

Employee Assistance Centre

A DIVISION OF MANITOBA BLUE CROSS

599 Empress Street
Winnipeg, Manitoba R3G 3P3



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Employee Assistance Plan

MAXIMIZING PERSONAL POTENTIAL

Privacy Practices At Blue Cross

For detailed information regarding the privacy practices of 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), the name of our Privacy Officer, or to obtain a copy of the Blue Cross privacy brochure, please contact our office at (204) 786-8880 or visit our website at www.mb.bluecross.ca.

**FOR MORE INFORMATION
OR
TO MAKE AN APPOINTMENT**

Call the Employee Assistance Centre at:

(204) 786-8880

TTY (204) 775-0586
(Deaf Access Line)

Toll Free Number
1-800-590-5553

Health Promotion Benefits

Your Employee Assistance Plan provides a maximum benefit of \$100.00 per family per calendar year combined for all Health Promotion Benefits.

Lifestyle/Fitness Consulting

Are you aware of the effects your lifestyle has on your overall health and well being? Lifestyle assessments conducted by trained professionals are an excellent way to ensure safe individualized programs of change.

It is important to prepare for any changes in your lifestyle and/or fitness!

Weight Loss/Control

The road to healthy eating can be littered with many obstacles; misinformation, no information, or difficult to understand guidelines. An important first step is to get accurate and useful information.

An Employee Assistance Centre counsellor can assist you in assessing your personal nutritional needs.

Smoking Cessation

Most people who smoke have either tried to quit or have considered quitting at one time or another. It's not an easy habit to break and people usually need help in their attempts to quit or cut down their consumption.

Your Employee Assistance Plan can also assess your readiness to quit.

Welcome!

This booklet has been prepared to provide you with a convenient summary of the benefits you now enjoy under your Blue Cross Employee Assistance Plan (EAP).

The specific services available and the terms and conditions under which they are provided are governed by the Master Agreement between your company and Blue Cross.

Should you require any general information concerning your benefits, please contact your company's Plan Administrator. For further information or to access our counselling services, call us directly at (204) 786-8880, TTY (204) 775-0586, toll free 1-800-590-5553.

Please read the enclosed benefit descriptions carefully. As a member of this Plan, you and your eligible dependents have access to responsive, confidential, professional assistance whenever you need it.

NOTE: In any communications with the Employee Assistance Centre, please make reference to the group and contract number on your identification certificate.

EAP - A Comprehensive Counselling Program

The Blue Cross Employee Assistance Plan is a confidential counselling service designed to help identify and resolve concerns affecting your health and well being.

The EAP provides assessment and short-term counselling for a broad range of issues.

- Marital/Relationship
- Family/Parenting
- Alcohol Abuse
- Drug Abuse
- Stress
- Career
- Financial
- Pre-Retirement
- Lifestyle/Fitness
- Weight Loss/Control
- Smoking Cessation

At first glance you may think your problems would have to be serious in order to make use of the EAP. However, these types of 'problems-in-living' are both normal and treatable, especially when identified early and appropriate care is provided.

Early use of the EAP is encouraged to minimize any adverse effects of personal concerns upon your health, family life, or work performance.

The Blue Cross EAP

There are several elements of the Blue Cross Employee Assistance Plan you should be aware of:

Confidentiality

Confidentiality and privacy are assured under the Blue Cross Employee Assistance Plan. To access our services, you do not have to notify anyone within your company.

The EAP will not disclose client/clinical information to any person outside the program without a client's written consent.

he or she has a problem – even when his or her life has become unmanageable due to drug misuse.

Help is available to understand and face your own drug use or that of someone close to you. Recognizing a problem exists is the first step.

Stress Counselling

When your feelings, thoughts and behaviour are troublesome or you feel overwhelmed with personal or work stresses, it is often helpful to seek assistance from a trained professional.

You can learn how to manage stress effectively and appropriately in your everyday life with help from an Employee Assistance Centre counsellor.

Financial Counselling

If you are concerned with managing your finances, you are not alone. Many people often have difficulties making ends meet. Problems can range from being "just a little behind" to being unable to manage your debts.

Whether you have reached a state of financial crisis, or want to reconsider a family budget, the assistance of a knowledgeable financial counsellor can be very beneficial.

Career Counselling

A satisfying work life contributes significantly to your overall sense of well being. You may be uncertain about your career direction, have problems at work or want to plan for future development. Whatever your employment status, counselling can help you constructively define goals and resolve problems.

Pre-retirement Counselling

While actively involved in our careers, most of us give little thought to retirement. By planning for retirement, you can enter this new phase of life well prepared and maintain an active and productive lifestyle.

Your Employee Assistance Plan can assist you with pre-retirement issues.

Changes in Status

Reporting Changes

You must notify your Plan Administrator and Blue Cross within sixty (60) days of change in your own or your dependents' status resulting from marriage, divorce, death, change of residence, birth or legal adoption.

The majority of status changes may be reported to Blue Cross using the "Notice of Change" form available from your Plan Administrator.

Personal Counselling Benefits

Your Employee Assistance Plan provides 3 assessment sessions and short term counselling to a maximum benefit of \$300.00 per family per calendar year in each of the following benefit areas.

Marital/Relationship Counselling

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/Parenting Counselling

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.

Alcohol Abuse Counselling

Problem drinking is a family concern because it affects not only the individual but also one's spouse, children, friends, and work performance.

It is important to understand alcohol addiction is treatable.

Drug Abuse Counselling

Sometimes it's difficult to determine when drug use becomes drug abuse. The user is likely to deny

Exceptions to the general rule of confidentiality are those required by law.

- To report suspected child abuse or neglect.
- To report suspected abuse under the Protection for Persons In Care Act.
- To act to prevent harm to self or others.
- Court ordered disclosure.

Appointments are monitored and controlled to prevent potential encounters with co-workers.

Voluntary

Program access is based on voluntary, self-referral. The decision to participate in the EAP rests with the individual requesting service.

The EAP maintains a neutral position with respect to employee-employer relations. Use of the EAP will not adversely affect job security or career development.

Accessibility

Telephone access is available on a 24-hour, 7 days-a-week basis. After regular office hours, you will be promptly connected with someone to assist you in the event of personal crisis or emergency; or you can leave a confidential message.

Daytime, evening and weekend appointments are available for your convenience. In crisis situations intervention is immediate.

Competency

The staff and counsellors of the Employee Assistance Centre will respond to your concerns in an understanding and professional manner. Our experience ensures you will receive the most appropriate and effective care.

Location

Our head office is located at: **599 Empress Street, Winnipeg, MB R3G 3P3**

How To Use Your EAP

To access the program, call the Blue Cross Employee Assistance Centre at (204) 786-8880, TTY (204) 775-0586, toll free 1-800-590-5553.

When you call, please have your Identification Card available. You will be asked for your group

and contract number to verify eligibility.

Following the initial telephone intake, arrangements will be made for a Blue Cross counsellor to contact you to schedule an assessment session.

Appointments are usually scheduled within 72 hours of initial contact. In crisis situations, assistance is provided immediately.

You and your counsellor will identify issues during the assessment session and explore appropriate resource and treatment options. Should you decide further counselling is needed, it will be provided to the stated benefit maximums. There is no deductible or co-payment to be paid by you.

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

In the event you must cancel a scheduled appointment, 24 hours advance notice is required or benefit deductions may apply.

IMPORTANT: Please Read

Counselling services are delivered by a select Blue Cross provider network. In order for any counselling fees to qualify for payment or reimbursement, you or your eligible dependents must be referred to an approved Blue Cross provider.

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 other certain specialized services/testing are also excluded.

This brochure represents a synopsis of the benefits provided for under the Group Agreement. In the event of any difference between the terms of this synopsis and those of the Group Agreement, the latter shall prevail.

Who Is Eligible?

The Employee Assistance Plan benefits are available to all employees, their eligible spouses and dependent children.

Benefits are also available to your legal or common-law spouse.

Unmarried children (natural, legally adopted or stepchildren), and children of the person with whom you are living in a spousal relationship are also eligible, provided such children are living with you. All children must be unmarried, under the age of 21* and dependent upon you for support, or unmarried and under the age of 25* and be in full-time attendance at a specialized school, college or university.

The age restriction does not apply to a physically or mentally incapacitated child who had this condition prior to age 21*.

*(Since age limits/eligibility may vary, please see your Personnel Administrator.)

General Information About Your EAP

Identification Certificate

Soon after enrollment, you will receive an Identification Certificate. This certificate identifies you and your eligible dependents, and the type of coverage provided. Whenever you are claiming benefits from this Plan, be sure to quote your contract number in the space provided on the claim form.

If you have lost or misplaced your Identification Certificate, please contact your Plan Administrator and arrangements will be made to provide you with a new one.

The group number and contract number shown on the Certificate are to be used at all times when accessing or using EAP services.