

# **NSTU MEMBER ASSISTANCE PROGRAMS**



**2025 - 2026**

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](mailto:nurse@nstu.ca).

## **HOMEWOOD PATHFINDER EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)**

You can turn to the Homewood Pathfinder Employee and Family Assistance Program (EFAP). This Employee and Family Assistance Program is for active, reserve, and retired NSTU members. Through the Homewood Pathfinder Employee and Family Assistance Program you can reach a team of experienced counsellors from Homewood Health Inc.<sup>TM</sup> 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?**

The Homewood Pathfinder Employee and Family Assistance Program 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. Lifestyle and Specialty Coaching Services is designed to allow you to take a proactive approach to everyday challenges and life transitions with information and coaching from experts in their field.

These services include:

- New Parent Support
- Childcare and Parenting Support
- Elder & Family Care
- Relationship Solutions
- Legal Advisory
- Financial Advisory
- Nutritional Coaching
- Grief and Loss Coaching
- Experiencing Acts of Violence Coaching
- Career Coaching
- Pre-Retirement Planning
- Smoking Cessation
- Shift Worker Support
- Stress Solutions
- Jumpstart Your Wellness

3. Enhanced Mental Health Care services utilize Cognitive Behavioural Therapy (CBT) primarily, along with other adjunctive therapies, such as mindfulness and resiliency

training, and are designed to help resolve moderate to severe clinical symptoms. The mental health care services include:

- Depression Therapy
  - Trauma Therapy
  - Anxiety Therapy
  - Substance Use Therapy
4. Key Person Advice Line is a confidential bilingual phone coaching service available to help managers, supervisors, human resources professionals, union representatives and other identified leaders, resolve the problems that arise in working with, or leading a team.
5. Crisis Management Services provides 24/7 Onsite trauma response and debriefings in the event of a critical incident or critical event.

## **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

Easy access to online tools, resources, and support. Informative articles on a wide range of topics including mental health, stress, addiction, relationships, and lifestyle.

Access to all online features is available by visiting  
<http://www.homeweb.ca>

To register:

1. Go to [www.homeweb.ca](http://www.homeweb.ca)
2. Below are the registration screens you will see. To ensure the privacy and confidentiality of the online services, a formal registration is required for all members. Enter **NSTU** when prompted for the “Company Name/ Organization”.

## Helping you grow into a healthier life

When you or someone you care about needs help, Homewood is here for you. Whether you need advice, counselling or treatment—we are here to lend you a hand and support your recovery. We've been improving lives since 1883. How can we help you?

Sign in >

Register >



Change Language FR

### Create a Homeweb Account

Please enter your Company Name/Organization

Please enter your Company Name/Organization Find It!

3. Enter your first name, last name, email, password, and date of birth. When complete, click “Sign Up”. It is that simple!
- \* *Note: It is strongly recommended to use a personal email and not a work-related email with matters dealing with the EFAP.*

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

### **C. Online Resources**

The following services can be accessed on a desktop, laptop, mobile device, or by using the mobile app:

- Access to online intake, resources, and services
- Online iCBT program
- E-learning courses
- Key person health library
- Childcare and eldercare service locators
- Health and wellness library
- Health-e multimedia (podcasts & videos)
- Health risk assessment
- E-therapy

Direct access to Homewood Pathfinder EFAP 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 have any questions or concerns, please contact the NSTU Group Insurance Trustee for your region or the NSTU registered nurse at [nurse@nstu.ca](mailto:nurse@nstu.ca), or by dialing 1-800-565-6788, press 3.



## **NSTU COUNSELLING SERVICES**

The NSTU has three 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 three 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.

# CAREPATH

## The Chronic Disease Program

The **Chronic Disease Program** is a healthcare navigation service that provides comprehensive and personalized support to employees and their families in the event of illness or other health crises.

The **Chronic Disease Program** is led by Nurse Case Managers who act as partners and advocates for you and your family. Nurse Case Managers will help you understand your condition, test results, and treatments and will follow the most up-to-date guidelines for all chronic conditions to ensure the best possible outcomes.

Once connected with a Nurse Case Manager who is a specialist in your disease or condition, you will have a single point of contact to ensure continuity of care.

The **Chronic Disease Program** services include:

- Comprehensive health assessment, including a review of medical records. In-depth review of treatment plans to ensure they are consistent best-practices.
- Explanation of diagnosis, tests, and treatments. Explore alternative treatment or symptom management options.
- Education on how to manage symptoms to minimize treatment side effects.

- Facilitate access to diagnosis tests, treatments, and clinical trials. Explore alternative treatment or symptom management options.
- Ongoing virtual nursing support, health education, and coaching throughout navigation to ensure the individual has the information needed to make informed health care decisions.
- Virtual second opinion when needed.

The Chronic Disease Program can be accessed directly by contacting Carepath at: **1-844-453-6788**.