

# **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. 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.

### **Services**

#### 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.

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

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

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.

Crisis Management Services provides 24/7 Onsite trauma response and debriefings in the event of a critical incident or critical event.

### **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.

## Online

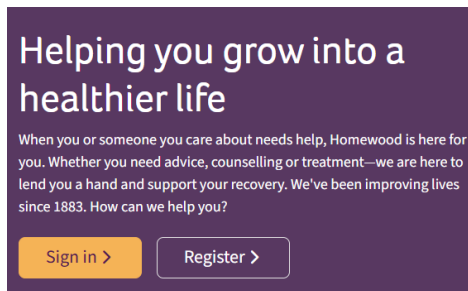
Easy access to online tools, resources, and support. Informative articles on a wide range of topics including mental health, stress, addiction, relationships, and lifestyle.

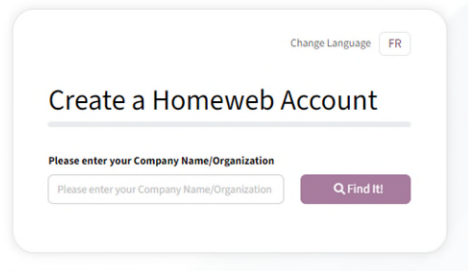
Access to all online features is available by visiting

<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”.





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.

## 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.

## **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.

## **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.

## **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.

## **CAREPATH**

### **The Chronic Disease Program**

Carepath’s Chronic Disease program is a healthcare navigation service that provides comprehensive and personalized support for you and your family during illness or other health crises. The Carepath team follows the most up-to-date guidelines for all

diseases to assist in facilitating the best health outcomes.

Their Nurse Case Managers are your partners and advocates, and they utilize their extensive healthcare system knowledge to help you and your family better understand your condition, test results, and treatments. They also provide you and your family with emotional support. Once you are connected with a Nurse Case Manager, they will provide a single point of contact for continuity of care.

Below is a list of the most common conditions that receive support:

- Allergies
- Arthritis, Osteopenia, and Osteoporosis
- Asthma (generalized)
- Bowel and Gastrointestinal Conditions
- Cancer
- Cold and Flu
- COPD
- Diabetes
- Disease Prevention
- Down Syndrome, Autism and Developmental Delays
- Epilepsy
- Fatigue and Sleep
- Fertility
- Heart Health and Stroke
- Hepatitis
- HIV
- Infectious Disease

- Informed Health Decisions
- Injuries
- Joints and Spinal Conditions
- Kidneys
- Menopause
- Metabolic Dysfunction
- Multiple Sclerosis
- Obesity
- Rehabilitation and Exercise
- Sexual, Reproductive Health
- Skin and Rashes
- Thyroid
- Vertigo

**Carepath’s Cancer Program is part of the Chronic Disease Program.**

Carepath's Cancer Program is designed to provide physical and emotional support to individuals who have been diagnosed with cancer. The program offers the services of an Oncology Nurse Case Manager who will work closely with you and your family members from treatment to recovery and will serve as your partner and advocate.

Carepath follows the latest guidelines for cancer treatment and care to ensure the best possible outcomes for their patients. Their goal is to provide you with the necessary tools and resources to manage your health and healing process effectively. Their

Oncology Nurse Case Managers collaborate with expert oncologists on their Medical Advisory Board to ensure that you receive the best possible care.

**Carepath helps you and your family by:**

- Performing a comprehensive health assessment, including a review of medical records
- Creating a plan of care based on nursing best practices, including:
  - Explaining your diagnosis, test results, and treatment plan
  - Preparing for your doctors' appointments
  - Assessing recommended treatments that align with standards of care or clinical trials
  - Teaching you how to manage your symptoms to minimize side effects
- Compiling a list of other supports you may need (i.e., social work, psychologist, dietician, etc.) and how you can access these resources
- Updating your primary care physician (with your consent)
- Providing you with a copy of your New Life Care Plan and/or Return to Work Plan at the end of the Carepath service, if applicable

The Chronic Disease Program can be accessed directly by contacting Carepath at: **1-866-883-5956**.