

Hi Everyone,

The spread of the COVID-19 Novel Coronavirus has created a lot of uncertainty in our lives. It has forced the closure of schools, the cancellation of trips and large gatherings, people to self-isolate, and so much more. This pandemic has created a time of uncertainty for everyone. With uncertainty can come added stress, struggles with both physical and mental health, and strain on you and your family as you try to navigate what the next steps will be.

The NSTU Group Insurance Trustees want to ensure you have the help and support you need to get through these challenging times including everything that comes with self-isolation. Below are some of the programs available to you as well as a link to the complete Member Assistance Program (MAP) booklet.

- 1. Resilience (Employee and Family Assistance Program (EFAP))** – This program helps you reach a team of experienced counsellors from Homewood Health by phone. They will listen to your concerns, offer sound advice and help you create an action plan to address issues relating to self-isolation, counselling, depression, transitions, etc.
An overview of the program can be found here
- <https://nstuinsurance.ca/members/active/resilience/>
In this trying time, we encourage you to check out the Self-Care Starter Kit. This kit was developed pre COVID-19 but still contains **some** helpful ideas that can be adapted to help with self-isolation. - https://nstuinsurance.ca/wp-content/uploads/HH_NSTU_SELF-CARE-KIT_EN_1119.pdf?x56993 or by calling **English: 1-877-955-NSTU (6788)** or in **French: 1-514-875-0720**.
There are a number of E-Courses online as well at www.myresilience.com (use contract #39146).
- 2. Your Wellness Partner** – This is the newest offering focusing on mental health which provides multiple levels of support via telephone, online CBT modules, etc. More information on this program can be found here - <https://nstuinsurance.ca/members/active/your-wellness-partner/> or by calling **1-844-453-6788**.
- 3. HealthCareAssist Program** - This provides individual case management of all types of medical conditions. Via telephone, a nurse case manager provides a single point of contact, creates continuity of care, and provides health care advice during this time of self-isolation. More information on this program can be found here - <https://nstuinsurance.ca/members/active/healthcareassist-program/> or by calling **1-844-453-6788**.
- 4. Seniors' Care Assistance Program** – This program will connect you to publicly funded senior care resources. Nurses will help you and your families manage access to senior care and support services such as nursing care, medication reminders, meal deliveries, etc. These services are fully assessed and approved by Bayshore HealthCare. Please note that some of these services may be limited with the COVID-19 outbreak but by calling the number below they will guide you through the services that are available - <https://nstuinsurance.ca/members/active/seniors-care-assistance-program/> or by calling **1-844-453-6788**.

5. **CAREpath Cancer Assistance Program** – If you, your spouse or dependent children suspect having cancer, are diagnosed with cancer, or are already living with cancer this program connects you with your own personal oncology nurse. With the support of leading oncologists, they guide you through every step of your cancer experience, from diagnosis, through treatment and into survivorship. More information on this program can be found here - <https://nstuinsurance.ca/members/active/carepath/> or by calling **1-844-453-6788**.

Due to the closure of the NSTU office to in-person meetings Counselling Services will continue with their regularly scheduled appointments by phone, but no new appointments are being scheduled. In addition, there will be no Early Intervention Program (EIP) at this time.

However, as you can see, there are a number of programs that are still available to support you even as many people are practicing self-isolation. All of this information and much more can be found at the new NSTU Group Insurance website at www.nstuinsurance.ca. You can also review more details on each of these programs by reviewing the Member Assistance Program (MAP) Booklet at <https://nstuinsurance.ca/wp-content/uploads/FINAL-MAP-booklet-Jan-23-2020.pdf?x56993>.

Sincerely,

Sheila Hawley

A handwritten signature in cursive script that reads "Sheila Hawley".

Chair, NSTU Group Insurance Trust Fund