



Changes to Carepath and the Employee and Family Assistance Program (EFAP)

Every year, the NSTU Group Insurance Trustees conduct a review of all Member Assistance Programs (MAP) available to NSTU members. These programs are 100% funded by the NSTU Group Insurance Trust. The review includes looking at the financial status of the programs based on utilization during the past year to ensure it is still feasible to continue offering the programs to members.

Following their review, the Trustees have made the difficult decision to discontinue the Carepath Elder Care and Mental Health programs due to the significant cost when compared to the utilization of the programs by members.

Although these Carepath programs are being discontinued, you are not left without coverage as similar services for both Elder Care and Mental Health are part of the Homewood Pathfinder EFAP.

To ensure all members have access to these important programs/services, the Trustees are pleased to announce that EFAP services will be extended to reserve members and retired members effective May 1, 2025.

Homewood Pathfinder EFAP Services

Counselling

- To help you with issues such as stress, divorce, family issues, mental health issues, weight, smoking, general health issues, and more.
- Short-term, solution-focused and centered around you, your goals and problem solving.

Online Services

- Easy access to online tools, resources, and supports.
- Informative articles on a wide range of topics including mental health, stress, addiction, relationships, and lifestyle.
- Online Cognitive-Behavioural Therapy (CBT).
- Childcare and eldercare resources database.
- Comprehensive and interactive e-Courses.
- Health risk assessment
- Virtual Platform Access - MeetNow, Online Booking, and Guided Care Recommendations.
- Access to EFAP services through a Mobile App

Lifestyle and Specialty Coaching

- Parenting and family care support, career coaching, financial and legal advisory and more.
- A telephonic assessment of your needs by a specialist.
- Information and coaching from experts in their field.
- Customized searches for relevant resources; and up-to-date information including topical workbooks, articles, and referral to online tools.

Mental Health Services (Depression Care, Anxiety Care, Trauma Care, and Substance Use Therapy)

- Specialized treatment for individuals who are struggling with depression, anxiety, PTSD, trauma or substance use symptoms.
- Call to see if these programs are right for you. Homewood Health will conduct a screening during your call to ensure an appropriate fit for the program.

EFAP Access*

Toll-Free Number - 24 hours, seven days a week

1-877-955-NSTU (6788) or International (Call Collect) 604-689-1717.

You can also access Homewood Health's online platform called Homeweb at www.homeweb.ca

*Make sure to create an account on the EFAP website platform first before downloading the mobile app. If you have already registered for an account, there is no change to your login information. You can continue to use the same username and password and do not need to re-register. If you haven't already registered for an account and would like to have access to online features, you can do so by visiting www.homeweb.ca. Please enter NSTU when prompted for the "Company Name/ Organization".

Congratulations!

The Cross Canada Fitness Adventure has come to an end, and we are thrilled to announce the following winners:

Weekly Random Draw Winners

🏆 Kimberley Gillis (SRCE)	🏆 Stephanie Burgoyne (SRCE)
🏆 MacKenzie Rowe (HRCE County)	🏆 Noelle Messom (AVRCE)

First to Reach the Finish Line

🏆 Lana Kelly (HRCE City)

Highest Score

🏆 Kelley MacDonald (CCRCE)

The NSTU Group Insurance Trustees want to thank everyone who participated and congratulations to all winners!



Phasing Out of NSTU Webmail

As you may be aware, the **@nstu.ca** email address will be phased out and go offline effective July 18, 2025. This will require those of you who use your @nstu email for this purpose to provide a new email address to Medavie Blue Cross as the insurer for your Total Care Medical and Total Care Dental benefit plans and Johnson Insurance as your group benefit plan administrator. The process to update your email address is as follows:

Medavie Blue Cross

As a NSTU plan member, you can update the email address for your existing MBC account by going through the Mobile App/Member Services Site under “My Account”. **Please note, this is the only way to update your email address with Blue Cross, as calling them will require you to re-register / create a new account.**

Johnson Insurance

To change your email address with Johnson Insurance, you simply need to e-mail pbadminns@johnson.ca or call 1-800-453-9543 to advise of your new email address.

Please note, if sending an email, please ensure to include your certificate number and name in the body of the email.