



Métis Nation of Alberta

A strong Métis Nation embracing Métis rights

780-455-2200 · 1-800-252-7553 · albertametis.com · health@metis.org
Delia Gray Building · 11738 Kingsway Avenue · Edmonton, AB · T5G 0X5

Department of Health

Calling the MNA Wellness Program- What to expect...

Reaching out for help can be difficult, we are here to support you. Through our partnership with Alberta Blue Cross and Homewood Health, we have developed the MNA Wellness Program.

When you call **1 (877) 729 - 0261**, 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 an urgent situation requiring immediate assistance?

Choose this option 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 option if this is your first time calling the Wellness Program. The counsellor will start a profile for you and determine next steps.

3. Are you calling about a recent request or an existing case?

Choose this option if you already have a profile and existing claim set up with Homewood Health.

You will be connected with a Homewood Health intake counsellor, who will ask you a couple of questions.

Basic question (examples):

- What is your name?
- What is your birthdate?
- Who is your employer or organization?
 - When answering this question, you should answer that you are a Métis Nation of Alberta citizen. This ensures you receive 12 hours of FREE counselling.



Métis Nation of Alberta

A strong Métis Nation embracing Métis rights

780-455-2200 · 1-800-252-7553 · albertametis.com · health@metis.org
Delia Gray Building · 11738 Kingsway Avenue · Edmonton, AB · T5G 0X5

Department of Health

The intake 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-judgment. In addition, the MNA has provided training to the intake counsellors to help them understand the community and how best to approach these questions.

Safety question (examples):

- Do you have any current concerns about your safety?
- Have you had any recent thoughts of harm to yourself or to others?
- Are you or anyone else concerned about your drug or alcohol use?
- Are you currently experiencing any work-related triggers? (workplace incident/situation/were you encouraged to call by someone from work)

Calling on behalf of a minor

If you are calling on behalf of a minor, the counsellor may ask some additional questions to ensure the laws related to 'consent for a minor' are fully complied. These questions may include the age, location, your relationship to the minor, and the relationship status of the minor's parents (this may include requesting copies of any relevant court documentation).

If you are struggling with guardianship, or any relevant court documents, please reach out to the Métis Nation of Alberta at health@metis.org.