

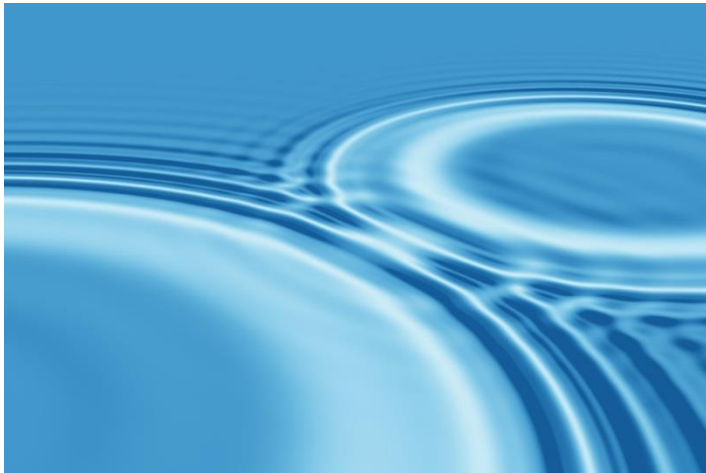


Employee Assistance and Wellness Solutions



be resilient.

Covid Exposure: Health Care Workers



Loss Pervasive and Omnipresent

- Direct and Vicarious
- Patients, Families, Collegial Grief
- Professional Identity
- Support Systems Lost

Moral Distress

- Patient Care: High Demand/Low Control
- Layered for Leaders – Staff Care
- “Preferred Self Descriptions” Undermined by Exhaustion
- Substitute for Patient Family Care

Protracted Risk and Strain

- Conditioned Sympathetic Response States
- Triggering
- Change Saturation
- Fear

Conflict: Family, Worklife Balance

- Low reserves - family/personal needs

Support 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 Assistance

Leadership Consultation Line

Trauma & Critical Incident Response

Resiliency Groups – Leaders

Mental Health Resources

Workshops

EAP Information Sessions

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

EAP Trauma Response/Crisis Support How?

Process

- Engagement
- Assess Impact
- Plan Intervention:
organizational and clinical
- Service Provision
- Post Intervention

Services

- Consultation
- Coaching
- Leadership Briefings
- Defusing
- CISD
- Psychological First Aid
- Resiliency Groups
- Grief Debriefings
- Standby Support

Supporting the Resiliency of Leaders



The multi-layered experience of leaders leaves them uniquely vulnerable. Leaders may be sponges for the stress their team members endure, have the additional strain of supporting those staff while making decisions on systemic challenges, and also must manage the personal effects of COVID. Resiliency oriented groups are an important option for leaders to consider among the options for support. When leaders are supported and their resilience is reinforced, they are better able to support their staff, benefiting the whole workplace.

Resiliency Groups for Leaders. These one-hour debriefings provide a structured process that is adapted to the needs of each group. The facilitator guides participants through a brief check-in, acknowledgement of the impacts of being a leader through the pandemic, resilience-building through identification of strengths and strategies, and a closing check-out. The opportunity to connect and debrief in a facilitated setting is meaningful and provides valuable take-aways.

One-on-One Consultation Support Line. Individualized consultation services are available to leaders as part of your organization's EAP plan. Leaders can contact the EAP for consultation on any topic related to their role in supporting others and will receive a response the same business day.

Contact Information

Within Winnipeg: 204.786.8880

Toll-free: 1.800.590.5553

TTY: 204.775.0586

www.mb.bluecross.ca/member/eap/counsellorconnect

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be resilient.

CONNECT NOW

Talk to a professional during COVID-19

Sometimes when you need to talk, you need to talk *now*.

Along with many other stresses, COVID-19 has left many of us feeling disconnected. That is why we launched **Connect Now**, our clinical, personal and immediate support line where members can call to connect instantly with a professional counsellor from our Employee Assistance Program (EAP).

With everything that is going on, we want to ensure you and your loved ones can access support when you most need it.

Through Connect Now, you can access immediate support from a mental health professional, without needing to commit to on-going counselling sessions.



Who can use Connect Now?

Connect Now is available to individuals and eligible family members who have EAP coverage with Manitoba Blue Cross. Calls to **Connect Now** do not count as EAP sessions under your benefit plan – you can still utilize the remaining sessions available in your plan.



Can I call more than once? What is the nature of these phone calls?

Yes. You can certainly call more than once, however, **Connect Now** is meant to provide immediate support that is brief in nature and intended for those who may not be able to participate in on-going counselling at this time. If there is a need for regular contact, you can discuss options with your **Connect Now** counsellor and we can help you find a plan that fits your needs. If you know you'd like to start ongoing counselling, you can also call us directly to initiate the intake process.



Do I have to talk about COVID-19?

No. While we launched this temporary service to help alleviate some of the pressures that have risen during the current pandemic, in no way do we want to limit conversations to COVID-19 concerns specifically.

Access immediate support from a counsellor in our EAP network through Connect Now.

To access Connect Now, call us directly:

- 204.786.8880
- 1.800.590.5553 (toll free)

SHARING CIRCLE

A Sharing Circle is a tool that provides a safe environment for participants to speak about what they are thinking, experiencing and feeling. While the rest of the group listens patiently with compassion, each person is given an opportunity to share.

Drawing from an Indigenous perspective, Sharing Circles are powerful and effective practices that serve to counter-balance isolation and promote a sense of inclusion and community.

We recognize the Indigenous practice of Sharing Circles as a gift – the opportunity and space to connect with others and mutually manage the strain, worry and the “unknown” that are companions to COVID -19.

DATE/TIME:

- 1:15 - 1:30 Arrive, visit, get settled.
- 1:30 - 2:30 Sharing circle guidelines, teachings and participant sharing.
- 2:30 - 3:00 Close circle.

For registration click on the link below:



SUGGESTIONS

- Get familiar with the Virtual Platform in advance.
- Try to be on time so that you don't have to enter the Circle when someone is sharing. If you must be late, you must. Still come. We need you.

GUIDELINES TO CREATE A SAFE CIRCLE

- Share from your heart.
- What is said within the Circle is private. You can tell others outside of the Circle what you said but not what anyone else shared.
- The Circle is a safe place to share struggles, emotions, tears, frustrations, fears, hope and happiness.
- Speak about yourself, your experience – not others and not political views.
- Check with others if you want to make comments about what they have said. They may not want that. They may welcome it.
- Turn off your microphone when someone else is talking.
- You do not need to have video on, but it is nice for the rest of us.
- Remember, when we share with others, our load becomes lighter. Take a risk, if you can. But it is okay to just listen.
- Support each other. This is the purpose of the Circle. We need each other.
- Share the time. Say what you need to say but be aware that others need a chance to speak as well.
- Don't interrupt or cut someone off.



Pahan Pte San Win, BSW RSW

With a degree in social work from the University of Calgary, Grandmother Pahan has provided counselling support to residential school survivors and traumatized women. She is the founder of the Sacred Circle Project, Yellowknife, NT that offered weekly Sharing Circles to both women and men. She has been Spiritual Caregiver to incarcerated youth at the Manitoba Youth Centre and to incarcerated men at Stony Mountain Institution. These days she works with children in various school divisions in Winnipeg providing teachings and the love and guidance of a Grandmother. She is Lakota, Cree and Metis with roots that reach back to Wood Mountain, Saskatchewan and Yellowknife, NT. Pahan's vision to have a Sundance of Women that honours our stolen sisters was realized in 2017 and continues until 2021.



Wanbdi Wakita

Wanbdi Wakita is a Wicasa Wakan or Holy Man, who has spent a lifetime making prayers for people. As a residential school survivor, peace keeper with the Canadian Armed Forces, Chief of Sioux Valley Dakota Nation and Sundance Chief, Wanbdi has walked many paths. For over three decades he provided counselling and ceremony to inmates in various Correctional Institutions. Presently he is the Grandfather in Residence for the University of Manitoba Access Program. In 2016 he received the Order of Manitoba for his life long work to champion a message of healing and unity between all nations. Wanbdi possesses a rare breadth of traditional, cultural and sacred knowledge.



INTRODUCING COUNSELLOR CONNECT



Complete your intake and book your first counselling appointment online at mb.bluecross.ca

If you have Employee Assistance Program coverage through your group or employer plan or Assistance Program coverage through your Blue Choice or Retiree Plan – you can now access our online scheduler, **Counsellor Connect** at mb.bluecross.ca. Through **Counsellor Connect**, you can complete your intake online and use the tool to schedule or request your first appointment with a counsellor.

HOW TO ACCESS COUNSELLOR CONNECT

Visit our **EAP member page** and select Counsellor Connect, the new option available on the right-side bar of the page. You will be prompted to fill out the information needed to complete your intake and book your first appointment.

If you are having trouble using Counsellor Connect or scheduling your appointment, contact the EA Centre intake team at 204.786.8880 or toll-free 1.800.590.5553 or TTY 204.775.0586.

Before getting started

- ✓ You must be 18 years of age or older to use Counsellor Connect. If you are parent or guardian, you will have the option of adding additional attendees to your appointment (including dependants under the age of 18) through Counsellor Connect.
- ✓ To use Counsellor Connect, you are required to enter the information of the primary plan holder to verify coverage. If you are eligible through your spouse's plan, this means you must enter coverage information found on your spouse's Manitoba Blue Cross ID card.
- ✓ At this time, you may only book your first appointment through Counsellor Connect. While we plan to advance this tool so that you may use it on an ongoing basis, for now only your initial booking can be done online.



GRIEF COUNSELLING

Available at no cost to Manitobans who have experienced a loss during COVID-19



Why grief counselling?

COVID-19 has dramatically changed the way we are able to respond to death and dying. The restrictions on social contact and on gatherings and funerals leave us more vulnerable to experiencing complications to our grieving process.

We're here for you

Manitoba Blue Cross is providing up to three counselling sessions at no cost to Manitobans who have experienced a loss during COVID-19. Sessions are provided through qualified clinicians from our Employee Assistance Program, including Clinical Psychologists, MSW Clinicians, Registered Psychiatric Nurses, Marriage and Family Therapists and Master of Divinity Clinicians.

To access this support, please call us:



Directly at 204.786.8880
Toll Free 1.800.590.5553
TTY 204.775.0586

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