

**Employee
Health & Wellness**

Guide to Resources in Burnaby

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Employee & Family Assistance Program (EFAP) Morneau Shepell:

What is the Morneau Shepell Employee & Family Assistance Program?

The Morneau Shepell **EFAP** is a **confidential and voluntary support service that can help you take the first step towards change. Offering** expert information and immediate support resources to help with work, health and life challenges, **EFAP is available at no additional cost to all benefit-eligible employees and their dependent family members.**

Privacy. Please note that **confidentiality and privacy are assured**, within the limits of the law, to each employee and dependent family member who use the EFAP. Contact is made directly to Morneau Shepell with no information on individual cases being reported back to your employer.

Accessing Your EFAP

The plan offers 24-hour, 7-days-a-week toll-free confidential **telephone** access to EFAP crisis counselling, risk assessment and matching to appropriate services. Intake Specialists are fully bilingual in English and French. Call: 1-800-387-4765

The plan also offers 24-hour, 7-days-a-week secure and confidential access via the **internet** to Online Programs, e-Counselling and First Chat options, as well as access to a range of EFAP resources via workhealthlife.com. Services are fully bilingual in English and French.

About Morneau Shepell

Morneau Shepell is the **largest provider of Employee and Family Assistance Programs (EFAP) across Canada**, as well as a leading provider of workplace learning and development solutions. Morneau Shepell provides both **short-term clinical counselling** and **work/life support** for **you and your dependent family members.**

Morneau Shepell has locations all across Canada and has a counselling network of over 3000, all with Masters level training and 5-10 years of EFAP specific training. The call centres are open 24/7/365, with counselling services available in 147 languages and in 6 different formats.



Salary Indemnity Plan for BTA Members

The BCTF operates a plan that provides both short and long term benefits to teachers who, due to illness or injury, are disabled from working. If the illness or injury is work related, a WCB claim must be initiated.

Teacher Rehabilitation Program

The rehabilitation program support and empowers members recovering from illness or injury to regain an optimum state of wellness, health, and productivity by providing rehabilitation services and promoting self-care. It is funded by the membership of the BCTF.

Any BCTF member who contributes to the Salary Indemnity Plan is entitled to request a referral to the program. Members do not need to be off work or on disability benefits in order to participate in the program. Participation is completely voluntary.

The School District and the BTA President will be informed that you are accessing the rehabilitation program, but none of your medical or personal information will be shared. Only the information that is pertinent to your return-to-work, such as the work accommodations that you require, will be shared with your employer. Income is maintained through normal sick leave entitlement and, when entitlement ends, BCTF's short term and long term disability plans (upon application).



BC Teachers' Federation

British Columbia Teachers' Federation
Income Security Division
100-550 West 6th Avenue, Vancouver, B.C. V5Z 4P2
604-871-2283

Joint Early Intervention Services (JEIS) – CUPE

The aim of the JEIS program is to complement the Core Long Term Disability (LTD) plan by providing a proactive and timely service to CUPE employees that facilitates the employee's return to work in a caring, safe and timely manner.

The plan is activated when an employee has been absent for six consecutive scheduled working days/shifts. The union JEIS Coordinator contacts the employee to inform them that Desjardins will be contacting them to offer assistance.

All CUPE members are required to participate in the JEIS Program and cooperate with Desjardins by completing the forms provided in the Early Notification Package. The goal of the program is to provide early identification of employee needs and active/caring treatment of employee health issues; to facilitate the early return-to-work; and to ensure the long term viability of the LTD program.



PUBLIC EDUCATION BENEFITS TRUST

www.pebt.ca



Pacific Blue Cross

www.pac.bluecross.ca

Access on-line self-service, learn about health benefits and get benefit advice.



HealthLink BC

24 hour health information line – speak with a nurse, pharmacist or dietitian.
Phone 8-1-1

Deaf and hearing-impaired assistance (TTY) – phone 7-1-1
Seniors Health Care Support Line at 1-877-952-3181
www.healthlinkbc.ca

BC HealthGuide

The BC HealthGuide provides health information and advice on health concerns, prevention tips, and home remedies. You can obtain a copy by contacting 8-1-1 or search information on: <http://www.healthlinkbc.ca/servicesresources/healthlinkbcfiles/>

Find a Doctor

Provides contact information for doctors accepting new patients.

College of Physicians & Surgeons of BC
www.cpsbc.ca
604-733-7758

Medical Interpreting Services

Medical Interpreting Service (MIS) provides sign language interpreters, oral interpreters, and interveners where necessary for effective communication in the delivery of health care services. MIS organizes professional interpretation for non-urgent and emergent situations such as admission assessment, consultation visits, and patient/family conferences. They cannot provide interpretation for dental, physiotherapy, or chiropractor appointments.

Emergency calls (24 hours/7 days a week)
604-736-7039 (voice) or 604-736-7078 (TTY)

Non-Emergency calls
604-736-7012 (voice) or 604-736-7099 (TTY) Health

Burnaby Mental Health Services

Provides services for adults who have acute or persistent mental disorders with significant functional disabilities. Services include adult community support, adult shortterm assessment and treatment, community residential programs, geriatric programs, crisis intervention, day and outpatient programs, addictions counselling, group therapy, and peer support.

Burnaby-Central
3935 Kincaid Street, Burnaby, B.C. V5G 2X6
604-453-1930

Canadian Mental Health Association Bounce Back Program

Bounce Back: Reclaim Your Health is a program designed to help people experiencing symptoms of depression and anxiety that may arise from stress or other life circumstances. Bounce Back offers two forms of help. The first is a DVD video providing practical tips on managing mood and health living. The second is a guided self-help program with telephone support.

Your family doctor will suggest Bounce Back to you if he/she feels you would benefit from the program. To access the program with telephone support from a community coach you will need a referral from your doctor.

The use of mental health medications will not prevent you from participating in Bounce Back. You and your doctor must decide whether Bounce Back would be a useful addition to other treatments or services you are receiving. All Bounce Back program materials and services are free to patients.

www.cmha.bc.ca/bounceback

After Hours Emergency Mental Health Services:

Provides emotional support for individuals experiencing a mental health crisis and provides referral linkage with community resources. For life threatening situations, please call 9-1-1.

Fraser North
604-527-0009
M-F: 3:30 to 11 pm; Weekends and holidays:
1:30 to 11:30 pm

Fraser South
604-587-4222
M-F: 4:30 to 11 pm; Weekends and holidays:
1 to 11 pm

Crisis Line Association of BC
1800SUICIDE (1-800-784-2433)
Mental Health Support 310-6789
www.crisislines.bc.ca

Your Local Crisis Line: call 310-6789 (do not add 604, 778 or 250 before the number) 24 hours a day to connect to a BC crisis line, without a wait or busy signal.

BC Partners for Mental Health and Addictions Information:

Visit www.heretohelp.bc.ca for the Mental Disorder Toolkit, more fact sheets and personal stories about mental disorders. The Toolkit is full of information, including templates for creating your action plan and tips for avoiding crisis and emergencies. You can also find the “Tips For ... Dealing with Alcohol or Other Drug Overdose (OD) Situations” fact sheet.

Alzheimer's Disease

The Alzheimer Society of BC is the leading source of education and support in BC for people impacted by dementia. The society exists to alleviate personal and social consequences of Alzheimer's disease and related dementias, promote public awareness and attempt to search for causes and cures.

The Alzheimer Society of BC (established in 1981) is also dedicated to providing those individuals who are facing dementia with the confidence and skills to maintain quality of life through various resource centres located around the province. Resource centres offer information, educational opportunities, support groups, and the ability to speak directly with a knowledgeable team member.

Alzheimer Resource Centre
300-828 West 8th Avenue
Vancouver, B.C. V5Z 1E2
604-681-6530
Toll free : 1-800-667-3742
www.alzheimerbc.org

Alzheimer Society of BC – North Fraser Resource Centre
103 - 5623 Imperial Street
Burnaby, B.C. V5J 1G1

Phone 604-298-0780 or 604-298-0782

First Link® (Early Intervention)
604-298-0711

Other resources:
Dementia Help Line
604-681-8651 (Monday to Friday, 9:00 am – 4 pm)

Schizophrenia

The BC Schizophrenia Society offers support, education and advocacy services for people with schizophrenia and other serious and persistent mental illnesses, their families and friends, and promotes research into the causes, treatment, and ultimate cure of schizophrenia.

BC Schizophrenia Society Provincial Office
#201-6011 Westminster Highway, Richmond, B.C. V7C 4V4
604-270-7841
www.bcass.org

Mood Disorders

The Mood Disorders Association of BC (MDA) is a non-profit organization dedicated to providing support, education and hope of recovery for those living with a mood disorder or other mental illness. The MDA serves to build awareness and understanding in communities throughout the province. MDA has over 55 support groups in cities and town throughout British Columbia. To find a group in our area contact:

Mood Disorders Association of British Columbia
1450 - 605 Robson Street
Vancouver, BC V6B 5J3
Canada
604.873.0103
www.mdabc.net

Anxiety Disorders

The Anxiety Disorder Association of British Columbia (AnxietyBC) is a non-profit organization focused on increasing awareness and promoting education and evidence based treatments related to anxiety disorders. AnxietyBC provides a rich resource of self-help information and programs as well as resources for parents and caregivers. Information on the website (programs, workshops, videos, etc.) can be a strong starting point for you to begin reducing excess anxiety. In conjunction with home management strategies, there are numerous professionals who can provide additional assistance. Your family physician is a good place to start, as is a psychologist or psychiatrist with special expertise in anxiety.

Anxiety BC
103-237 East Columbia Street
New Westminster, B.C. V3L 3W4
604-525-7566
www.anxietybc.com

Home and Community Care

Home and community care services provide a range of health care and support services or eligible residents who have acute, chronic, palliative or rehabilitative health care needs. These services are designed to complement and supplement, but not replace, the efforts of individuals to care for themselves with the assistance of family, friends and community.

In-home services, for eligible clients, include home care nursing, rehabilitation, home support and palliative care. Community-based services include adult day programs, meal programs, as well as assisted living, residential care services and hospice care. Case management services are provided in both the home and community.

For more information contact:

Fraser Health Authority

#300-10334 152A Street, Surrey, B.C. V3R 7P8

604-587-4600

www.fraserhealth.ca

Meals on Wheels

Volunteers deliver meals to the homes of Burnaby residents who are unable or have difficulty in cooking due to age, illness, or disability. Physician referral is not required. Short term service and some meal cost subsidies are available.

Burnaby Meals on Wheels

2055 Rosser Ave,

Burnaby, BC, V5C 0H1

604-299-5754

www.mealsonwheels-burnaby.com

Hospice Palliative Care

Provides hospice care to individuals coping with end of life issues. Addresses physical, emotional and spiritual needs in order to relieve suffering and improve quality of life. Services can be provided at home, hospital, residential care facility, or hospice, and can include grief and bereavement counselling, equipment and supplies in the home and access to a hospice residence or an acute palliative care unit. Support is available to extended family members.

Burnaby Hospital
3935 Kincaid Street, Burnaby, B.C. V5G 2X6
604-434-4211

Saint Michael's Centre
7451 Sussex, Burnaby, B.C. V5J 5C2
604-434-1323

Burnaby Hospice Society

Trained volunteers provide emotional and practical support to people with life threatening illnesses, and to their families and friends. Support may include driving to appointments, and shopping or small errands. Volunteers work as part of a caregiving team, and visit hospices, homes, hospitals, and occasionally, long term care facilities. Bereavement support includes facilitated support groups and individual counselling with a registered clinical counsellor.

6855 Kingsway, Burnaby, B.C. V5E 1E4
604-520-5087
www.burnabyhospice.org/programsandservices.html

BC Palliative Care Benefits Program

The BC Palliative Care Benefits Program supports individuals of any age who have reached the end stage of a life-threatening disease or illness and who wish to receive palliative care at home.

Under the program, eligible patients receive:

- Coverage of medications used in palliative care through PharmaCare's BC Palliative
- Care Drug Program, and medical supplies and equipment through the local health authority.
- Benefits under the program continue for as long as the person is diagnosed as requiring palliative care.

Eligibility

All BC residents who are enrolled in the Medical Services Plan and who wish to receive palliative care at home can request their physician to assess their medical eligibility for the program and submit an application on their behalf.

"Home" is defined as wherever the person is living, whether in their own home, with family or friends, in a supportive living residence or in a hospice that is not covered under PharmaCare Plan B.

Benefits

The BC Palliative Care Benefits Program has two components: BC Palliative Care Drug Program (Plan P) through PharmaCare Palliative Medical Supplies and Equipment Program through the local health authority.

For more information visit:

www.health.gov.bc.ca/pharmacare/outgoing/palliative.html

Substance Abuse

Here to Help is a group of seven leading provincial mental health and addictions non-profit agencies working together as BC Partners for Mental Health and Addictions. Since 2003 *Here to Help* has been combining efforts to assist individuals and families manage mental health and substance use problems by emphasizing “evidence-based” services and supports or those strategies that have been shown to be effective through high-quality research studies. Information on the website can provide guidance to make better decisions about areas that affect individual health and well-being.

Here to Help
1200-1111 Melville Street, Vancouver, B.C. V6E 3V6
604-669-7600
www.heretohelp.bc.ca

Other resources:

Alcoholics Anonymous 604-434-3933
Cocaine Anonymous 604-662-8500
Crystal Meth Anonymous 778-371-1380
Narcotics Anonymous 604-873-1018

Problem Gambling

Family Services of Greater Vancouver provides counselling and support to individuals concerned about their own compulsive gambling problem or addiction and to individuals, couples, and families whose lives are affected by the compulsive gambling of a family member. The Program Gambling program also provides regular support groups that help recovering gamblers connect with others.

Problem Gambling Program
604-638-3390

Problem Gambling Helpline
1-888-795-6111

Other resources:

Burnaby Addiction Services
#206-5050 Kingsway, Burnaby, B.C. V5H 4H2
604-638-3134 or 604-638-3135

Information Services Vancouver Help-Line for Alcohol and Drug Information and Referral
604-660-9382 (24 hours, 7 days a week)

Victim Services

Victim support workers provide one-to-one support to adults who have experienced relationship violence, sexual assault, historical child physical/sexual abuse, or criminal harassment. Services include emotional support; information; advocacy, accompaniment to court or Crown Counsel; court and after-court support; referrals and community liaison.

Victim Service Program
604-525-9144

For immediate crisis support for victims of family and sexual violence, VictimLink provides information and help 24 hours a day call 1-800-563-0808.

If you are in immediate danger, call 9-1-1 to access police.

Grief Counselling

The BC Bereavement Helpline is a non-profit charitable organization dedicated to the health and wholesome recovery of individuals experiencing grief. They provide information on how to seek help for those who are in need of assistance through their grief.

The Helpline provides immediate telephone support and referral to community based grief support that best suits the caller's needs. The service is free, anonymous and confidential.

BC Bereavement Helpline
604-738-9950

Toll Free 1-877-779-2223

www.bcbereavementhelpline.com

Other resources:

Burnaby Hospice Society
604-520-5087

www.burnabyhospice.org/programsandservices.html

Almost everyone worries about their personal finances at one point or another. Being anxious about financial concerns can lead to feelings of insecurity, fear, anger and depression in some circumstances. Recognizing available support systems can help to alleviate anxiety associated with financial stress.

Credit Counselling Society

The Credit Counselling Society is a non-profit debt solutions service. Confidential and professional counselling programs are available throughout the Lower Mainland, including: Vancouver; New Westminster; Surrey and Abbotsford. Credit Counsellors are available to assist in person, by telephone or online.

Credit Counsellors can provide you with a plan to:

- repay your debts with one manageable monthly payment;
- save thousands of dollars of interest;
- explore all of your options to get out of debt and regain financial stability;
- effectively manage all of your bills and living expenses;
- reduce or eliminate interest expenses from credit cards.

Credit Counselling Society
330 – 435 Columbia Street
New Westminster, B.C. V3L 5N8
1-888-527-8999
Monday to Thursday 6:30 am to 8:00 pm
Friday 6:30 am to 4:30 pm
Saturday 8:30 am to 4:00 pm

Resources for Gay/Lesbian/Bisexual Individuals

Gab Youth Services

Drop-in for lesbian, gay, bisexual and transgendered youth.
1170 Bute Street, Vancouver
604-684-6869

PFLAG (Parents & Friends of Lesbians & Gays)

Work to help lesbian, gay, bisexual, transgendered and questioning people and their families and friends through support, education and advocacy.

604-626-5667

www.pflagvancouver.com

<http://www.pflagcanada.ca/en/index-e.asp>

Prism Alcohol & Drug Service

Provides safe, respectful environment to explore issues related to alcohol and drug use and identify issues. Free.

604-633-4230

www.vch.ca/prism



Burnaby Community Services

Burnaby Community Services is a charitable society providing a voice, resource and opportunities to people who need support. Currently they offer a range of programs and publications to support families with low incomes and isolated seniors.

2055 Rosser Avenue
Burnaby, BC, V5C 0H1
604-299-5778

A Community Resource Guide containing links to community resources in a range of service and is available at:

www.burnabycommunityconnections.com