



Calling the Wellness Program

Maintaining your mental health can seem intimidating, but we are here to help you on your journey. Through a partnership with Alberta Blue Cross and Homewood Health, Métis Citizens of all ages can now access free, professional, confidential, and culturally sensitive counselling.

This is what you can expect when you call **1 (877) 729 – 0261** for support.

What to expect

You will be greeted by an automated answering machine asking you to choose between English and French.

You will then be asked to press the number suiting your present needs:

- 1. Is this a crisis or urgent situation requiring immediate assistance?**
Choose this if you are in immediate distress and need to speak to a counsellor right away.
- 2. Do you wish to start a new service request?**
Choose this if it is your first time calling the Wellness Program. The counsellor will create a profile for you and determine next steps.
- 3. Are you calling about a recent request or an existing case?**
Choose this if you have called the Wellness Program previously and already have a profile created with Homewood Health.

You will be connected to a Homewood Health counsellor who will ask you some questions, such as:

- What is your name?
- What is your birthdate?
- Who is your employer or organization?

When answering this question, tell them you are a Métis Nation of Alberta citizen.

The counsellor will ask you what you require support for or what prompted your call.

They will then ask questions related to safety, which may make you feel uncomfortable. Please know these are standard for all clients, best practices for counselling, and come from a place of non-judgement. Examples of these questions include:

- Do you have any concerns about your safety?
- Have you had any recent thoughts of harm to yourself or others?
- Are you or anyone else concerned about your drug or alcohol use?
- Are you currently experiencing any work-related triggers?



Health Department

The counsellor will then work with you to create a personalized care plan based on your specific needs. This involves assessing how serious your concern is and combining the best clinical approach with your personal preferences to design a care plan just for you. This will help determine the number of sessions that you will have access to for your specific needs.

Remember that you can always call back to access additional sessions for new or recurring concerns in the future.

Calling on behalf of a minor

If you are calling on behalf of a minor, the counsellor may ask some additional questions to ensure that laws related to consent for a minor are being followed. These questions may include asking about the person's age, location, relationship to you, and relationship to their parents. Please note this may include requesting copies of any relevant court documents. If you are struggling with guardianship, or obtaining relevant court documents, please reach out to health@metis.org.