



Why are we changing from our current EAP?

The mental health needs of teachers are growing and becoming more complex. The demand for EAP counselling has increased steadily for many years, resulting in lengthy wait times, program limitations and inequitable access to important services. The change to HumanaCare means more timely access to counselling services for a greater range of issues in all areas of Manitoba.

How was all this decided?

MTS engaged an external consultant to conduct a review of our EAP in 2020-2021. The process included member and staff input to assess existing services, identify gaps, and consider a strategy for enhanced, sustainable, comprehensive counselling services. In September 2021, after careful consideration of the review findings, the Provincial Executive passed a unanimous motion to engage HumanaCare effective January 1, 2022.

Is HumanaCare the same as EAP?

HumanaCare will provide counselling services—like our EAP did—and a lot more. Under HumanaCare, we're extending coverage to our members' eligible family members, and we've increased the range of services offered to include marriage and family therapy, and counselling in areas such as substance abuse, bereavement, stress management, finances, and more.

I'm seeing an MTS EAP counsellor right now. What happens to me?

Anyone who is currently in sessions with our counsellors will be able to complete the sessions available to them until March 31, 2022, at the latest. We encourage you to speak with your counsellor about your therapy plan.

What are the current EAP staff going to do next?

MTS has long recognized that educators have unique needs that require a comprehensive suite of services. Our current EAP staff will use their experience, expertise, and skills in working with our members to develop new services including mental health education programs, mental health advocacy, and research partnerships, as well as direct services to members and locals. We'll have more detail for you by the end of the school year.

So MTS wasn't dissatisfied with the EAP counsellors' service?

Not at all. Our EAP counsellors are highly skilled professionals who provided a vital service to MTS members for many years—and we still need them. They remain an essential part of the Society's focus on teacher mental health, shaping programming and initiatives that will become an integral part of our ongoing professional services to members. The challenge for the EAP was the ever-growing demand for services, lengthy wait times, and inequitable access to service for members outside of Winnipeg and Brandon. We knew change was needed in order to provide timely, comprehensive support to all MTS members. And we wanted to offer services to our members' families, too.

Who are considered "eligible" family members?

Eligible family members include an MTS member's spouse/partner and dependants under the age of 21 who reside in the home. Eligibility is also extended to dependants in the home who are between the ages of 21-25 and enrolled in post secondary schools, as well as disabled dependants of any age.

How do I register myself and my family?

There is no need to register. In mid-December MTS will distribute an access code which will identify you and your family as eligible for services starting January 1. Watch your email and the MTS website for more information. Posters will be distributed to all schools, as well.

Do I have to keep the access code?

No. You only use the access code once, to create your personal, private profile with HumanaCare. Once that's done you can start booking services right away.

Do my eligible family members need their own access code?

No. All MTS members and those eligible use the same access code. The code connects to a HumanaCare landing page where each of you will set up your own separate profile.

Can more than one family member access HumanaCare at the same time?

Yes.

Are substitute teachers covered by HumanaCare?

Yes they are.

Can I contact HumanaCare now and get on a wait list or set up an appointment for January?

No. MTS members are not covered by HumanaCare until January 1, 2022. At that time, you and/or family members can contact HumanaCare any time, day or night, to request services. From there you will be connected with a counsellor. The best part: no wait list.

If I'm using my extended health benefits to see a counsellor right now, do I have to switch to HumanaCare?

Not at all. Your extended health benefits are separate and additional benefits for you use as you see fit. You can set up a profile with HumanaCare at any time.

January 1, 2022, is a holiday. Will I really be able to contact them that day?

Absolutely.

How many sessions will I have?

All counselling assistance programs—including our current EAP and HumanaCare—are intended to address emergent, short term counselling needs. Psychiatric or long-term counselling is covered under our members' extended health care plans.

Is this covered through my union dues?

It is.

Can I see a counsellor in person?

HumanaCare offers in-person counselling as well as phone, virtual and online/text services, all in multiple languages. However, not all provider specialties will be available in-person.

Will I be accommodated if I have a preference for counsellor, i.e. BIPOC, 2SLGBTQIA+, female identifying, etc.

Yes, you should ask for your preference at the time of your intake. Keep in mind, though, that your preference for counsellor may not be available in your community, or in person. However, HumanaCare has a vast network of counsellors and will work to meet your needs.

Where do I see these counsellors? Is there a HumanaCare office?

HumanaCare contracts with counsellors in communities throughout Manitoba. Services may be provided on the phone, through video conferencing, or in person at the counsellor's own office.

How many sessions will I have with a counsellor? Is there any discretion from the counsellor?

Members and their eligible family are provided with a clinically appropriate number of sessions (within the short-term nature of the MFAP). The average is from four to eight sessions, however some people may require more support and some less depending on their individual circumstances.

What if I see a counsellor, and then a year from now need counselling again. Can I see the same person?

Yes, this is an option. As long as the counsellor is still in HumanaCare's network and has maintained their credentials, individuals can be set up with the same counsellor where requested.

24/7 intake, including holidays? We are live January 1 – does that mean members will have someone answer the phone that day?

Correct. Intake is 24/7 live answer, 365 days a year. It's important to note that since phones are answered 24/7 it is recommended that if anyone is dealing with an urgent matter/crisis to call in and not use the mobile app or website to initiate support. While HumanaCare is quick to respond to inquiries via the app or web, they are not as immediate as a call in.

What if I miss the email with the access code?

No worries. In addition to the information provided by email in mid-December (watch for it in the MTS member newsletter, The Sub) you'll find information posted on the MTS website and at your school, too. Your local association will have the information as well. Remember, though, that **HumanaCare services are only available starting January 1, 2022**, and the access code will be provided in mid-December.

I can't get into EAP before January 1 and I need counselling services now. What do I do?

MTS members can access their extended health benefits for counselling services before HumanaCare goes live on January 1.

Extended health providers, such as Blue Cross, cover the following: clinical psychologist, social worker, psychotherapist, clinical counsellor and marriage/family therapist. Members can access up to \$850 per calendar year for these services, so those benefits will be renewed and can continue into the new year. Alternatively, members can switch to HumanaCare in January.

In addition, click the following links to search for counsellors/psychologists near you.

[The Psychological Association of Manitoba \(cpmb.ca\)](http://cpmb.ca)

[Find a Canadian Certified Counsellor \(CCC\) or CCC-Supervisor \(CCC-S\) – Canadian Counselling and Psychotherapy Association \(ccpa-accp.ca\)](http://ccpa-accp.ca) Just select Manitoba, city of choice, and hit search.

The Province of Manitoba also offers some services free of charge at [Province of Manitoba | Be Well](http://BeWell.gov.mb.ca)