

April 20, 2020

Dear Local Leaders,

The tragic events that took place yesterday in the community of Portapique and other parts of Nova Scotia hit home with everyone in the province and country, but especially our NSTU community. We lost members of our NSTU family and our thoughts and prayers go out to everyone who has been impacted by these unthinkable events.

In times like these, we need to ensure that all of our members are aware of the programs and services available to support them so they are not dealing with these events on their own. Below are a few of the programs available through the NSTU Group Insurance Trustees to directly support with this type of tragedy:

### **1. Resilience (Employee and Family Assistance Program)**

This program helps reach a team of experienced counsellors from Homewood Health by phone. Some of the services Resilience specializes in to support this type of tragedy include:

- Trauma Care
- Grief and Loss Coaching
- Experiencing Acts of Violence-Recovery and Coping Strategies
- Supporting Employees Affected by a Traumatic Event: Recommendations for Managers (Crisis Management)
- Depression Care Services

To start the conversation on any of the above please contact Resilience at their Toll-Free Number – accessible 24 hours, seven days a week – **English: [1-877-955-NSTU \(6788\)](tel:1-877-955-NSTU)** or in **French: [1-514-875-0720](tel:1-514-875-0720)**. Reference contract # 39146.

More details on this program can also be found at [www.nstuinsurance.ca/members/active/resilience/](http://www.nstuinsurance.ca/members/active/resilience/)

### **2. Your Wellness Partner**

This mental health program offers multiple levels of support to provide guidance for anyone experiencing mental health concerns, using primarily distance technologies including telephone and virtual resources (e.g., internet, mobile app, email, and secured video chat via Cleveland Clinic Express Care® Online). The program includes:

- Initial assessment and navigation by a mental health nurse or social worker.
- Access to a psychiatric assessment and family physician consultation. A referral to Medaca Health Group (MHG) may occur at time of intake or at any time along the trajectory.
- Psychoeducation and coaching for self-management strategies, supporting clients to be active partners in achieving wellness.
- A facilitated CBT program called “Mind Zone” delivered by mobile application for iOS and android.
- Psychotherapy by Masters/PhD prepared social workers, mental health nurses, and psychologists (including Francophone).

The Your Wellness Partner program can be accessed directly at [1-844-453-6788](tel:1-844-453-6788) or email CAREpath™ at [info@carepath.ca](mailto:info@carepath.ca).

In addition to the information and brochure attached, details on this program can also be found at [www.nstuinsurance.ca/members/active/your-wellness-partner/](http://www.nstuinsurance.ca/members/active/your-wellness-partner/).

### 3. NSTU Counselling Services

The two NSTU in-house counsellors are also available to support members and families impacted by this tragedy by offering one on one counselling virtually or by phone to address trauma and grief.

The NSTU Counselling Services can be contacted by phone [902-477-5621](tel:902-477-5621) Toll Free: [1-800-565-6788](tel:1-800-565-6788) or by email [counselling@nstu.ca](mailto:counselling@nstu.ca). More details on this program can also be found at [www.nstuinsurance.ca/members/active/counselling-services/](http://www.nstuinsurance.ca/members/active/counselling-services/).

### 4. Independent Psychological Consultation

Active members (not including spouses) 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.

This program can be accessed through the registered nurse at the NSTU by dialing [1-800-565-6788](tel:1-800-565-6788), **press 3**.

As we are also dealing with COVID-19 and practicing social distancing and self-isolation, all of the above programs offer their services via telephone, video conference, or online.

More information on all of the above can be found at the NSTU Group Insurance Trustee website at [www.nstuinsurance.ca](http://www.nstuinsurance.ca). We have also attached some helpful documents that you can share with your members.

In addition to the services above (which are paid 100% by the NSTU Group Insurance Trustees and free to members), Total Care Medical also provides access to Psychologist Services. Members have coverage for 80% of the usual and customary charges to a maximum of 20 visits per year. Note - The provider must be one approved by Medavie Blue Cross.

The NSTU Group Insurance Trustees hope you are able to share and encourage all members to leverage the support programs and services available to them during this difficult time. We are including our contact information, so please don't hesitate to reach out to us. We're here to help support you and all plan members so that we can get through this difficult time together.

Stay Strong and Safe,

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

Sheila Hawley, Chair  
NSTU Group Insurance Trustees

Contact Information (Trustees):

**Halifax Region** – Jennifer Moriarty – [jamoriarty@nstu.ca](mailto:jamoriarty@nstu.ca)

**Strait Region** – Sheila Hawley – [smhawley@nstu.ca](mailto:smhawley@nstu.ca)

**Tri-County/South Shore Region** – Roland Hannem – [rhannem@nstu.ca](mailto:rhannem@nstu.ca)

**Chignecto Region** – Nancy Doyle – [nmdoyle@nstu.ca](mailto:nmdoyle@nstu.ca)

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**Cape Breton Region** – Ronnie Carew – [recarew@nstu.ca](mailto:recarew@nstu.ca)

**Staff Liaison Officer** – Stacy Samson – [stsamson@staff.nstu.ca](mailto:stsamson@staff.nstu.ca)