



Monthly Newsletter

EAP - COMMITTEE
PEER SUPPORT PROGRAM

November 2024



EAP-TEAM - TELUS HEALTH ANNUAL TRAINING

Here's what has happened in the last month and what's to come!

Hello, EAP family!

October was packed with meaningful events - from Breast Cancer to Mental Health Awareness Day, to Diwali and Make a Difference Day... Let's not forget Halloween! Send us your onboard crew costumes; we'd love to see them! eap@acomponent.ca

It was a pleasure meeting many of you at the airport, where our EAP-Peer Coordinators shared resources available to all Air Canada Mainline and Rouge cabin crew.

The grand opening of the UBY - YYZ Wellness Center was another highlight - if you haven't yet, stop by to say hello!

We're grateful to our Training team for the opportunity to present to new SD's and New Hire classes, reinforcing our commitment to supporting our cabin crew.

This month, Dreams Take Flight has been warming hearts everywhere—we are amazing!

In November, we'll head to a global conference in Osaka, Japan, representing Canada, advocating for our cabin crew and Peer Support in aviation. Our commitment always; one person at a time, with no one left behind!

Let's rebrand ourselves as the safety professionals we truly are, caring for our passengers, while remembering to support each other and ourselves.

Thank you for being a part of this journey!

EAP - Team



In this newsletter you can expect:

This Month at a Glance

Monthly Virtual Meetings

We can HELP YOU with...

Volunteer Spotlight

Pause for Wellness

Air Canada & Rouge Resources

Confidential Virtual Meetings



Grief - Support Meeting

Hosted by Sean McGuire

November 25 - 13:00 - 14:00 EST

LGBTQS2 - Support Meeting

Hosted by Sean McGuire

November 25 - 14:30 - 15:30 EST

Please email Sean McGuire for details and registration.

seanthomas@rogers.com



Cabin Crew Support

Join us for an inspiring virtual session with Dr. O'Flaherty, a distinguished trauma psychologist, keynote speaker, author, and former cabin crew member. In this secure and nurturing space, we'll share, connect, and heal together.

November 12 - 12:00 13:00 EST

Zoom Link:

<https://us02web.zoom.us/j/87040002395?pwd=eThoSzJlEVGJKTKdzZjY3M2V4VUphQT09>

CABIN CREW IN RECOVERY CC-PRP

Virtual Support Meeting

Cabin Crew - Peer Recovery Program

November 06 - 12:00 EST - 13:00

November 20 - 12:00 EST - 13:00

Join Zoom Meeting

<https://us02web.zoom.us/j/87040002395?pwd=eThoSzJlEVGJKTKdzZjY3M2V4VUphQT09>

QUESTIONS OR STRUGGLES?
WORRIED ABOUT A COWORKER?
24/7 CONFIDENTIAL SUPPORT
CALL 403-472-6868.

Need to speak to someone right away?



24/7 Confidential Crisis Support - TELUS Total Mental Health:

Air Canada Mainline: 1-833-754-3884

Air Canada Rouge: 1-844-671-3327





Free Virtual Session

CCS will be hosting three interactive sessions covering money topics that often go unspoken; credit, debt, and budgeting. After a short talk, they will open the floor to your questions!

ASK US ANYTHING: MONEY EDITION

 November 05

 Choose From 3 Sessions: 12:00 pm ET, 11:30 am MT, 12:00 pm PT

 Register at the link below



[Ask us Anything Registration Link](#)

EAP SPOTLIGHT





Volunteer Spotlight Vicki Jensen

We would like to take a moment to recognize and express our gratitude to Vicki Jensen, who has served as our dedicated Regional Western Coordinator in the YVR EAP Office. Vicki has tirelessly supported our team and community, making a lasting impact through her commitment and passion.


As Vicki transitions into a more flexible role, she will no longer be in the office but will still be available as a volunteer to offer her support whenever needed.

Her wealth of knowledge and experience will continue to be a valuable resource for all of us. Please join us in thanking Vicki for her incredible contributions and wishing her the best in this new chapter. We are grateful that she will still be part of our community in this supportive capacity.

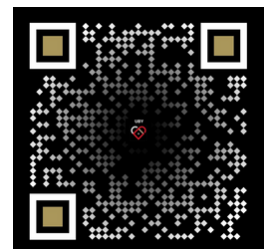


CONTACT US

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YYZ /YTO	→	OFFICE: 905-676-2088 YYZ Cell: 647-802-0895
YYC	→	YYC Cell: 403-472-6868
YVR	→	OFFICE: 604-270-5703 YVR Cell: 778- 991-4112



Comité d'assistance entre pairs - Équipage de cabine



TIPS OF THE MONTH



How to deal with conflict at work

When navigating conflict with colleagues, approaching the situation with empathy can make a significant difference. Start by actively listening to understand their perspective, which helps to validate their feelings and fosters open communication.

Use "I" statements to express your own feelings without placing blame, such as "I feel concerned when..." This encourages a more constructive dialogue.

Additionally, consider using tools like mediation or conflict resolution frameworks, which can provide structured approaches to finding common ground. Remember, taking a moment to breathe and reflect before responding can help you maintain a calm demeanor, allowing for a more productive resolution.

By focusing on empathy and collaboration, you can turn conflicts into opportunities for growth and stronger relationships.



Steps to Manage Stressful Moments

Take Deep Breaths

Inhale slowly through your nose, hold for a moment, then exhale through your mouth. Repeat this a few times to help reduce anxiety.

Think Before Speaking

Take a moment to gather your thoughts before responding. This helps you choose your words carefully and avoid escalating the situation.

Pause to Calm Down

If you're feeling overwhelmed, step away for a brief moment. Use this time to collect your thoughts and regain your composure.

Set a Timer for Silence

Consider setting a timer for one or two minutes of silence to clear your mind and reflect before re-engaging.

Practice Regularly

Incorporate these strategies into your routine, so they become second nature during stressful situations.

By following these steps, you can manage stress more effectively and maintain a positive atmosphere in both personal and professional interactions.





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



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Life <ul style="list-style-type: none"> • Retirement • Mobile • Student life • Legal • Relationships • Disabilities • Crisis • Personal issues 	Family <ul style="list-style-type: none"> • Parenting • Couples • Separation/divorce • Older 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 • Coping with change • Communication
Money <ul style="list-style-type: none"> • Saving • Investing • Budgeting • Managing debt • Home buying • Renting • Estate planning • Bankruptcy 	

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one.telushealth.com

maple

Quality healthcare at your fingertips


maple AIR CANADA

Get better, faster, in 3 simple steps

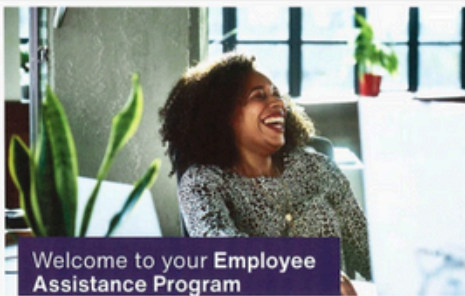
Fully covered for you and your family through your workplace benefits

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

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



maple AIR CANADA



Welcome to your Employee Assistance Program

Feel supported, connected, and rewarded every single day with expert advice, recommendations and referrals from TELUS Health (formerly ULifeWorks). 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.

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- 2 Log in with the username and password below.

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

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Username: Password:

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



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- 02 Click on "Create your account".
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- 05 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.
- 06 Invite your spouse and dependent children by clicking on the profile icon, then "Family".



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-drinking>

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>

Cabin Crew-Peer Recovery Program (CC-PRP) Need Help? 403-472-6868

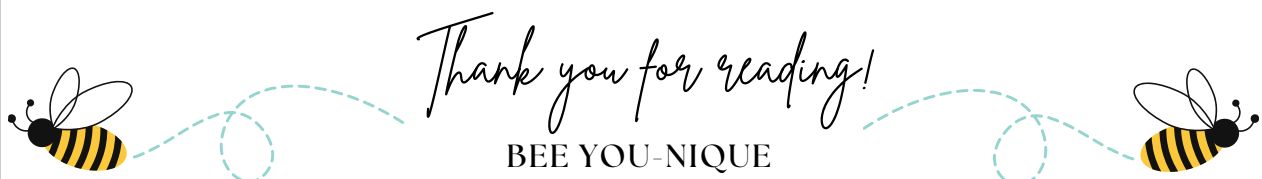
Our Peer Assistance Committee has been working diligently this year to create a safe and supportive environment where shame and stigma are reduced. We aim to provide care and assistance to peers struggling with substance issues. The Cabin Crew - Peer Recovery Program is completely confidential



Thank you for taking the time to read our newsletter!
We appreciate your commitment to practicing kindness and fostering a supportive environment for everyone.

We look forward to connecting with you again in our mid-month bulletin.
If you have any inquiries or need assistance, please feel free to reach out to us at eap@accomponent.ca.

Take care, and see you soon!





Nouvelles du Mois

COMITÉ PAE
PROGRAMME DE SOUTIEN PAR LES PAIRS

◆
Novembre 2024



ÉQUIPE DE PAE - FORMATION ANNUELLE DE TELUS SANTÉ

Voici ce qui s'est passé au cours du dernier mois et ce qui est à venir !

Bonjour famille PAE!

Le mois d'octobre a été riche en événements importants; sensibilisation au cancer du sein et à la santé mentale, Diwali, la journée « Faire la différence » et l'Halloween! Envoyez-nous vos photos de déguisements à bord! Nous aimerions les voir! eap@accomponent.ca

Ce fut un plaisir de rencontrer beaucoup d'entre vous à l'aéroport, où nos coordonnateurs du PAE ont partagé les ressources disponibles pour le personnel de cabine d'Air Canada Mainline et Rouge. L'ouverture du centre de bien-être UBY - YYZ a été un autre moment fort. Allez y jeter un coup d'oeil!

Nous sommes reconnaissants à l'équipe de formation de nous avoir donné l'occasion de faire des présentations aux nouveaux chefs de cabine ainsi qu'aux classes de nouveaux agents de bord. Ceci nous a permis de renforcer notre soutien aux membres d'équipage.

Ce mois-ci, "Dreams Take Flight" a réchauffé les cœurs. Quelle belle œuvre de bienfaisance à laquelle nous pouvons participer.

En novembre, nous serons présents à une conférence mondiale à Osaka au Japon, pour représenter le Canada dans son soutien aux agents de bord et leur programme d'aide entre pairs dans le domaine de l'aviation.

Notre engagement : une personne à la fois, sans laisser personne de côté.

Réapproprions-nous l'image des professionnels de la sécurité. Prenons soins de nos passagers tout en n'oubliant pas de nous soutenir les uns les autres.

Merci de faire partie de ce parcours!



Dans ces nouvelles vous trouverez:

Les plus récents ce mois-ci

Réunions de soutien virtuel

Nous pouvons VOUS AIDER avec...

Bénévole du mois

Trucs du mois

Resources Air Canada et Air Canada Rouge

Équipe de PAE

Réunions virtuelles confidentielles



Deuil - Réunion de soutien

Animé par Sean McGuire

25 novembre - 13:00 - 14:00 EST

LGBTQS2 - Réunion de soutien

Animé par Sean McGuire

25 novembre - 14:30 - 15:30 EST

Veillez envoyer un courriel à Sean McGuire pour les détails et l'inscription.

Veillez noter que ces réunions sont en anglais

seanthomas@rogers.com



Soutien au personnel de cabine

Novembre - 12:00 13:00 EST

Rejoignez-nous pour une session virtuelle inspirante avec le Dr O'Flaherty, une éminente psychologue spécialisée dans les traumatismes, conférencière, auteure et ancienne membre d'équipage de cabine. Dans cet espace sécurisé et réconfortant, nous partagerons, nous nous connecterons et nous guérirons ensemble.

Lien Zoom:

[https://us02web.zoom.us/j/87040002395?](https://us02web.zoom.us/j/87040002395?pwd=eThoSzJFVGJKTkdzZjY3M2V4VUphQT09)

[pwd=eThoSzJFVGJKTkdzZjY3M2V4VUphQT09](https://us02web.zoom.us/j/87040002395?pwd=eThoSzJFVGJKTkdzZjY3M2V4VUphQT09)

SOUTIEN CONFIDENTIEL

VEUILLEZ NOTER QUE CES RÉUNIONS SONT EN ANGLAIS

Équipage de cabine Programme de rétablissement par les pairs

06 novembre - 12:00 EST - 13:00

20 novembre - 12:00 EST - 13:00

Rejoindre la réunion Zoom:

<https://us02web.zoom.us/j/87040002395?pwd=eThoSzJFVGJKTkdzZjY3M2V4VUphQT09>

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
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BÉNÉVOLE DU MOIS



Notre bénévole du mois Vicki Jensen

Nous aimerions prendre un moment pour reconnaître et exprimer notre gratitude à Vicki Jensen, qui a été notre dévouée coordinatrice régionale de l'Ouest au bureau du PAE de YVR.

Vicki a soutenu sans relâche notre équipe et notre communauté, et a eu un impact considérable sur la qualité de vie des gens par son engagement et sa passion.

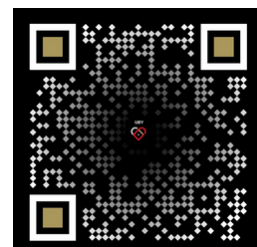
Dans le cadre de sa transition vers un rôle plus flexible, Vicki ne sera plus au bureau, mais sera toujours disponible en tant que bénévole pour offrir son soutien à chaque fois que cela sera nécessaire.

La richesse de ses connaissances et de son expérience continuera d'être une ressource précieuse pour chacun d'entre nous.

Veillez vous joindre à nous pour remercier Vicki de son incroyable contribution et lui souhaiter le meilleur pour ce nouveau chapitre.

Nous sommes reconnaissants qu'elle continue à faire partie de notre communauté dans ce rôle de soutien.

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YVR	OFFICE: 604-270-5703 YVR Cell: 778- 991-4112



TRUCS DU MOIS



Comment gérer les conflits au travail

Lorsqu'il s'agit de gérer un conflit avec des collègues, l'approche de la situation avec empathie peut s'avérer utile et faire une différence significative.

Commencez par écouter activement pour comprendre leur point de vue, ce qui permet de valider leurs sentiments et de favoriser une communication ouverte.

Utilisez des phrases en « je » pour exprimer vos propres sentiments sans les blâmer, par exemple « Je me sens inquiet lorsque... »

Cela favorise un dialogue plus constructif. En outre, envisagez d'utiliser des outils tels que la médiation ou les cadres de résolution des conflits, qui peuvent fournir des approches structurées pour trouver un terrain d'entente.

N'oubliez pas de prendre un moment pour respirer et réfléchir avant de répondre.

Cela peut vous aider à rester calme, ce qui permet une résolution plus productive.

En vous concentrant sur l'empathie et la collaboration, vous pouvez transformer les conflits en opportunités de croissance et de renforcement des relations.



Comment gérer les moments de stress

Respirez profondément

Inspirez lentement par le nez, retenez votre souffle un moment, puis expirez par la bouche. Répétez cette opération plusieurs fois pour aider à réduire l'anxiété.

Réfléchissez avant de parler

Prenez un moment pour rassembler vos idées avant de répondre. Cela vous permet de choisir vos mots avec soin et d'éviter d'aggraver la situation.

Faites une pause pour vous calmer

Si vous vous sentez dépassé, éloignez-vous un court instant. Utilisez ce temps pour rassembler vos idées et retrouver votre calme.

Réglez une minuterie pour le silence

Envisagez de régler un minuteur pour une ou deux minutes de silence. Pour faire le vide dans votre esprit et réfléchir avant de reprendre la route.

Entraînez-vous régulièrement

Incorporez ces stratégies dans votre routine, afin qu'elles deviennent une seconde nature dans les situations stressantes. En suivant ces étapes, vous pouvez gérer plus efficacement le stress et maintenir une atmosphère positive dans les interactions personnelles.





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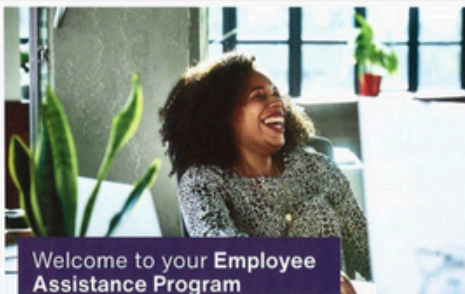
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Support health care that is accessible to all in need of care and treatment.





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Ressources et soutien favorables au rétablissement:

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Better App – My Recovery APP

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

Everything AA - App

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

Cabin Crew-Peer Recovery Program (CC-PRP)

Need Help?

403-472-6868

Notre comité d'assistance par les pairs a travaillé avec diligence cette année pour créer un environnement sûr et solidaire où la honte et la stigmatisation sont réduites. Notre objectif est de fournir des soins et une assistance aux pairs aux prises avec des problèmes de toxicomanie.
Le programme Crew Crew - Peer Recovery est totalement confidentiel



Merci d'avoir lu!

Nous apprécions votre engagement à pratiquer la gentillesse et à favoriser un environnement favorable à tous.

Nous nous réjouissons d'ores et déjà de vous retrouver dans notre bulletin bimestriel.

Si vous avez des questions ou si vous avez besoin d'aide, n'hésitez pas à nous contacter à l'adresse eap@acomponent.ca.



Prenez soin de vous et à bientôt !

BE YOU-NIQUE

