

NSTU MEMBER ASSISTANCE AND CAREPATH SUPPORT PROGRAMS

NSTU
**GROUP
INSURANCE
TRUST**



2020

Life is full of challenges which can be overwhelming. Let us assist you through these challenges. The NSTU Group Insurance Trustees have listened to your needs over the years and continue to enhance existing programs as well as add new programs to provide support to plan members. We have outlined below some explanations and details to assist in providing you with an overview of the current supportive programs.

NSTU REGISTERED NURSE

One of the very unique features of the NSTU MAP is access to a registered nurse who is an NSTU staff member. The registered nurse is available to assist members and provide direction on how best the NSTU MAP can address individual needs. The NSTU nurse can be accessed at 1-800-565-6788, press 3. In addition, you can e-mail the NSTU nurse at the NSTU at nurse@nstu.ca.

RESILIENCE®

You can turn to Resilience® ! Resilience® is an Employee and Family Assistance Program for active NSTU members who have a permanent, probationary or term contract. Through Resilience® you can reach a team of experienced counsellors from Home-wood Health Inc.™ who will listen to the issue, offer sound advice and help you create an action plan to address issues.

In most instances, there are no additional out-of-pocket expenses for you or an eligible family member to use this service. The program is a funded benefit provided by the NSTU Group Insurance Trust Fund.

What about Confidentiality?

Resilience® is provided by Homewood Health Inc™, a national employee assistance provider since 1979. This firm operates independently and its counsellors guarantee the privacy of all individuals who use its services.

A. Services

1. Counselling services:

- Stress
- Marital/family/separation/divorce/custody issues
- Alcohol and drug abuse
- Personal adjustment problems
- Psychological disorders
- Anger management
- Retirement planning
- Aging parents/eldercare concerns
- Sexual harassment
- Gambling addiction
- Conflict resolution
- Bereavement
- Weight, smoking and general health issues

The counselling is designed to:

- provide support and understanding,
- help build coping skills, and
- teach ways to effectively manage issues and problems

2. Life Smart and Career Smart Services is designed to allow you to take a proactive approach to everyday challenges and life transitions and getting the information and support you need.

These services include:

- Childcare and Parenting Caregiver Support Services
 - Elder & Family Care Services
 - Legal Advisory Services
 - Financial Advisory Service
 - Nutritional Coaching
 - Career Counselling Service
 - Retirement Planning Service
 - Smoking Cessation Service
 - Shift Worker Support
 - Online Courses
 - Jumpstart Your Wellness
3. Depression Care Services provides assistance for individuals suffering from certain types of depression.

B. Access

Access is Easy!

1. By phone – 1-877-955-NSTU (6788)

This toll-free line is available 24 hours, seven days a week. For calls originating outside Canada, call 1-604-689-1717 collect for service in English.

Pour service en français, appelez à frais virés au 1-514-875-0720.

Counselling can be provided in a way that is most convenient and comfortable:

- in-person
- by phone, or
- through a secure online service

When you call, the customer service representative will confirm your eligibility by asking if you are an active NSTU member or an

eligible spouse or dependent child.

2. Online

Access to all online features is available by visiting www.myresilience.com

To register:

1. Go to www.myresilience.com
2. Below is the registration screen you will see. To ensure the privacy and confidentiality of the Health eLinks site a formal registration is required for all members. Enter plan contract number 39146.

Manulife Financial For your future

Home

Register

Please, create a new user account by entering the following information and click 'Continue'.

Plan Contract Number

Member Certificate Number

First name

Last name

Gender Male Female

Birth Date

Email

Address

City

Country

Province/State

Postal Code

Home phone number

Mobile Phone

Username

Password

Password Confirmation

I would like to be advised by email when new services / products become available on this site.

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strong reliable trustworthy forward-thinking

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3. Enter member certificate number. Please note, this is a number of your choosing. Use a number that is secure and familiar to you.
 4. Complete the information required.
 5. When you have completed the information requested in the form above you will reach Username, and Password, please follow the instructions indicated when you click on ??? which are directly to the right of the word Username and to the right of the word Password.
- * *Note: It is strongly recommended to use a personal email and not a work related email with matters dealing with Resilience®.*
6. When complete, click “continue”.

You are now registered and may review the online services available to you.

C. Resources

Resilience® works in conjunction with Manulife’s Health eLinks, an online resource of healthcare related material. With Health eLinks, you can take part in an interactive health risk assessment, and a comprehensive library of medical information written by medical experts and even create a personal health improvement program.

You can access Health eLinks through the myresilience website, www.myresilience.com. Health eLinks is listed on the left side of the page once you have completed your registration. You will receive an email confirming your username and password.

Please keep this information along with your username and password in a safe place for future reference.

If you have any questions, please contact the NSTU Group Insurance Trustee for your region or the NSTU registered nurse at nurse@nstu.ca.

The Resilience® Employee and Family Assistance Program provides a number of services to members, their partners, and dependent children. Counselling services are provided to assist with coping with alcohol and drug abuse, anger management, marital/family/separation/divorce/custody issues, addictions, and many other issues members and their eligible dependents could be facing. The counselling is designed to provide support and understanding, and to help build coping skills and teach ways to effectively manage issues and problems.

Resilience® also provides Plan Smart and Career Smart Services that are designed to allow you to take a pro-active approach to every challenge and life transition and assist you in obtaining the information and support you need. These services include: childcare and parenting caregiver support services, elder and family care services, legal advisory services, financial advisory services and many others.

Direct access to Resilience® is provided 24 hours per day, seven days a week at 1-877-955-NSTU (6788) and services can be provided in a way that is most convenient and comfortable for you, whether that be in-person, by phone, or through a secure online service. If you would like more information about this service, please call the registered nurse at the NSTU by dialing 1-800-565-6788, press 3.

NSTU COUNSELLING SERVICES

The NSTU has two experienced in-house counsellors who provide confidential short-term counselling services to active members, their partners, and dependents. This service provides individual, couple and family counselling along with assistance and workshops helping plan members prepare for retirement. This service is designed to provide help and intervention at an early stage of difficulty. If there becomes a need for long-term counselling after assessment, members are referred to an appropriate community-based professional. The NSTU counsellors also provide intervention for schools in conflict and crises. You can contact the registered nurse for more information on the NSTU Counselling Services at 1-800-565-6788, press 3.

EARLY INTERVENTION PROGRAM

The NSTU also have on staff two Early Intervention Case Coordinators to provide assistance to members working or absent from work experiencing injury or illness and struggling to remain at work or return to work. The Early Intervention Program Case Coordinators are occupational therapists who focus on maintaining or improving a person's health and wellbeing. The goal of the Early Intervention Program is to help decrease the incidence and duration of disability. Participation in this program is voluntary and confidential and EIP staff can travel to your community to provide services. You can contact the registered nurse for more information on the NSTU Early Intervention Program at 1-800-565-6788, press 3.

INDEPENDENT PSYCHOLOGICAL CONSULTATION

Through the NSTU MAP, active members can access a Halifax-based clinical psychologist who will perform a psychological assessment for members in need. The purpose of this program is to assist NSTU members to access timely consultation which will lead to quicker treatment. Reports are provided to the Member Assistance Program at the NSTU for discussion with the member with regard to treatment options and further direction. This program can be accessed through the registered nurse at the NSTU by dialing 1-800-565-6788, press 3.

Q: Are there any other services, or MAP features, members should be aware of when they are in need?

A: CAREPATH

Cancer Assistance Program

The **Cancer Assistance Program** is provided to NSTU members, partners, and eligible dependent children. If you, your partner, or dependent children suspect having cancer, are diagnosed with cancer, or are living with cancer, the Cancer Assistance Program through CAREpath is ready and able to provide you with support. This service connects the member with a personal oncology nurse with the support of leading oncologists who are there to guide the individual through every step of the cancer experience or diagnosis through to the end of active treatment. The program covers all types and stages of cancer and CAREpath nurses have the knowledge and experience to be able to advocate for the member

and their family. CAREpath provides support to every cancer patient. CAREpath provides very individualized and personal service so you will get the support based on your situation. CAREpath offers many individualized services like advice regarding lifestyle changes to prevent the recurrence of cancer and other chronic diseases. Cancer patients navigated by CAREpath feel like they are being treated as a unique person, not just a person with a disease and they are stronger, as both the patient and their families are given coping skills to deal with even the most difficult of moments. CAREpath provides guidance that will provide the patient and family with guidance before and after oncologist visits. Patients will go to appointments feeling more empowered. **The CAREpath Cancer Assistance Program can be accessed directly by dialing 1-844-453-6788.**

SENIORS' CARE ASSISTANCE PROGRAM

The **Seniors' Care Assistance Program** is the only service in Canada that connects members, immediate family, and parents to a registered nurse who specializes in senior care assistance. The program helps members understand their senior care choices and ensure they get the right care every time.

The program is based on three main principles: **Connect, Access and Care.** The Seniors' Care Assistance Program will **Connect** you to publically funded senior care resources. Bayshore HealthCare nurses will assess all funding options and financial queries and help you and your family understand and access alternative ways to pay. As an example, Bayshore Health Care nurses will help you understand and access the right care, calculate the

total cost, break down what you have to pay and what can be covered by funding, explore additional fund options and complete all the necessary forms for services, funding or rebates. Bayshore HealthCare nurses will also help you and your family manage **Access** to senior care and support services by finding and accessing services that are right for your family member. Bayshore HealthCare nurses will help you and assist with booking appointments, gather medical records and other required information, connect you with a personalized Senior Living Advisor to assist with finding the right senior living community and many more services important to senior living. Bayshore also takes **Care** to ensure that recommended services such as nursing care, personal care, companionship, house cleaning, home retrofit and mail deliveries are fully assessed and approved by Bayshore HealthCare and are provided by organizations you can trust. **The Seniors' Care Assistance Program can be accessed directly at 1-844-453-6788.**

HEALTHCAREASSIST PROGRAM

The **HealthCareAssist** program is a comprehensive navigation service that provides NSTU members, spouses and dependent children with answers, guidance and support before, during and after treatment, in the event of an illness or health crisis.

HealthCareAssist provides individual case management of **all types of medical conditions**. These conditions include cardiovascular conditions, stroke, diabetes, kidney conditions, and multiple sclerosis, just to name a few. A Nurse Case Manager provides a single point of contact, creates continuity of care and ensures patients receive the right treatment, at the right time, in the right place.

HealthCareAssist combines CAREpath’s team of highly trained and caring nurses with Cleveland Clinic Canada’s global network of physicians and specialists.

Here is how HealthCareAssist helps:

- Dramatically improves the overall quality of care, recovery and outcomes.
- Provides in-depth assessment of treatment plans to ensure they are consistent with medical best practice.
- Explains options for tests and treatments specific for the individual.
- Facilitates access to diagnostic tests, treatments and clinical trials.
- Through Cleveland Clinic Canada, provides virtual doctor-to-doctor consults with the patient’s local treating physicians after completing medical second opinions.
- Guides patients to alternate treatment locations in and outside Canada, when requested or required.
- Delivers telephonically, making the service timely and efficient.

Working in parallel with the public health care system to navigate members and families through the system providing a single point of contact throughout diagnosis and treatment to ensure continuity of care. Oversees the entire journey to ensure they regain the right care, at the right place, at the right time.

The HealthCareAssist Program can be accessed directly at 1-844-453-6788.

YOUR WELLNESS PARTNER (New Program)

Your Wellness Partner is a confidential, evidence-based, mental health assessment and counseling service. There is a dedicated team of experienced clinicians, psychiatrists, psychotherapists and other mental health specialists that provide two levels of intervention: navigation and psychotherapy.

Navigation is provided by baccalaureate level registered social workers and nurses who are qualified to assess mental health concerns, and to deliver psychoeducation and supportive counseling and coaching with the goal of enhancing self-care strategies and management of concerns.

When navigation is not sufficient and psychotherapy is required for members with more complex needs, navigators enlist the services of one of CAREpath's advanced clinicians; these are registered Master's or PhD prepared social workers, nurses, or psychologists.

Your Wellness Partner offers multiple levels of support to provide the right guidance at the right time for anyone experiencing mild to severe mental health concerns, using primarily distance technologies including telephone and virtual resources (e.g., internet, mobile app, email, and secured video chat via Cleveland Clinic Express Care® Online).

This program provides:

- Initial assessment and navigation by a mental health nurse or social worker
- Access to psychiatric assessment and family physician consultation. A referral to Medaca Health Group (MHG) may occur at time of intake or at any time along the trajectory.

- Psychoeducation and coaching for self-management strategies, supporting clients to be active partners in achieving wellness and where appropriate, return to work.
- A facilitated CBT program called “Mind Zone” delivered by mobile application for iOS and android.
- Psychotherapy by Masters/PhD prepared social workers, mental health nurses, and psychologists (including francophone).

Your Wellness Partner offers multiple levels of support to provide the right guidance at the right time for all plan members experiencing mild to severe mental health concerns.

The program will better assist members by:

- Providing services virtually and telephonically, giving plan members access to support anytime, anywhere.
- Providing expert assessment of current mental health treatment approaches.
- Providing access to a full suite of evidence-driven therapeutic counselling option.
- Empowering members to better understand their mental wellness, therapy options and to cope with everyday concerns.
- Ensuring timely support to help plan members the moment they need it most without waiting lists.
- Helping prevent re-lapse in case of chronic mental health illness.

Your Wellness Partner Program can be accessed directly at 1-844-453-6788.