



update

Resilience[®] Employee / Family Assistance Program: Q & A

This school year has been stressful for teachers and their families. The NSTU Group Insurance Trustees want to remind you of the Employee and Family Assistance Program, Resilience[®], to help you and your family get through difficult times if additional support is needed.

Q: What types of counselling services are offered through Resilience?

A: 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[®] 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[®] offers counselling services for issues including, but not limited to:

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

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

As more and more Canadians are affected by depression, either personally or through someone they know, Resilience[®] provides additional support such as Depression Care Services. Resilience[®] 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.

Q: Are there other services in addition to counselling offered through Resilience[®] for me and my family?

A: In addition to counselling services, Resilience[®] 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
- Legal Advisor Services
- Financial Advisor Service
- Nutritional Support
- Career Counselling Service
- Retirement Planning Service
- Smoking Cessation Service
- Shift Worker Support
- Online Courses
- 12 Weeks to Wellness

Q: Are there any web-based resources available through Resilience[®]?

A: You can also visit Resilience[®] online at 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 also a number of E-courses online at 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 Mood
- Taking control of your Money
- Respect in the Workplace
- Leading the human side of change
-to name a few.

Q: What is the best way to access Resilience[®]?

A: Accessing Resilience[®] is easy. To access Resilience[®] directly by phone, simply call 1-877-955-NSTU (6788). This toll-free line is available 24 hours, seven days a week.

You can also access Resilience through the NSTU Member Assistance Program by calling 1-800-565-6788, press 4 to speak to the NSTU nurse.