



update

## How Can the NSTU Assist Members in Managing Stress? Frequently Asked Questions

The NSTU Group Insurance Trustees want to remind members that there are a number of programs available to you and your family to assist in coping with the added stress these uncertain times can bring. Below are answers to frequently asked questions on this topic.

**Q:** *What programs are available to NSTU members to help us cope with the stress facing us?*

**A:** **NSTU Counselling Services**

The NSTU has two internal counsellors (one currently) that provide confidential short-term counselling services to members, their partners, and dependents. You can contact the NSTU Counselling Services at 1-800-565-6788, press 4.

**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 stress, alcohol and drug abuse, psychological disorders, 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.

Direct access to Resilience® 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.

**Psychological Services – Total Care Medical**

If you do not wish to access the above programs, the services of a psychologist is covered at 80% of the usual and customary charges per treatment through the Total Care Medical Program. A Master of Social Work is also considered eligible under this benefit.

**Massage Therapy – Total Care Medical**

Sometimes a massage can assist in relieving or reducing stress levels. The Total Care Medical Program covers the services of a registered massage therapist at 80% of the usual and customary charges to a maximum of 20 visits per year (August to July).

**Q:** *Some members have financial pressures, are there any services available to assist with financial concerns?*

**A:** Resilience® also provides services such as financial advisory services to assist with concerns you may have involving your finances.

Direct access to Resilience® 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.

**Q:** *Is there anything else members should know about accessing services if they are feeling overwhelmed?*

**A:** A very unique service available to NSTU members 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 Member Assistance Program can address individual needs. The NSTU nurse can be contacted 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).