

# **NSTU MEMBER ASSISTANCE AND CAREPATH SUPPORT PROGRAMS**

NSTU  
**GROUP  
INSURANCE  
TRUST**



**2023**

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).

## **MANULIFE EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)**

You can turn to the Manulife Employee and Family Assistance Program (EFAP). This Employee and Family Assistance Program is for active NSTU members who have a permanent, probationary or term contract. Through the Manulife 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 Manulife 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

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#### 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. Depression and Trauma Care Services provides assistance for individuals suffering from certain types of depression or if you have experienced any type of Traumatic event.
  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**

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### **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.

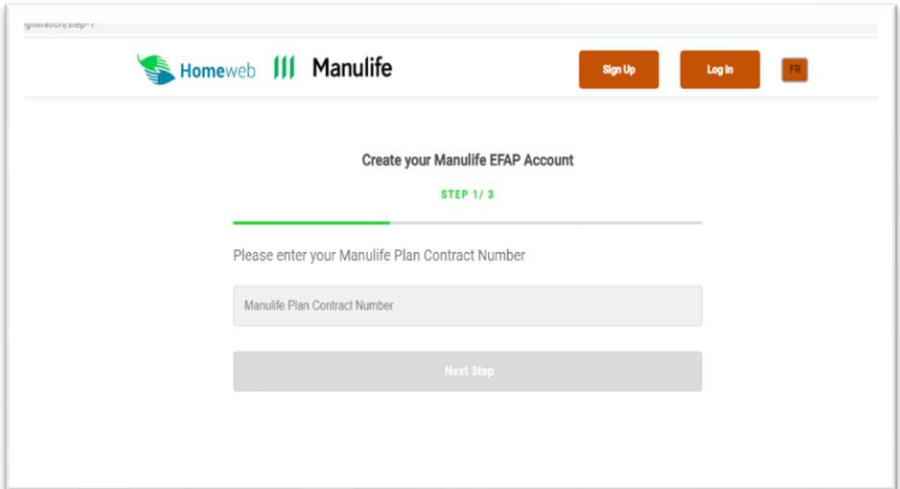
Access to all online features is available by visiting

[www.manulifeefap.com](http://www.manulifeefap.com)

To register:

1. Go to [www.manulifeefap.com](http://www.manulifeefap.com)

2. Below is the registration screen you will see. To ensure the privacy and confidentiality of the online services, a formal registration is required for all members. Enter plan contract number 39146.



sign in account create

Homeweb Manulife

Sign Up Log In

### Create your Manulife EFAP Account

STEP 1 / 3

Please enter your Manulife Plan Contract Number

Manulife Plan Contract Number

Next Step

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 Manulife 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 Manulife 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 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 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

## Mental Health Program

Carepath's Mental Health program was designed to promote prevention and early intervention for mental health issues, including acute mental illness and chronic mental health conditions. The program provides timely access to confidential support for those who need it, as well as return-to-work planning for members on sick leave or long-term disability.

The Mental Health program is committed to addressing gaps in access to community-based mental health services. This means all members will have:

- An initial assessment within 24-48 hours
- Access to care from anywhere in Canada, thanks to the use of distance technologies

## Coverage and Program Details

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Member / Spouse and Dependent Child(ren) over the age of 12

The Mental Health Program helps members and their families suffering from mild to severe mental health disorders, as well as those struggling mentally or emotionally due to another health condition or life event. The program provides psychoeducation and counseling to members and their families, providing multiple levels of support and guidance using distance technologies such as telephone and virtual resources (mobile app, email, and secured video call).

This program provides two levels of intervention: navigation and counselling/psychotherapy.

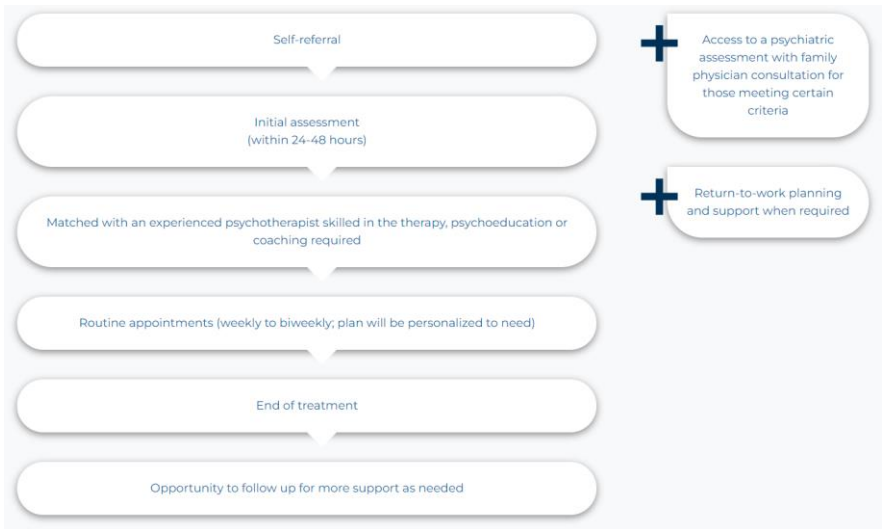
- Navigation is provided by qualified mental health clinicians, generally mental health nurses and clinical social workers, for those with mild to moderate distress. They provide assessment psychoeducation, supportive counseling, and coaching with the goal of enhancing self-care strategies and management of concerns. The role of the navigator is to ensure a smooth integration with the member's existing circle of health/ medical care and to provide assistance in navigating the mental health care system.
- Counselling is provided by advanced practitioners, for members and their families (individual, couples) experiencing moderate to severe symptoms, including for chronic illness with mental health/wellness components.
- Psychotherapy is provided when navigation is not sufficient, and psychotherapy is required for members with more complex needs. The program navigators enlist the services of one of Carepath's advanced practitioners, including Masters/PhD prepared social workers, mental health nurses, or psychologists, each of whom has more than 10 years' experience in psychotherapy. When the situation warrants, access to in-depth psychiatric assessment, consultation, and assistance with care planning is available.

The Mental Health Program is designed to complement broad healthy-workplace strategies and community based mental health services, and to address gaps, improving the timeliness of service delivery. This is made possible by offering solutions that promote prevention and early intervention of mental health issues, acute mental illness, or chronic mental health conditions.

## Program Process

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Members and their families can access the Mental Health Program at any time. The diagram below outlines the process that you can expect when accessing the mental health support program.



## Counselling Modalities

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The Mental Health Program teams of highly trained and skilled psychologists, social workers, and advanced practice nurses know the different types of therapies that work better for different people – and for different issues. The program provides a range of different evidence-based psychotherapies, which can be tailored to each member's needs:

- Acceptance & Commitment Therapy (ACT)
- Cognitive Behavioural Therapy (CBT)/Mindfulness Based CBT

- Cognitive Processing Therapy (for PTSD)
- Cognitive Behavioural Conjoint Therapy (for PTSD)
- Dialectical Behaviour Therapy (DBT)
- Emotion Focused Therapy
- Grief Therapy / Complicated Grief Therapy
- Interpersonal Therapy
- Motivational Interviewing
- Narrative Therapy
- Solution-Focused Brief Therapy
- Sex Therapy

## **Educational Materials**

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The Mental Health Program offers a range of online educational tools/materials/ modules to support members with emotional wellbeing. These include self-management /information tools and facilitated programs to be used in conjunction with navigation or psychotherapy.

Mind Zone is one resource available within your Mental Health Program. It is a facilitated iCBT (Internet-based cognitive behavioural therapy) designed for mild to moderate levels of anxiety and depression, delivered using mobile technology (iOS and Android). The program is supported by a minimum of 4 sessions with a mental health clinician over the course of the 8-lesson intervention. The research is clear that facilitated, internet-based CBT is cost-effective, accessible, convenient, and clinically effective.

A structured return-to-work (RTW) component is provided for those on sick leave/LTD that addresses planning for RTW and maintaining wellness after RTW. In this regard, we liaise with insurers who may share RTW responsibilities.

## Top 5 Benefits

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**No waitlists:** You can reach out for support at any time, without the need for a referral, and will be contacted to arrange your first appointment within 24-48 hours.



**Goal-directed therapy:** You will have access to therapy for as long as you need to reach your goals - not just for a set number of appointments.



**Collaboration with a broader healthcare team:** With your consent, we will connect with your existing circle of health/ medical care, for example, your primary care physician to ensure no gaps or duplication in the care being provided.



**Family focus:** Our program is available to assist you as well as members of your immediate family who may be affected by the same or different issues.



**24/7 access to tools:** From digital educational materials geared toward self-management to mobile therapy apps and modules that measure progress, our program provides mental health support both during and between therapy sessions.

The Mental Health Program can be accessed directly by contacting Carepath at: **1-844-453-6788 or 1-888-393-8267.**

# 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**.



# CAREPATH

## Elder Care Program

The **Elder Care Program** will connect you with a Nurse Case Manager who will work with you and your family one on one to help you understand and navigate the health care system so you can make informed decisions and appropriate arrangements for care.

Carepath will have an initial consultation assessment with you and/or your aging loved one and develop a personalized care plan based on your individual preferences and common senior health care needs.

A Nurse Case Manager will help you prepare for any upcoming medical appointments and give you information and services to promote safe and independent living. When staying at home is no longer a safe option, they'll help you and your family find the right senior living facility, such as retirement homes, long-term care, and/or respite facilities.

You and your family will receive ongoing virtual nursing support, health education, and coaching to ensure you have the information you need every step of the way.

## The Elder Care Program can help you and your family by:



Providing information about hospice organizations and home care support services provided by local and respected organizations and assisting as needed.



Providing information and access to local community resources (i.e., primary care physicians, physiotherapy, occupational therapy, speech-language pathology, dietitian services, meal delivery, transportation services) and volunteer organizations that can provide additional support.



Helping navigate and accessing provincially and federally funded benefits, including other insurance benefits.



One-on-one coaching about how to have difficult conversations in terms of aging care needs and life-changing moments, such as losing a spouse or moving into a retirement home.



Accessing the Social for Seniors platform to connect seniors with seniors.

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

For more information on all the Carepath programs can offer you, visit their website below: **[www.carepath.ca](http://www.carepath.ca)**