

You and your counsellor will work to identify problems during the assessment session and explore appropriate resource and treatment options. Assessment and counselling services will be provided, based on a short-term counselling model, by a Manitoba Blue Cross counsellor.

If you or your eligible family members require services beyond the scope of your EFAP, you will receive a referral to an appropriate treatment resource, program or practitioner. The counsellor will provide follow-up and 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 there may be an impact on the number of sessions available to you.

IMPORTANT: Please Read

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

FAMILY MEMBER ELIGIBILITY

Family member eligibility for the purpose of the EFAP is consistent with eligibility for coverage under the University's Flex Plan. We encourage you to share this brochure with your eligible family members and suggest that you provide each eligible family member with a copy of your Blue Cross Identification Certificate to enable them to have access to the program.

IDENTIFICATION CERTIFICATE

Your Identification Certificate, issued by Manitoba Blue Cross, confirms your and your family members' eligibility under the program. The client number and certificate number shown on the card are to be referenced when accessing or using any of your benefits.

CHANGES IN STATUS

You must notify the University's Human Resources Office within sixty (60) days of change in your own or your family members' status resulting from marriage/co-habitation, separation/divorce, death, change of residence, birth/legal adoption, or any other event that affects your or your family member's eligibility. The majority of changes may be reported using the 'Flex Plan Change Form' available from the University's Human Resources website.

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 Manitoba Blue Cross privacy brochure, please contact our office at 204.786.8880 or visit our website at mb.bluecross.ca.

For more information or to make an appointment contact:

Employee & Family Assistance Centre
599 Empress Street
Winnipeg, MB R3G 3P3
Ph. 204.786.8880 TTY 204.775.0586
Toll Free 1.800.590.5553



beresilient

EMPLOYEE & FAMILY ASSISTANCE PROGRAM

THE UNIVERSITY OF WINNIPEG

EMPLOYEE ASSISTANCE & WELLNESS SOLUTIONS

 **MANITOBA
BLUE CROSS®**
THE COLOUR OF CARING®

The Blue Cross Employee & Family Assistance Program (EFAP) is a comprehensive counselling program designed to help identify and resolve personal concerns affecting one's 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 problems can affect our ability to function effectively, both at work and at home.

The EFAP, funded by the University of Winnipeg, provides employees and their eligible family members with a confidential and professional direct treatment resource to deal with personal issues.

WHAT THE EFAP OFFERS

Your Plan provides assessment and short term counselling services.

Areas of personal counselling include:

- Family/Parenting
- Marital/Relationship
- Emotional/Behavioural
- Grief and Loss
- Anxiety and Depression
- Domestic Violence/Abuse
- Trauma/Critical Incidents
- Stress (including work stress)
- Addictions
- Financial (budgeting, financial crisis)
- Legal Concerns
- Psychological Disorders

These types of problems in living respond to appropriate intervention and treatment. Early use of the EFAP is encouraged to minimize the adverse effects of personal concerns upon your health, family life, or work performance.

Counselling services are delivered by the Employee & Family Assistance Centre, a specialized division of Manitoba Blue Cross.

Work Life and Wellness Services

- Nutritional counselling
- Referral support services
- Smoking cessation support through Blue Cross addictions counsellors
- Weight loss consultation with registered dietician
- Support for self-management of mental health
- Quarterly newsletter that addresses current life issues
- Online wellness resources, tools and workbooks - access the My Good Health website at mygoodhealth.ca

THE BLUE CROSS EFAP

There are several elements of the Blue Cross EFAP you should be aware of:

- 1. Confidentiality and privacy are assured under the EFAP.** To access services, you do not have to notify anyone within the University.

The EFAP will not disclose an individual's personal or clinical information to any person outside the program without written consent.

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 other University employees.

- 2. Program access is based on voluntary, self-referral.** The decision to participate in the EFAP rests with the individual requesting service. The EFAP is neutral with respect to employer-employee relations.

Use of the EFAP will not adversely affect job security or career development.

- 3. Availability of Service** - Telephone access and service coordination are available on a 24 hour, 7days-a-week basis. After regular office hours, you will be promptly connected with someone in the event of personal crisis or emergency; or you can leave a confidential message in non-emergency situations.

Counselling services are coordinated through the Employee & Family Assistance Centre in Winnipeg.

You may choose to arrange counselling services in person with a counsellor or through a number of other methods including 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.

Appointments, by necessity, can be scheduled for evenings and weekends.

HOW TO USE YOUR EFAP

To make an appointment or to obtain more information, call the Manitoba Blue Cross Employee & Family Assistance Centre at **204.786.8880**, TTY 204.775.0586, toll free 1.800.590.5553. When you call, you will be asked for your client and certificate number to verify eligibility.

Following the initial telephone intake, 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. In crisis situations, intervention is immediate.