

# 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 we are doing during the pandemic?

## Connect Now

Connect Now is our clinical, personal and immediate support line where members can call to connect instantly with a professional counsellor from our Employee Assistance Program (EAP). Calls to Connect Now are over and above sessions covered under your benefits plan.

## 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 to assist leaders and workers during this difficult time.



## Sharing Circles

A Sharing Circle is a tool that provides a safe environment for participants to speak about what they are thinking, experiencing and feeling.

## Grief Counselling

We are providing up to three counselling sessions at no cost to Manitobans who have experienced a loss during COVID-19, regardless of if the loss is related to COVID-19. Sessions are provided through qualified clinicians from our Employee Assistance Program.



## 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.

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