

## AUPE Member Assistance Program (MAP)

### PROFILE

CMR Canada, founded in Alberta in 1990, delivers programs and services that enhance the health and performance capability of individuals and organizations. The firm delivers services to individuals and families throughout Alberta.

### PROFESSIONAL SERVICES

- Professional counselling by private practice chartered psychologists and/or clinical social workers.
- Province wide delivery in the member's home community or closest community where service is available.
- 24-hour toll-free access.
- Continuation with same counsellor and same fee beyond limit of Extended Medical Benefits Plan.
- Choice of time and location of service.
- Invoicing Blue Cross. No claim forms to complete.
- Guaranteed confidentiality.

## AUPE Member Assistance Program (MAP)



### CMR Canada

Box 339  
16 Midlake Blvd. SE  
Calgary, Alberta  
T2X2X7  
Telephone 800-567-9953  
Fax (403)256-8291  
Email: [cmr@cmrcanada.ca](mailto:cmr@cmrcanada.ca)

[www.cmrcanada.ca/AUPEmap.htm](http://www.cmrcanada.ca/AUPEmap.htm)

#### Alberta Locations

Calgary  
Camrose  
Drayton Valley  
Edmonton  
Edson  
Grande Prairie  
Lac La Biche  
Lethbridge  
Medicine Hat  
Red Deer  
Rocky Mountain House  
Spruce Grove  
St. Paul

## AUPE Member Assistance Program (MAP)



### Confidential Counselling Services

For  
General Service

AUPE Members  
and Families



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## **AUPE Member Assistance Program (MAP)**

A joint offering by AUPE and CMR Canada  
since 1994

**What is it?** An AUPE sponsored program of confidential counselling, designed to help Members and their families resolve their personal and professional issues, stresses, and traumas and thus improve their overall health, well-being, and job performance.

### **Counselling Services Covered by this Program**

- Aging Parents
- Anger Management
- Bereavement
- Career Issues
- Emotional Problems
- Family Problems
- Fatigue
- Harassment
- Health Concerns
- Marriage Preparation
- Marital Problems
- Physical or Sexual Abuse
- Relationship Issues
- Single Parenting
- Stress
- Substance Abuse/Addiction
- Trauma

### **Service Delivery**

CMR obtains “presenting” information from employee and advises that the counsellor assigned to work with them will contact them directly to arrange a convenient time for the first session. If the call is an emergency the employee will be contacted immediately or directed to a local crisis centre.

Professional services are delivered in your home community or the closest community where the service is available. Alternate locations of service delivery are available to safeguard your confidentiality.

### **What is a Personal Issue?**

A personal issue is any problem that adversely impacts your quality of life, at home or at work. How severely an issue affects each of us depends on the situation and how we perceive it.

To determine if you have a problem consider the following:

1. The problem dominates your thoughts to the extent that your feelings of apprehension or worry take up much of your time during daily activities.
2. You lack energy and are often physically ill.
3. You expend considerable emotional energy, hoping the situation will improve and pretending it isn't really all that bad.
4. You know you should be doing something to improve the situation but don't know how to approach it.
5. You feel overwhelmed.

*If you recognize this pattern consider using the MAP.*

### **How is Your Confidentiality Assured?**

- You are the only one to decide if you can benefit from counselling. Your employer is not involved in any way.
- All client information is kept away from your place of work.
- If needed, information will only be released upon your written approval.
- As a client, your best interests are always served.

**Eligibility** – AUPE members, spouses, and dependent children.

**NEW:** Service is now available to children no longer “dependant” and extended family members – at the REDUCED RATE.

**Cost** – counselling services are provided at a REDUCED RATE to AUPE members and families.

**Alberta Government Employees** – When using the MAP, your Bargaining Unit Extended Medical Benefits Plan covers the cost of **up to 10 visits** per covered person per benefit year for services of a Chartered Psychologist or Clinical Social Worker.

**Other Employers** - If you are covered through another employer or your partner's employer - check with that employer's benefit plan administrator to verify if counselling services are covered and to what extent. You will pay the counsellor the REDUCED RATE of \$95.00 per visit (receipt issued) and claim reimbursement from your benefit plan.

If you do not have any coverage, counselling services are still available to you and your family at your expense at the REDUCED RATE.

### **How Do I Arrange for Counselling and/or Get More Information?**

- 1-800-567-9953
- E-mail: [cmr@cmrcanada.ca](mailto:cmr@cmrcanada.ca)
- [www.cmrcanada.ca/AUPEmap.htm](http://www.cmrcanada.ca/AUPEmap.htm)
- All arrangements will be made for you.

### **When you call please ask for a counsellor and provide the following information:**

- Your name.
- Telephone numbers – work & home.
- Your Blue Cross ID number.

Permission is not needed to use the MAP. It is voluntary and strictly confidential.

**YOUR CONFIDENTIALITY IS GUARANTEED**