

September, 2024

EAP-Committee

Cabin Crew-Peer Assistance Committee



9/11



BEE-SAFE

Strength in Unity
STRONGER TOGETHER



WELCOME

Welcome to this September edition of our EAP-Committee Bulletin!

As the warmth of summer fades and the colours of fall begin to emerge, we are reminded of the importance of staying grounded and connected. September also holds a significant place in our hearts as we reflect on the events of 9/11, a day that forever changed our world. It's a strong reminder of the strength and resilience that emerges when we come together in the face of adversity.

This month, our theme, "BEE-SAFE" encourages us to prioritize safety in all aspects of our lives, both on and off duty. Whether it's supporting a colleague, being mindful of our own well-being, or simply reaching out when someone needs a helping hand, let's remember that we are all part of a larger, united community. We are stronger together!

As we move forward, let's continue to stand together, honour the past, and work towards a safer, stronger future.

In strength and unity, let's stay together and support one another!
Happy Reading!

Warmest regards,
EAP-Committee



EAP CONTACT INFORMATION

We stand in solidarity, supporting each other!
Air Canada Rouge and Air Canada Mainline
eap@accomponet.ca

YUL: Office: 514-422-2041 Cell: 514-862-2041
YYZ: Office: 905-676-2088 Cell: 647-802-0895
YYC: Cell: 403-472-6868
YVR: Office: 604-270-5703 Cell: 778-991-4112

EAP CONTACT INFORMATION





I'M CONFUSED - WHAT'S THE DIFFERENCE?

EAP-Committee (Cabin Crew-Peer Assistance Committee)

EAP-EFAP - TELUS Health (Third Party Provider)

UBY - Air Canada's Wellness Program

EAP-Committee (Cabin Crew - Peer Assistance Committee)

At CUPE, our EAP Committee is all about our cabin crew supporting each other! We are a yearly trained committee, offering confidential assistance to our colleagues, their families, and retirees. Our primary aim is to establish a confidential, supportive, and empathetic space where everyone feels safe sharing their concerns and seeking help without fear of judgment. If needed, we can connect individuals with various community-based resources as well as our third-party provider, TELUS Health. We are here to listen and refer if needed!



EAP (Employee Assistance Program) - TELUS HEALTH

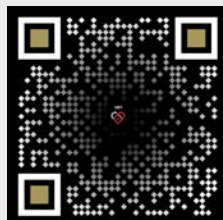


1-833-754-3884 TELUS Total Mental Health Air Canada

1-844-671-3327 TELUS Health Rouge

Employee Assistance Programs (EAPs or EFAPs) are workplace-based initiatives aimed at helping employees address personal issues that could impact their job performance, such as mental health challenges, substance abuse, stress, financial concerns, or family issues. These programs typically offer counselling services, referrals to specialists or resources, crisis intervention, and occasionally legal or financial consultation. They prioritize confidentiality and provide a secure environment for employees seeking support.

UBY - Unlock the Best In You



Air Canada's Unlock the Best in You (UBY) program supports you in the four key areas of your overall well-being: work health, mental health, financial well-being, and health and wellness. In their portal you will find essential resources, tools and information to help you to "unlock" the best within yourself. UBY strives to provide wellness to employees through innovation, connection and prevention.

Meetings Scheduled - Come and Join Us

All meetings are available to both Air Canada Mainline and Rouge Cabin Crew



Cabin Crew - Peer Recovery Program

September 11 - 12:00 EST
September 25 - 12:00 EST

Join Zoom Meeting

<https://us02web.zoom.us/j/87040002395?pwd=eThoSzJEVGVJKTkdzZjY3M2V4VUphQT09>

Virtual Support Meeting for Cabin-Crew

Hosted by Dr. Johanna O'Flaherty
September 17 - 12:00 EST

Join Zoom Meeting

<https://us02web.zoom.us/j/83924921662>

Meeting ID: 839 2492 1662

Grief - Support Meeting

Hosted by Sean McGuire
September 02 - 13:00 - 14:00 EST

Please email Sean McGuire for details and registration
seanthomas@rogers.com

Join Zoom Meeting

<https://us02web.zoom.us/j/82440834981?pwd=ufwA5q7dzxY6LvFa3tBA tqTpNudSOK.1>

Meeting ID: 824 4083 4981

Passcode: 498126

LGBTQS2 - Support Meeting

Hosted by Sean McGuire
September 02 - 14:30 - 15:30 EST

Please email Sean McGuire for details and registration
seanthomas@rogers.com

Join Zoom Meeting

<https://us02web.zoom.us/j/83495125710?pwd=TCiZtalbnTcmbRXSzDIIRJJzX9rWdQ.1>

Meeting ID: 834 9512 5710

Passcode: 977451



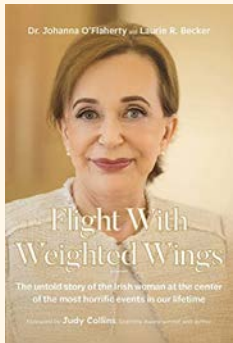
Sean McGuire offers support and information about the grief journey. Grief can be unpredictable, confusing, sad, and lonely. This support group provides a confidential and safe place to learn more about grief and living with loss. Sean will limit the meetings to a small group to offer an opportunity to share and explore your personal journey.

Sean is a Service Director based in YYZ and holds a master's degree in Spiritual Care and Psychotherapy.

He is also a member of the Ontario Association of Mental Health Professionals. Sean has been facilitating grief support meetings at Air Canada for 15 years.

Starting in June, Sean will also be hosting a brand-new support meeting focused on connecting and discussing LGBTQ2S+ topics within our workplace and community.

seanthomas@rogers.com



Join Dr. O'Flaherty, a distinguished trauma psychologist, keynote speaker, author, and former cabin crew member, as she hosts a secure and nurturing virtual space where we can all share, connect, unite, and heal together!

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.

Join Zoom Meeting

<https://us02web.zoom.us/j/84711817357?pwd=K3NjbHFIRVc4alE5Z3pxNFN1dUcrdz09>

(Available on Amazon and Barnes & Noble)

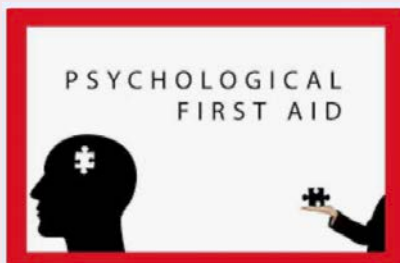
Facing Tough Moments: You're Not Alone!

As front-line workers, we face daily challenges that can impact our physical and mental health. Talking to a trusted colleague or reaching out to someone who understands can make a huge difference.

Why Psychological First Aid Matters?

Psychological First Aid (PFA) involves immediate steps to protect your mental well-being. It helps manage stress in the moment, preventing long-term effects. Practicing this can significantly improve your resilience. Incorporating Psychological First Aid (PFA) for yourself involves proactively managing stressors and taking care of your well-being, particularly during challenging times.

Here are some ways to practice Psychological First Aid for yourself:



- Stay Aware of Your Feelings
- Acknowledge Your Emotions - Recognize and accept without judgement
- Check In with Yourself Regularly - This can help you respond to stress early
- Use Grounding Techniques - Deep Breathing, mindfulness, gratitude
- Set Boundaries - Establish a psychological body armour
- Limit Exposure to Stressors - When possible, step away
- Prioritize Self-Care - Practice positive self-talk and be kind to yourself
- Celebrate Small Wins
- Reach Out for Support - Connect with Others

By integrating these practices into your daily routine, you can better manage stress, improve your mental resilience, and enhance your overall well-being.

Cabin Crew-Peer Recovery Program (CC-PRP)

Need Help - 24/7 Confidential Support - Emergencies - Testing

403-472-6868

Our Peer Assistance Committee has been working diligently this year to create a safe and supportive environment where shame and stigma are removed. We aim to provide care and assistance to peers struggling with substance issues.

The Cabin Crew - Peer Recovery Program is completely confidential

NEW!!!

BREAKING FREE APP

Confidential wellness and recovery support program for alcohol and drugs

www.breakingfreeonline.ca

Account: **a1rcanada**

Recovery Friendly-Resources:

AA: Alcoholics Anonymous

<https://www.aa.org>

NA: Narcotics Anonymous

<https://canaacna.org>

CMA: Crystal Meth Anonymous

<https://www.crystalmeth.org>

LGBT Specific:

<https://www.canadadrugrehab.ca/blog/addiction-treatment-withdrawal/lgbt-specific-addiction-treatment-canada/>

24/7 AA online meeting:

<https://319aagroup.org/>

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>

Marijuana Anonymous:

<https://marijuana-anonymous.org/>

Your Limits with Cannabis - Guide

<https://www.ccsa.ca/sites/default/files/2022-04/CCSA-Knowing-Your-Limits-with-Cannabis-Guide-2022-en.pdf>

CAMH:

<https://www.camh.ca>

Connex Ontario

<https://www.connexontario.ca/links>

Better App – My Recovery APP

<https://betterapp.ca/index.php/download-better-my-recovery-app/>

Everything AA - App

<https://www.tanukitech.dev/everything-aa>



Credit Counselling Society

[https://nomoredebts.org/1-credit-counselling?](https://nomoredebts.org/1-credit-counselling?gad_source=1&gclid=EAlaIqobChMIIKCbSrXrhQMVTiytBh0yAQIiEAAYASAAEgJZ_vD_BwE)

[gad_source=1&gclid=EAlaIqobChMIIKCbSrXrhQMVTiytBh0yAQIiEAAYASAAEgJZ_vD_BwE](https://nomoredebts.org/1-credit-counselling?gad_source=1&gclid=EAlaIqobChMIIKCbSrXrhQMVTiytBh0yAQIiEAAYASAAEgJZ_vD_BwE)

**Financial Support - Education:
We Help. We Educate. We Give Hope.**

Tel: 1-888-527-8999

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>

Free Workshops and Webinars:

<https://nomoredebts.org/financial-education/financial-workshops-webinars>

A screenshot of the 9-8-8 Suicide Crisis Helpline website. The page has a light blue background. At the top, there are navigation links: 'Call or Text 9-8-8', 'Work for 9-8-8', 'Spread the word', 'Leave Site', and 'FR'. Below this, the '9-8-8 Suicide Crisis Helpline' logo is on the left, and 'Get Help' and 'Understanding Suicide' buttons are in the center. A 'Menu' icon is on the right. The main heading reads 'You deserve to be heard. We're here to listen.' Below this is the text 'A safe space to talk, 24 hours a day, every day of the year.' There are three call-to-action buttons: 'Call 9-8-8' with a phone icon, 'Text 9-8-8' with an SMS icon, and 'What happens when you call or text' with a question mark icon. At the bottom, a white box contains the text 'If your safety is at risk, call 9-1-1 right away.' On the right side of the page, there is a large graphic of two hands, one reaching out to support the other.


Call or Text

9-8-8

AIR CANADA



24/7 Confidential Support: 1-833-754-3884



Get started with Total Mental Health.

Total Mental Health from TELUS Health supports your mental health with:

- Unlimited and immediate access** to mental health support - for you and your family.
- A Care Navigator** to help guide the way and connect you with further support.
- Personalized Care Plans** tailored for you.

Getting started with Total Mental Health is easy.

- Download the TELUS Health One app or visit one.telushealth.com.
- Enter your Air Canada email address.
- Click "Next" and you will be redirected to single sign on for your organization.

Contact TELUS Health any time, 24/7, for support: **1-833-754-3884**

Session with a counselor is scheduled after booking an appointment.

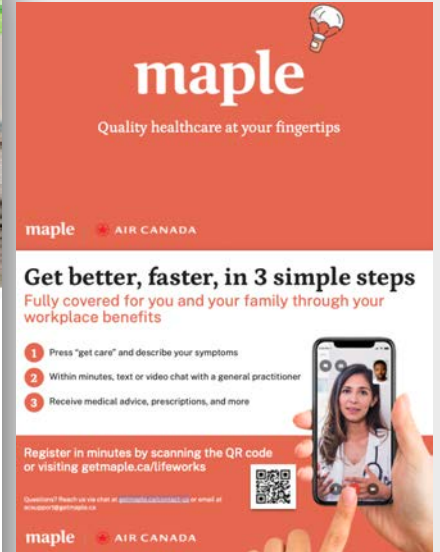
Welcome to TELUS Total Mental Health.

Feel supported and connected with Total Mental Health, a confidential employee assistance program and innovative wellbeing resource. Life can be complicated. Get help with a broad range of questions, issues and concerns with TELUS Health, at any time 24/7, 365 days a year. We offer support with mental, financial, physical and emotional wellbeing.

Whether you have questions about handling stress at work and home, parenting and child care, managing money, or health issues, you can turn to TELUS Health for a confidential service that you can trust.

Life <ul style="list-style-type: none"> Retirement Midlife Student life Legal Relationships Disabilities Crisis Personal issues 	Family <ul style="list-style-type: none"> Planning Couples Separation/divorce Other relatives Adoption Death/loss Child care Education 	
Health <ul style="list-style-type: none"> Mental health Addictions Fitness Managing stress Nutrition Sleep Smoking cessation Alternative health 	Work <ul style="list-style-type: none"> Time management Career development Work relationships Work stress Managing people Shift work Dealing with change Communication 	Money <ul style="list-style-type: none"> Saving Investing Budgeting Managing debt Home buying Renting Estate planning Bankruptcy

We are here to help
1-833-754-3884
one.telushealth.com



maple

Quality healthcare at your fingertips

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Get better, faster, in 3 simple steps

Fully covered for you and your family through your workplace benefits

- Press "get care" and describe your symptoms
- Within minutes, text or video chat with a general practitioner
- Receive medical advice, prescriptions, and more

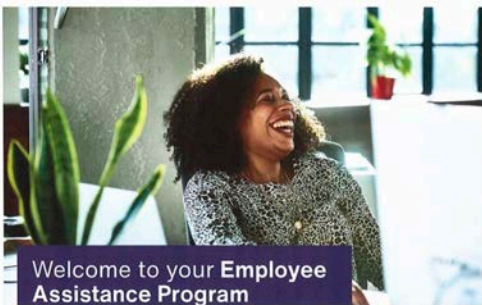
Register in minutes by scanning the QR code or visiting getmaple.ca/lifeworks

Questions? Reach us via chat at customersupport@aircanada.ca or email at maple@aircanada.ca

Air Canada Rouge



24/7 Confidential Support:
1-844-671-3327



Welcome to your Employee Assistance Program

Feel supported, connected, and rewarded every single day with expert advice, recommendations and referrals from TELUS Health (formerly LifeWorks). Your confidential Employee Assistance Program (EAP), which provides convenient access to online resources and tools, including the platform's news feed, a wealth of wellbeing content, and exclusive perks and special offers.

Getting started with our EAP is easy.

- Download the app or visit login.lifeworks.com.
- 
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- Log in with the username and password below.

Contact the EAP any time, 24/7, for qualified support:
1-844-671-3327

To connect online: login.lifeworks.com or by mobile app.

Username: aircanarouge Password: benefits

For technical support, visit help.lifeworks.com, and submit a request. Session with a counselor is scheduled after booking an appointment.



Welcome to Dialogue

Access to professionals for you and your family is just a click away!

Get started today:

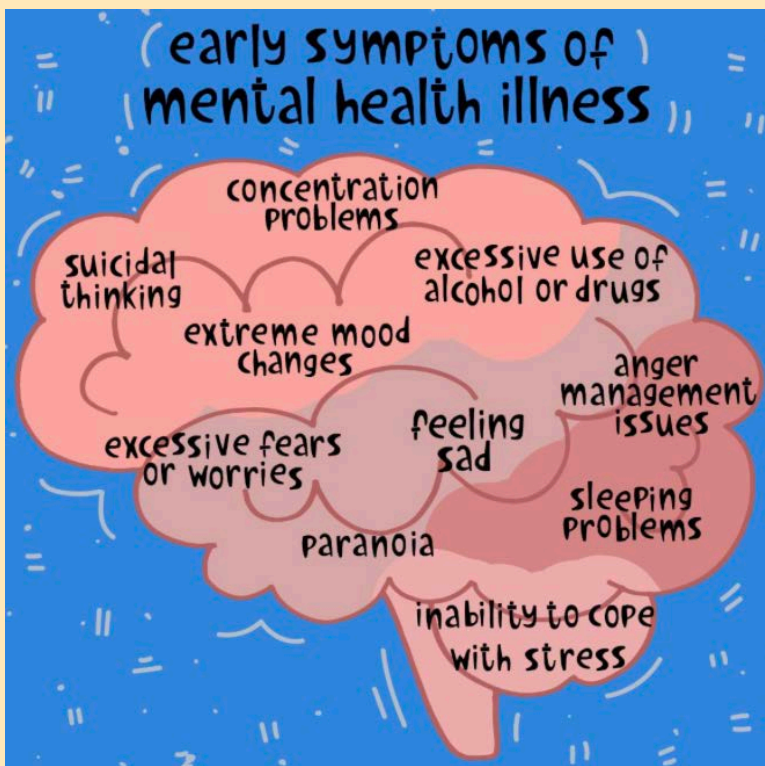
- Download the app on your smartphone or access it online at app.dialogue.co on Google Chrome, Safari, Firefox, or Edge Chromium.
- Click on "Create your account".
- Follow the instructions to create your account.
- Complete your profile.
- If the information provided matches the information supplied by your organization, your services will be unlocked. You may be prompted to enter additional information to complete your registration.
- Invite your spouse and dependent children by clicking on the profile icon, then "Family".



Words Matter: Speak with Care, Support with Kindness

"Aware of the suffering caused by unmindful speech and the inability to listen to others, I am committed to cultivating loving speech and deep listening in order to bring joy and happiness to others and relieve others of their suffering. Knowing that words can create happiness or suffering, I am determined to speak truthfully, with words that inspire self-confidence, joy, and hope. I will not spread news that I do not know to be certain and will not criticize or condemn things of which I am not sure. I will refrain from uttering words that can cause division or discord, or that can cause the family or the community to break. I am determined to make all efforts to reconcile and resolve all conflicts, however small."

By *Thich Nhat Hana*



Cabin crew often face unique mental health challenges both at home and at work, from dealing with irregular hours and long flights to balancing personal responsibilities and maintaining professionalism. It's crucial to understand that it's okay to not be okay! Psychological first aid plays a vital role in addressing these bumps and bruises we encounter along the way, providing immediate support and tools to help us offload our stress and emotions.

Remember, your EAP-Committee is here for you. Reach out to us anytime for assistance, or speak confidentially with a crisis counselor 24/7 through TELUS EFAP services. Build your support tools and take the first step towards better mental health by reaching out!

CONCLUSION

As we transition from summer to the coziness of fall, let us carry forward the spirit of safety and unity highlighted in this month's theme. While we remember the significance of 9/11 and the importance of being safe, let's also embrace the new season with renewed energy.

Goodbye to summer, and hello to sweaters, pumpkin spice, and vibrant colours that brighten our days!

Together, we are stronger, and our collective well-being remains our top priority.

Wishing you all a safe and fulfilling September!

We welcome your feedback and look forward to your continued participation in our initiatives.

eap@accomponent.ca

