the latter shall prevail.

How To Use Your Plan

To make an appointment or for more information, please call the Manitoba Blue Cross Employee Assistance Centre directly at **204.786.8880** or toll-free at **1.800.590.5553**.

Have your ID Card ready when you call. You will be asked for your client and certificate numbers.

Arrangements will be made for a Manitoba Blue Cross Counsellor to contact you to schedule an assessment session. Services are usually provided within a 72-hour period.

All crisis or emergency situations will be responded to immediately.

In the event you must cancel a scheduled appointment, 24 hours of advance notice is required.

Service Options

When requesting service, members may choose to arrange counselling services in person with a counsellor or through a number of other methods including Telehealth, online video conferencing (e.g. Skype), email counselling (Let's Talk) or telephone counselling. (Alternatives to in person counselling may not be appropriate in all situations.)

You and your counsellor will explore appropriate resources and treatment options.

Assessment and Counselling

A Manitoba Blue Cross Counsellor will provide assessment and counselling services to a maximum of ten (10) sessions per family per calendar year. A session is equivalent to fifty (50) minutes of counselling.

If you or your eligible dependants require services beyond the scope of the Employee Assistance Plan, you will receive a referral to an appropriate treatment resource, program or practitioner. You will be advised of personal costs, if any, of these referrals.

Privacy Practices at Manitoba Blue Cross

For detailed information regarding the privacy practices of Manitoba Blue Cross with respect to the collection, use, retention, and disclosure of your personal information, your right to access information, your right to withdraw consent (and the consequences of such withdrawal), or the name of our Privacy Officer, or for a copy of the Manitoba Blue Cross privacy brochure, please contact our office at [204.786.8880](tel:204.786.8880) or toll-free at [1.800.590.5553](tel:1.800.590.5553). You can also visit our website at mb.bluecross.ca.



HEB Manitoba
HEALTHCARE EMPLOYEE BENEFIT PLANS

We're here for you.

Employee Assistance Centre

A Division of Manitoba Blue Cross
599 Empress St.
Winnipeg, MB R3G 3P3

Rural Manitoba

Please contact Manitoba Blue Cross to
obtain rural EAP site locations.

**Please direct requests for
service at all sites to:**

204.786.8880
TTY 204.775.0586
Toll-Free 1.800.590.5553

Provided by



mb.bluecross.ca