

BEST PRACTICES - BELGIUM - CM



The question ‘How are things going?’ has lost its charge in our society. CM has decided to take action and launched the **campaign** “het oprechte vraagteken” (the sincere question mark – “?.”), which aims at encouraging people to share their feelings. As a healthcare fund, CM wants to overcome the barriers to talking about mental problems. One in four Flemish people have mental problems and a quarter do not dare to talk about them. In order to break the taboo, it is important to ask the “sincere question”: ‘How are you?’. In the context of covid-19, they have adapted their online tool.

MC also offers a service especially for students: “Teleblok”. On the website, a facebook **chat** is for example put at the disposal of students during exam periods to help them change their minds and ask for help if necessary (the chatter will try to refer the person to the appropriate authority). Most interactions are about mental health.

Teleblok did research about the impact of covid-19 on the student and found out that they are missing the social interactions. Therefore, it organized an online party with a DJ for students via livestream.

CM also organises **information sessions** (online or in real life) for example on resilience. They also offer **career coaches**, and reimburse sessions of psychotherapy.

