

EMPLOYEE ASSISTANCE & WELLNESS SOLUTIONS

Rolling River School Division Non-Teaching Employees

The Blue Cross Employee Assistance Program (EAP) 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 EAP, funded by Rolling River School Division, provides employees and their eligible dependents with a confidential and professional direct treatment resource to deal with personal issues.

WHAT THE EAP OFFERS

Your Plan provides assessment and short term counselling services to a maximum of twelve (12) sessions per family per calendar year. The benefits provided are not subject to any deductible or co-insurance.

Areas of personal counselling Include:

- Family/Parenting
- Marital/Relationship
- Emotional/Behavioral
- Stress
- Addictions
- Financial (budgeting, financial crisis)
- Psychological Disorders

These types of problems in living respond to appropriate intervention and treatment. Early use of the EAP 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 Assistance Centre, a specialized division of Manitoba Blue Cross.

THE BLUE CROSS EAP

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

1. **Confidentiality and privacy are assured under the EAP.** To access services, you do not have to notify anyone within your organization.

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

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

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

3. **Availability of Service.** Telephone access and service coordination are available on a 24 hour, 7 days-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, including regional coverage, are coordinated through the Employee Assistance Centre in Winnipeg.

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

HOW TO USE YOUR EAP

To make an appointment or obtain more information, call the Manitoba Blue Cross Employee Assistance Centre at 204.786.8880, TTY 204.775.0586 (Deaf Access Line), 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.

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 to a maximum of (12) sessions per family per calendar year by a Manitoba Blue Cross counsellor.

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. 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 benefit deductions may apply.

IMPORTANT: Please Read

Counselling services are delivered through 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 Manitoba 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 carrier, 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.

IDENTIFICATION CERTIFICATE

An Identification Card issued by Manitoba Blue Cross confirms your 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 your Plan Administrator and Manitoba Blue Cross within sixty (60) days of change in your own or dependents' status resulting from marriage, divorce, death, change of residence, birth or legal adoption. The majority of changes may be reported using the 'Notice of Change' form available from your Plan Administrator. 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 Assistance Centre
A Division of Blue Cross
599 Empress Street
Winnipeg, MB
R3G 3P3
Ph. 204.786.8880
TTY 204.775.0586 (Deaf Access Line)
Toll Free 1.800.590.5553**

