



## Agricare FAQ: Frequently Asked Questions

### What mental health services are available through Agricare?

Essential Agricare Services	Available Delivery Method(s)	Session Limit
Farm-informed crisis counselling, risk assessment and matching to appropriate service(s)	Available 24/7 by phone	Unlimited
<u>Farm-informed Professional Counselling (ongoing sessions):</u> <ul style="list-style-type: none"> <li><input type="checkbox"/> Cognitive Behavioral Therapy (CBT)</li> <li><input type="checkbox"/> Person-centered Therapy</li> <li><input type="checkbox"/> Short-term Solution Focused Therapy</li> <li><input type="checkbox"/> Mindfulness-based Therapy</li> </ul>	In-person, Telephonic, Video Counselling, Group Counselling, First Chat (online chat)	As clinically appropriate
<u>Self-Directed &amp; Counsellor-Assisted Online Programs:</u> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stress &amp; Life Management</li> <li><input type="checkbox"/> Depression, Anxiety, Grief, Loss, Anger, Violence</li> <li><input type="checkbox"/> Relationships, Life Changes, Family Matters, Parenting</li> <li><input type="checkbox"/> Substance Abuse, Addictions, Smoking Cessation</li> <li><input type="checkbox"/> Career Support &amp; Resiliency Coaching</li> <li><input type="checkbox"/> Pre-Retirement Planning (Lifestyle Planning)</li> <li><input type="checkbox"/> Personal Traumatic Events</li> </ul>	Online platform	Unlimited
<u>WorkLife Solutions Services:</u> <ul style="list-style-type: none"> <li><input type="checkbox"/> Eldercare Consultation</li> <li><input type="checkbox"/> Childcare Consultation</li> <li><input type="checkbox"/> Community Referrals*</li> <li><input type="checkbox"/> Health &amp; Wellbeing Online Programs</li> <li><input type="checkbox"/> Virtual Fitness Program</li> <li><input type="checkbox"/> Financial Consultation</li> <li><input type="checkbox"/> Legal Consultation*</li> <li><input type="checkbox"/> Nutritional Counselling*</li> </ul>	Online platform	As clinically appropriate  *Some restrictions apply

<p><u>AgriCare Online Platform Services:</u></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Newsfeed posts and Ag-world updates from the NLFA</li> <li><input type="checkbox"/> Wellbeing content (Ag Podcasts, Reading Materials, Recommended Videos and Articles)</li> <li><input type="checkbox"/> Total Wellbeing Index Assessments</li> </ul>	Online platform	Unlimited
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### How can I access mental health services through AgriCare?

Call **1-866-FARMS-01** (1-866-327-6701) to get a needs assessment and service recommendation.

*\*open 24/7*

OR

Visit [agricare.lifeworks.com](http://agricare.lifeworks.com)

and sign on using:

**Username – NLfarms**

**Password – NLFA1**

### Do I need to pay for counselling or any of the services provided by AgriCare?

**There is no cost for farmers or members of the agricultural community in NL to use any of the AgriCare services, including counselling and in-person referrals.**

Counselling services are unlimited as per clinically appropriate, using a short-term model of therapy, where the counsellor will assess and determine how many sessions are needed.

The farmer/user can simultaneously access the other **WorkLife** services too, such as financial counselling or \*legal consultations.

\*Legal consultations: These virtual consultations are offered at no cost, but they have limitations. **The free session is typically limited to 30 minutes, and it may be with a lawyer or a legal assistant.** Any time after 30 mins is billed to the user directly. Typically, this is best for quick legal questions and advice or referral on to what kind of lawyer they might need on an ongoing basis.

### What if I need long-term therapy or care?

Typically, for most presenting issues, counsellors will offer 3-6 sessions of 50 minutes each – either on a weekly, bi-weekly, or monthly basis. **However**, if at the 6<sup>th</sup> session the counsellor determines it would still be clinically appropriate to continue, they will continue with the client **still at no cost**. This will be re-evaluated every additional session to ensure the therapist is being effective. The end

goal is to put people in charge of their mental health care by the end, if possible. If someone requires ongoing care for complex mental health diagnoses or needs more support than in-person talk therapy can provide, they will be referred to the appropriate avenues.

### **Is my privacy and confidentiality protected?**

Yes, **AgriCare services such as counselling/therapy are confidential.** What you discuss with your provider is protected by privacy laws, meaning they cannot share your information without your consent, except in certain situations:

- Where there is a risk of harm to yourself or others
- In cases of abuse or neglect
- If a court orders the release of information related to an ongoing investigation

### **What if I'm dealing with a specific mental health concern, like dementia or severe depression?**

**AgriCare can provide an important element of your total care plan.** Counselling is most effective for complex mental health diagnoses when it is combined with regular medical attention from a family doctor, and in some cases a psychiatrist.

### **How do I know if I'm eligible for AgriCare mental health services?**

**If you live and work in Newfoundland and Labrador, and you work in farming or in agriculture in any capacity, you are eligible to utilize these services at no cost.** You are also eligible if you are a retired member of the farming and agriculture community in NL, or if you are currently a student or a recent graduate in an agriculture-related discipline. Spouses (common-law included) and legal dependents of farmers or members of the agricultural community in NL are also included and covered to utilize AgriCare services. You must be at least 16 years of age to access services without parent or guardian consent.

### **How can I ensure that AgriCare service providers understand the needs of farmers?**

All the AgriCare Intake Agents on the crisis line, the Virtual Counsellors and In-person Counsellors within the AgriCare network have all completed literacy training within the Canadian Agricultural Literacy Program (CALP) – a national recognized training course for mental health professionals in Canada, to understand and appreciate the unique needs of farmers and agricultural workers developed and delivered by the Canadian Centre for Agricultural Wellbeing (CCAW). This training allows them to understand, beyond a consumer-level, what is involved in the work of being a farmer. The CCAW is the leading provider of agricultural research and service development in the country.

## What happens if I don't feel comfortable with my counsellor or therapist?

If you don't feel comfortable with your counsellor, it's completely normal and happens all the time. You can easily request a new provider by calling **1-866-FARMS-01** (1-866-327-6701). The original provider will not be offended, and your request for a better fit is a positive step toward getting the support you need. Finding the right connection is important for making therapy effective, and your well-being is the priority. Contact [kylie@nlfa.ca](mailto:kylie@nlfa.ca) at anytime if you have any concerns about the service you received.

## Are there emergency mental health services available through AgriCare?

**AgriCare operates a 24/7 helpline for immediate crisis counselling available in case of an urgent situation**, such as a mental health crisis or suicidal thoughts. Call **1-866-FARMS-01** (1-866-327-6701) and ask to speak to a counsellor right away.

If you or someone you know is experiencing a mental health **emergency**, please call the NL mobile crisis line at 811.

If it is a **life-threatening situation**, please call 911 immediately.

## How long do I have to wait to get an appointment?

Most referrals for ongoing counselling sessions are processed within 2-3 business days and **the standard is to get users an appointment within 5 business days from their original request**. In-person referrals may take longer, up to 10 business days if living in rural areas.

*Don't see your question? Email our NLFA Mental Health & Farm Safety Coordinator, Kylie Stokes at [kylie@nlfa.ca](mailto:kylie@nlfa.ca) with your inquiry.*

