



## Resilience<sup>®</sup> Employee/Family Assistance Program

As the school year comes to a close, the NSTU Group Insurance Trustees want to remind you of the Employee and Family Assistance Program, Resilience<sup>®</sup>, to help you and your family get through difficult times if additional support is needed.

Life is full of challenges. Once in a while, a problem may become overwhelming and you may not know how to tackle it alone. An unresolved problem or ongoing stress can sometimes affect your health—emotionally and physically—and eventually, your quality of life. So where can you turn for support and solutions. The NSTU Group Insurance Trustees make available to active NSTU members an Employee and Family Assistance Program. If you or eligible family members have a problem or need advice and someone to talk to, this service offers expert assistance from caring professionals. Through Resilience<sup>®</sup> you can reach a team of experienced counsellors who will listen to the issue, offer sound advice and help you create an action plan to address the issue. Resilience<sup>®</sup> offers counselling services for issues including, but not limited to:

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

Counselling is designed to provide support and understanding, help build coping skills, and teach ways to effectively manage issues and problems.

In addition to counselling services, Resilience<sup>®</sup> also offers Plan Smart and Career Smart Services. Plan Smart and Career Smart Services are designed to allow you to take a proactive approach to managing everyday challenges and life transitions, and get the information and support you need to suit your unique situation. Plan Smart and Career Smart Services include:

- Childcare and Parenting Caregiver Support Services
- Elder Care and Family Care Services
- Financial Advisor Service
- Career Counselling Service
- Smoking Cessation Service
- Online Courses
- Legal Advisor Services
- Nutritional Support
- Retirement Planning Service
- Shift Worker Support
- 12 Weeks to Wellness

As more and more Canadians are affected by depression, either personally or through someone they know, Resilience<sup>®</sup> provides additional support such as Depression Care Services. Resilience<sup>®</sup> can provide assistance for individuals suffering from certain types of depression and provide a counsellor who can deliver personalized sessions using proven counselling techniques to address the symptoms of depression and will coordinate and consult with an individual's treating physician to ensure that all aspects of the treatment program are aligned to deliver the best possible outcomes.

You can choose to receive counselling in a way that is most convenient and comfortable for you, whether that is in-person, by phone, or through a secure online service.

You can also visit Resilience<sup>®</sup> online at [www.myresilience.com](http://www.myresilience.com) and register using the NSTU contract number of 39146 to access additional services such as Health eLinks. Health eLinks is an online resource of health care related materials. With Health eLinks, you can take part in an interactive health assessment, access a comprehensive library of medical information written by medical experts and even create a personal health improvement program.

There are a number of E-courses online at [www.myresilience.com](http://www.myresilience.com). Courses are broken down into three categories:

- Courses for Employees or Family members: Health and Well-Being
- Courses for Employees: Career and Workplace Issues
- Courses for Key Persons and Supervisors

Complete course descriptions are available online. Some examples of the courses available are:

- Foundations of Effective Parenting
- Taking control of your Money
- Leading the human side of change
- Taking control of your Mood
- Respect in the Workplace

.....to name a few.

***Accessing Resilience<sup>®</sup> is easy. To access Resilience<sup>®</sup> by phone, simply call 1-877-955-NSTU (6788). This toll-free line is available 24 hours, seven days a week.***