

## Greetings, Bonjour!

Dear Cabin Crew Family,

As we embark on the festive season, it is with great joy and gratitude that we extend our warmest wishes to each and every one of our dedicated flight attendants. As the holiday spirit fills the air, we want to take a moment to recognize the incredible contributions and unwavering commitment of our flight attendants who play a pivotal role in ensuring the safety, comfort, and well-being of our passengers. For that, we thank you!

This December, the Cabin Crew-Peer Assistance Program (EAP) bulletin is dedicated to celebrating the spirit of camaraderie among our flight attendants and highlighting the invaluable support offered by our team. As we navigate the challenges and joys of the holiday season, let us remember that the EAP team is always here to provide assistance, guidance, and a listening ear to those who may need it.

In this bulletin, you will find a wealth of important initiatives and resources aimed at enhancing your well-being and supporting you in various aspects of your professional and personal life. From mental health resources to tips for maintaining a healthy work-life balance, we hope this bulletin serves as a valuable source of information and inspiration for all.

Remember, your EAP team is just a call or message away, ready to assist and support you whenever you may need it. Wishing each of you a joyful and rejuvenating holiday season filled with warmth, love, and the spirit of togetherness.

Safe travels, and happy holidays!

Warm regards,



Vanessa Beaudoin-Grégoire  
National Coordinator Employee Assistance  
[v.beaudoin@accomponent.ca](mailto:v.beaudoin@accomponent.ca)

## What is the (EAP) Cabin Crew-Peer Assistance Program?

In simple terms, the (EAP) Employee Assistance Program or Cabin Crew Peer Assistance Program is a complimentary and confidential referral service accessible to employees, their families, and retirees. This initiative is a collaborative endeavour, jointly sponsored by the union and the company. The committee receives support from annually trained flight attendants who volunteer their time to aid their fellow cabin crew members by providing referrals to professional and community services. Everyone faces challenging and stressful events in their lives. Most of the time we can handle these situations ourselves; other times we could benefit from some support. When necessary, we direct individuals to Homewood Health.

These EFAP services provided by Homewood Health are completely confidential and at no charge. Feel free to contact them directly!



For more information, please do not hesitate to reach out to us.

[eap@acomponent.ca](mailto:eap@acomponent.ca)

YUL EAP Cell: 514-862-2041

YYZ EAP Cell: 647-802-0895

YYC EAP Cell: 403-472-6868

YVR EAP Cell: 778-991-4112

**EMERGENCY**

**EAP - 24/7 Emergency Cell:**

403-472-6868

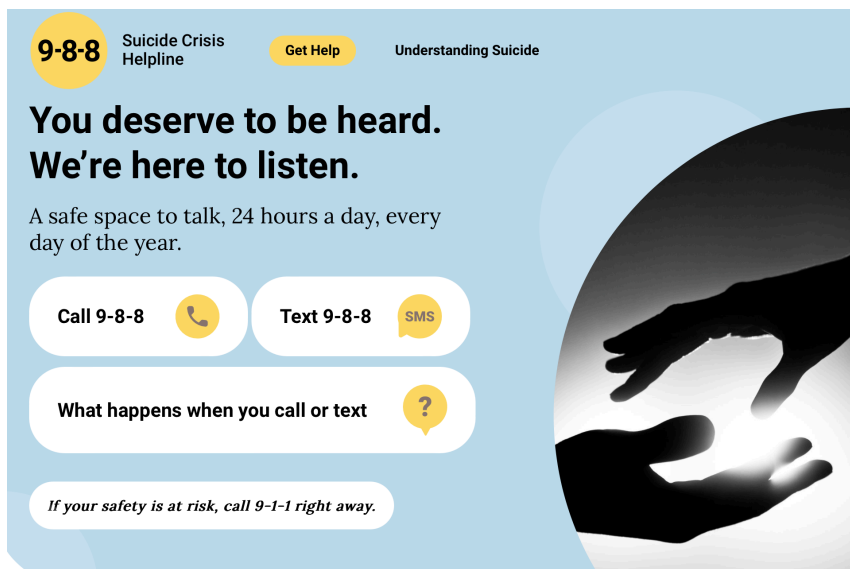
## **Five ways to protect your mental health from holiday stress: EN/FR**

<https://cmha.ca/news/five-ways-to-protect-your-mental-health-this-holiday/>

<https://cmha.ca/fr/news/5-facons-proteger-votre-sante-mentale-fetes/>

## **9-8-8 SUICIDE CRISIS HELPLINE:**

<https://988.ca/>



The banner for the 9-8-8 Suicide Crisis Helpline features a light blue background. On the left, there is a yellow circle with '9-8-8' and the text 'Suicide Crisis Helpline'. To its right are two buttons: 'Get Help' and 'Understanding Suicide'. The main text reads 'You deserve to be heard. We're here to listen.' followed by 'A safe space to talk, 24 hours a day, every day of the year.' Below this are two call-to-action buttons: 'Call 9-8-8' with a phone icon and 'Text 9-8-8' with an SMS icon. A third button asks 'What happens when you call or text' with a question mark icon. At the bottom, a small white box states 'If your safety is at risk, call 9-1-1 right away.' On the right side of the banner is a large, stylized graphic of two hands, one reaching out to support the other, set against a circular gradient background.

## **Virtual Support Meeting, with Dr. Johanna O'Flaherty:**

Please register at: [eap@accomponent.ca](mailto:eap@accomponent.ca)

December 26, 2023 at 12:00 EST



Join Dr. O'Flaherty, a distinguished trauma psychologist, in a secure and nurturing virtual space where flight attendants unite to heal, connect, and thrive. Dr. O'Flaherty, an expert in trauma psychology, guides these support sessions with compassion and profound knowledge, fostering an environment where participants can discover comfort and empowerment as they embark on their supported journey.

## **Virtual Recovery Support:**

Please register at: [eap@accomponent.ca](mailto:eap@accomponent.ca)

We're excited to offer airlines across the industry access to our confidential Cabin Crew - Peer Recovery Program virtual meeting. This vital initiative is designed to support individuals in the aviation community



who are facing challenges related to addiction and substance abuse. This program brings together cabin crew members in a safe and compassionate environment, where they can share experiences, receive guidance, and find a path to recovery. Don't miss this opportunity to connect, heal, and thrive. Contact us today to learn more. Your journey to recovery begins here!

### **Cabin Crew - Peer Recovery Program (CC-PRP)**

- December 20, 2023 at 12:00 EST
- January 03, 2024 at 12:00 EST
- January 17, 2024 at 12:00EST

### **Online Recovery Resources:**

FADAP (Flight Attendant Drug and Alcohol Program)

<https://www.fadap.org/>

<https://www.fadap.org/file/4f891478-82ab-4253-b9b3-5d19663aa8b6>

Check your drinking: an interactive self-test

<https://auditscreen.org/check-your-drinkin>

Recovery Today- November Issue

[https://769bb564-e6a2-45bc-a91f-e50e8b646ad9.filesusr.com/ugd/6748b2\\_43e3dcc491314b2695579362e975163f.pdf](https://769bb564-e6a2-45bc-a91f-e50e8b646ad9.filesusr.com/ugd/6748b2_43e3dcc491314b2695579362e975163f.pdf)

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## **Financial Resource:**

Financial Support, Education:

*We Help. We Educate. We Give Hope.*



CCS helps individuals and families achieve financial well-being through objective counselling, debt repayment alternatives, and education related to personal money management and the wise use of credit.

They are Here to Help You Get Out of Debt.

You're not alone! Almost half of Canadians are concerned about the amount of debt they are carrying, and a quarter say they are unable to pay all their bills every month. The Credit Counselling Society is here to help you figure out how to solve debt problems, get rid of your debt, and get back on track with your personal finances.

As a non-profit organization, they offer **FREE credit counselling appointments with certified counsellors** so that you can get all the information you need to make a decision about how you want to **get out of debt**. They understand debt happens to the best of us, and too much debt is something we never planned to have. Regardless of how you got into debt, they will make sure you leave your appointment with a **plan to get out of debt**. The Credit Counselling Society has helped over 1 million Canadians find a way out of debt, and they'd be happy to help you too!

Money Management Blog

<https://nomoredebts.org/blog>

**Tel: 1-888-527-8999**

## **Resources for Air Canada Mainline Cabin Crew:**

### **UBY- UNLOCK THE BEST IN YOU**

From your desktop or mobile device, login to the UBY portal from your Acaeronet.



Unlock the Best in You (UBY) program supports you in the four keys to your overall well-being: work health, mental health and financial well-being, and health and wellness. In this portal you will find essential resources, tools and information to help you to "unlock the best within yourself. We strive to provide wellness to our employees through innovation, connection and prevention.

## Maple Telemedicine:



Virtual platform connecting you with licensed general practitioners for you and your family. Enjoy unlimited access at no cost to you.

### **What is LifeWorks Telemedicine?**

LifeWorks Telemedicine connects you and your family to licensed general practitioners in Canada via audio, video, or instant messaging on a virtual platform.

### **What can I use LifeWorks Telemedicine for?**

The team of doctors and nurse practitioners you can connect with using LifeWorks Telemedicine can help you and your family avoid a trip to the doctor's office when you need convenient access to:

- Medical diagnosis
- Prescriptions and requisitions
- Specialist referrals
- Mental health support
- Chronic illness management and prevention
- Health coaching and advice
- Navigating the Canadian healthcare system

### **Using the LifeWorks Telemedicine platform**

#### **How do I register?**

Once your employer has launched the service, you should receive a registration email from LifeWorks Telemedicine within a few days. The email will be sent to you from: [hello@getmaple.ca](mailto:hello@getmaple.ca). Click on **Create your account**.

You can also go directly to the [Telemedicine website](#) to get started. You'll be asked to confirm your Employee Number and Last Name to register for LifeWorks Telemedicine.

You will then be able to:

- Create a password (to log in to your account)
- Agree to the terms and conditions
- Enter your profile details
- Invite dependents over the age of 14 who will also use the tool (provide their full name and email)

If you need help, you can email us at [lifeworks@getmaple.ca](mailto:lifeworks@getmaple.ca)

## **Resources for Air Canada Rouge Cabin Crew:**

### **Dialogue:**

#### Dialogue Rouge

##### **Dialogue available to Rouge Members**

**Dialogue**, a telemedicine platform that provides access to some of the best Canadian healthcare professionals via an app on your phone or desktop computer. You can chat, 24/7, with a nurse for any healthcare questions, or you can see a physician via secure video if a diagnostic or prescription is needed. While not everything can be solved virtually, **about 70%** of typical walk-in clinic questions can be addressed via Dialogue.

Dialogue services can be accessed across Canada. However, should you need to contact a health care professional at a destination outside of Canada while performing your role as a Crew member, please ensure that you continue to contact Allianz directly, by following the instructions in your Flight Attendant manual.

Full program details can be found on *ACaeronet > Rouge > Human Resources > Human Resource Tools & Forms > Employee Benefits*.

### **LifeSpeak:**

Is a global wellness platform that gives you and your family members instant access to expert advice on all kinds of topics; mental health, relationships, personal finances, and much more. Through the platform, you can watch videos, and download podcast to listen to various topics at your convenience. LifeSpeak is available anywhere, anytime, and is 100% confidential.

Password: **lifespeak**

### **TELUS Health EFAP Program:**

As a rouge employee you also have access to the Employee and Family Assistance Program (EFAP) offered through TELUS Health.

The platform can be access 24/7 online by using the following credentials:

Username: **aircanadarouge**

Password: **benefits**

## **Conclusion:**

Christmas is a season that brings with it a spectrum of emotions, from boundless happiness to the subtle ache of longing. In every corner of our lives, the Cabin Crew- Peer Assistance Program is here for you, extending its unwavering support.

Whether you find yourself wrapped in the warmth of loved ones or navigating the complexities of solitude, whether you are soaring through the skies or firmly grounded on the earth below, know that EAP is your constant companion. We are here to share in your joys, to lend an understanding ear during moments of sadness, and to offer a helping hand when the journey becomes overwhelming.

At the heart of EAP is the belief that no one should face life's challenges alone. Our commitment to your well-being extends beyond the office walls, reaching into the tapestry of our personal experiences. This Christmas, let the spirit of compassion and empathy guide us, reminding us that, regardless of the path we tread, we are a community that cares deeply for one another.

As we exchange gifts and share laughter, let us also exchange the gift of support and understanding. Reach out to those around you, extend a kind word, and cherish the bonds that make our Air Canada family so special.

May this Christmas be a time of healing, joy, and renewal for each and every one of you. Remember, whether you find yourself alone or surrounded by loved ones, whether your journey takes you soaring through the skies or firmly grounding you in the present moment, EAP is here for you.



Wishing you a Merry Christmas filled with love, warmth, and the comfort of knowing you are never alone!

With heartfelt wishes,

EAP  
Your Cabin Crew-Peer Assistance Program  
xoxo

## **Join the EAP Committee; Volunteer Opportunity:**

Passionate about fostering a positive workplace? We're looking for volunteers to join our Employee Assistance Program (EAP) Committee!

As a committee member, you'll help enhance well-being through events and support initiatives. Interested?

Reply to [eap@accomponent.ca](mailto:eap@accomponent.ca) with a brief statement on why you'd like to join.

Let's make a positive impact together!



