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# The NSTU Member Assistance Program – How Can We Help?

## Frequently Asked Questions

It has been another stressful year for teachers! Although we are approaching the end of the school year, the impacts of the stressful year do not end just because the school year is coming to a close. The NSTU Group Insurance Trustees want to remind you about the programs in place to support members over the summer months. Below are answers to frequently asked questions on the unique services offered by the NSTU:

**Q: What programs and services are available to NSTU members and their families who are having difficulties and are in need?**

**A. Resilience® Employee and Family Assistance Program**

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 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. You can also access these services through the NSTU by dialing 1-800-565-6788, press 4.

### **NSTU Counselling Services**

The NSTU has two internal counsellors that provide confidential short-term counselling services to members, their partners, and dependents. 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 NSTU Counselling Services at 1-800-565-6788, press 4.

### **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 independence. 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 will travel to your community to provide services. You can contact the Early Intervention Program at 1-800-565-6788, press 4.

**Q: It is estimated that 1 out of every 5 Canadians today is dealing with a mental health issue. What services are available to members who may be dealing with or may have a family member dealing with a mental health issue?**

**A:** Resilience® provides counselling services to help cope with stress and psychological disorders. Depression Care Services are also available through Resilience® and is designed to provide assistance for individuals suffering from certain types of depression.

Direct access 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. You can also access these services through the NSTU by dialing 1-800-565-6788, press 4.

### **Independent Psychological Assessment**

Through the NSTU MAP, active members can access a Halifax based clinical psychologist that will perform a psychological assessment for members in need. The purpose of this program is to assist NSTU members to access timely assessment 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 NSTU by dialing 1-800-565-6788, press 4.

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

**A:** One of the very unique features of the NSTU MAP is access to a nurse who is an NSTU staff member. The 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 4. In addition, you can e-mail the NSTU nurse at the NSTU at [nurse@nstu.ca](mailto:nurse@nstu.ca).

### **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. **The CAREpath Cancer Assistance Program can be accessed directly by dialing 1-844-453-6788 or through the NSTU at 1-800-565-6788, press 4.**

#### **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. 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 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 or through the NSTU at 1-800-565-6788, press 4.**

#### **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.

**The HealthCareAssist Program can be accessed directly at 1-844-453-6788 or through the NSTU at 1-800-565-6788, press 4.**