

Support for workers and leaders during COVID-19

COVID-19 has caused major shifts in our workplaces, our homes and lives. And while we have laid a foundation for how we as communities, workplaces and individuals can cope with our current reality – there are still so many unknowns.

| Clinical Focus | | |
|----------------------------|-------------------------------------|--------------------------|
| Counselling Services | Addictions Management Program | Psychiatric Consultation |
| Work-Life Focus | | |
| Work-Life Services | Caregiver Support | Digital Health Resources |
| Wellness Focus | | |
| Personal Wellness Services | Digital Health Resources | Workshops |
| Organizational Health | | |
| Organizational Assistance | Trauma & Critical Incident Response | Mental Health Resources |
| Management Consultation | Workshops | EAP Information Sessions |

To access support through your Employee Assistance Program, book an appointment or find out more about our services, please call:

204.786.8880 • 1.800.590.5553 (toll free) • 204.775.0586 (TTY)



What are we doing during the pandemic?

COUNSELLOR CONNECT

You and your family can now complete intake and request a first counselling appointment online through **Counsellor Connect** at mb.bluecross.ca

GRIEF COUNSELLING

Grief counselling at no cost to Manitobans who have experienced a loss related to death during COVID-19

ORGANIZATIONAL ASSISTANCE

We provide support for critical workplace events, transitional debriefings and consultation for leaders. We have also created a range of free digital resources on focused topics surrounding COVID-19



CONNECT NOW

Connect Now is our clinical, personal and immediate support line where you and your family can call to connect instantly with a professional counsellor from our Employee Assistance Program (EAP)

CLINICAL SERVICES

We offer a variety of service mediums for clinical services including:

- Counselling Services
- Addictions Treatment
- Psychiatric Consultation
- Trauma Response

SHARING CIRCLES

A Sharing Circle is a practice borrowed from Indigenous tradition that provides a safe environment for you and your family to speak about what you're thinking, experiencing and feeling

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Comprehensiveness

- Extensive scope of services and delivery methods
- Counsellor and client matching process
- Multidisciplinary team and diverse designations
- Holistic treatment philosophy



Professionalism

- High level of expertise and service
- Clinically managed intake
- Extensive provider network and infrastructure
- Superior counsellor credentials



Diversity

- Multicultural and culturally diverse counselling
- Services provided in 150 languages
- Aboriginal Awareness Program and Indigenous community connections
- LGBTQ supports



Accessibility

- Access to support 24/7, 365 days per year
- Centralized services at EAC and offsite options
- Appointments available within 72 hours
- Providers in 23 rural and northern communities
- Variety of alternate channels for counselling, including video, text-based and telephonic options.