

EMPLOYEE RESOURCES

Tips and resources to cope during uncertain times.

Times of uncertainty often cause stress for many—it's to be expected. As everyone adjusts to a "new normal" during the coronavirus pandemic, it's important to take care of ourselves so we can support our loved ones and continue to work. Within this resource guide you will find benefits and programs to help you and your family.

HONORHEALTH CAREGIVER SUPPORT LINE

We have one number that you can call if you are experiencing distress and would like support and access to resources during this stressful time. The number is 480-587-6500. It is confidential and will be answered by a trained volunteer colleague who is ready to provide peer support to you.

Reasons to reach out might include:

- Anxiety
- Depression
- Feelings of vulnerability regarding past addictive behaviors
- Simply feeling overwhelmed or stressed

MENTAL HEALTH

The emotional effects of the coronavirus are as important to focus on as are the physical effects. Practicing physical distancing does not mean we can't be socially connected. Below are tips and resources to help.

Tips to Stay Mentally Healthy

- **Maintain a daily routine.** Daily routines provide reassurance and control. Schedule time with your household to connect, get up at your normal time, and try to incorporate exercise or movement into your day.
- **Connect with others.** Invite family and friends to a virtual dinner or a FaceTime happy hour via webcam.
- **Try journaling.** Not usually your thing? Give it a try! Write down three things you are grateful for each day.
- **Notice changes in how you feel.** Pay attention to issues you or loved ones might be having with sleep, restlessness, or tension. Identify what is causing it and reach out to your resources or loved ones for support.
- **Limit news consumption.** Set time limits on your cell phone or make a household rule for when the TV is on. Remember to take breaks from social media and seek news from credible sources like the CDC.

Mental and Behavioral Health Counseling Services

EMPLOYEE ASSISTANCE PROGRAM

Access confidential counselors via phone or online with your employee assistance program (EAP). For assistance, call 866-676-3524 or visit guidanceresources.com (web ID: HonorHealth).

GuidanceResources has also created a digital toolkit of COVID-19 resources. Visit bit.ly/COVID-19_Digital-Toolkit to access the information.

MAGELLAN BEHAVIORAL HEALTH—FOR MEDICAL PLAN MEMBERS

HonorHealth's mental and behavioral health benefits are administered by Magellan Health Services. If you are enrolled in the HonorHealth medical plan, you and your covered dependent(s), can access confidential care from the comfort of your home.

With Magellan Behavioral Health services, you can speak to a counselor on your terms and reap the benefits of telehealth:

- **Privacy:** You can meet with a counselor in the privacy of your own home, car, or office for a real-time, two-way conversation.
- **Convenience and cost-savings:** Because you don't have to drive to an office, you'll be able to save time and money, while practicing smart physical distancing.
- **Faster access to mental health services:** Counselors are typically available for appointments much sooner than conventional counselors.
- **Flexible appointment times:** Counselors are available evenings and weekends, so you can schedule a time that works for you and your life.

To get started:

1. Call 800-424-4238 or visit magellanascend.com.
2. Log into your existing account or sign up for a new account.
3. Click on "Find Care."
4. On the Location tab, under "Choose a Provider List," select "Behavioral Health Program."
5. Enter your zip code, select your distance, and click on "Search."

HEADSPACE

HonorHealth offers access to Headspace—an app designed to support your wellbeing—to all frontline providers **at no cost**. Through November 2021, health care providers can use their NPI number to sign up for free.

In just 10 minutes a day, Headspace can equip you with valuable skills to promote better wellbeing and help you sleep better, get moving, and practice mindfulness through meditation.

With Headspace, you have access to:

- Guided meditations designed to reduce stress, improve focus and productivity, and much more.
- Sleepcasts and bedtime audio that can help you get a restful night's sleep.
- Quick workouts and guided cardio to benefit both your body and mind.

Visit work.headspace.com/honorhealthhcp/member-enroll to create an account with your HonorHealth employee ID.

COMMUNITY INFORMATION AND REFERRAL/SHELTER HOTLINE

For community information and referrals, call the Shelter Hotline by dialing 211 or visit 211arizona.org/.

JEWISH FAMILY COMMUNITY SERVICES

This local community agency takes into account insurance and sliding scale. Jewish Family Community Services (JFCS) has a sliding scale fee schedule, telehealth services, and an intake phone contact (602-256-0528).

Visit jfcsaz.org/programs-services/counseling-behavioral-health/ for more information.

CHICANOS POR LA CAUSA

Chicanos Por La Causa is an advocate for underserved individuals and communities that offers services for behavioral health concerns, domestic violence, HIV services, immigration services, parenting counseling, senior service, and substance abuse.

Chicanos Por La Causa offers several locations with multiple counseling, psychiatric, and therapy services. Call 602-257-0700 for more information.

Substance Abuse Issues

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION

The Substance Abuse and Mental Health Services Administration (SAMHSA) provides resources for those dealing with emotional distress or a crisis. Visit samhsa.gov/find-help/national-helpline. Call the SAMHSA Disaster Distress Hotline at 800-985-5990 or text "talkwithus" to 66746. People with deafness or hearing loss can use the preferred relay service by calling 800-985-5990.

Resources to Help With Stress

- **Mindfulness toolkit:** mindfulness.tools/
- **Resiliency toolkit:** resiliency.tools/
- **Meditation toolkit:** meditate.tools/
- **Meditation apps:** calm.com/ and insighttimer.com/
- **Practical ways of coping:** [Ten Percent Happier](#)
- **Free academic courses on a variety of wellbeing topics:** [The Science of Well-being: Yale](#)
- **From the National Association of School Psychologists:** [Talking to Children about COVID-19](#)
- **From the Minnesota Department of Health:** [Managing Stress and the Threat of COVID-19](#)

Crisis Hotlines

In times of crisis, we all need somewhere to turn to. Utilize this detailed list of both local and national hotlines if you are experiencing stress or need help during this time.

ARIZONA CRISIS CONTACTS

Organization	Contact Information
Terros Central AZ Crisis	602-222-9444
Crisis Preparation and Recovery (CPR)	480-804-0326
EMPACT Crisis Services	480-784-1500
Magellan Crisis line	800-631-1314
Maricopa County Suicide Hotlines	800-SUICIDE (784-2433) 800-273-TALK (8255) Text: 800-799-4TTY (4889)
Military Veterans Suicide Hotline	800-273-TALK (Press 1 for English; Press 2 for Spanish)
Maricopa Crisis Response Network	800-631-1314 602-222-9444
Sexual Assault Hotline	480-736-4949
Child Protection Service (CPS) Arizona Child Abuse Hotline	888-SOS-CHILD (888-767-2445)

NATIONAL CRISIS HOTLINE

Organization	Contact Information
National Hopeline Suicide Hotline	800-442-HOPE (4673)
National Suicide Prevention Lifeline	800-273-TALK (8255) Text: "LISTEN" to 741741
Department of Child Safety	888-767-2445 Visit dcs.az.gov/
National Domestic Violence Hotline (Bilingual)	800-799-7233
National Sexual Assault Hotline	800-656-4673
Shelter Hotline (for Victims of Domestic Violence and Homelessness)	602-263-8900 800-799-7739 Voice and TTY 24 Hour Bilingual Hotline



PHYSICAL HEALTH

Focus on ways to maintain your physical health. Eat a healthy diet, exercise, and get enough rest to feel refreshed each day.

Exercise

While your gym or fitness studio may be closed, there are a variety of services that can bring fitness into your home and ways to continue exercising without gym equipment.

- **Connect with nature.** Getting outside for a short 30-minute walk can have great mental and physical health benefits. Walk or run outdoors when you can to soak up some extra vitamin D.
- **Incorporate exercise into your routine.** Sit on an exercise ball at your home desk (make sure to use good posture) or use resistance bands for easy strength training.
- **Involve the whole family.** Pick a time during your day or week when you (and the kids) can practice a quick yoga routine that allows you to get up, stretch, and engage your muscles.
- **Mix it up.** Bring sidewalk chalk with you on your outdoor walk and jot down funny or uplifting messages on the sidewalks to passersby to help spread kindness and brighten someone's day.

Healthy Eating

In times of stress, making unhealthy choices can often make you feel worse. Try these healthy eating tips to keep you physically well.

- **Plan your meals.** Create a weekly menu for your household to avoid extra trips to the store, minimize takeout and food waste, and save money. Involve your family in the planning and preparation.
- **Color your plate.** Add as much color as you can to your plate by incorporating fruits and vegetables. Focus on variety, amount, and nutritional value.
- **Drink lots of water.** Try to drink at least 64-ounces or 8 glasses of water a day. Liven up your water with a slice of lemon or piece of fruit and limit alcohol consumption as much as possible to avoid dehydration.
- **Snack smart.** Reach for healthier snacks that support good eating habits like nuts, fruit, and vegetables. Plan and prep your snacks for the week as you would your meals.

Resources to Stay Physically Healthy

- **Online guided workout videos (free for seven days):** [Centr workouts with Chris Hemsworth](#)
- **24 free live stream workout options:** [Workout at home for free](#)
- **Create your own circuit training routine:** [American Heart Association](#)
- **Cardio, strength, and stretch videos:** [Fitness Blender](#)
- **Workout videos, challenges, and plans:** [Blogilates](#)

PARENT AND GUARDIAN RESOURCES

If your children are home from school, here are some great resources to help you both process and connect through fun activities.

- **Local and online activities for kids:** [Hulafrog.com](#)
- **Coping during COVID-19, a resource for parents:** [Child Mind Institute](#)
- **Free education options to utilize at home with your kids:** [Educational Resources](#)
- **Free read-alongs and audiobooks for kids:** [Stay-at-Home Collection from Apple Books](#)

BENEFIT CONTACT INFORMATION

If you have any questions regarding your benefits, please contact our carrier partners.

- **Medical plan:** Learn what services are currently being covered by Ameriben; visit [myameriben.com](#) or call 602-231-8855.
- **Retirement account:** Visit [prudential.com](#) or call 877-778-2100 for account information. Additionally, Prudential Financial Services has committed to providing HonorHealth with resources to counsel our staff and provide guidance on the ability to access some portion of their retirement savings if faced with financial hardships.
- **Financial planning:** For a fee, you can receive three meetings per year (remote options available). Get help with setting financial goals, retirement planning, budgeting, college savings, and more. Contact Blakely Walters at 480-776-5897 or visit [blakelywalters.com](#).
- **Health savings account (HSA) and flexible spending account (FSA):** The Coronavirus Aid, Relief, and Economic Security (CARES) Act allows you to purchase over-the-counter (OTC) medications and menstrual care products with your HSA or health care FSA dollars. This change is effective for expenses incurred on or after January 1, 2020. Contact your HSA or FSA administrator for more information.
 - » **HSA:** Visit [healthequity.com](#) or call 866-346-5800.
 - » **FSA:** Visit [wexinc.com](#) or call 866-451-3399.



REMOTE WORK RESOURCES

As some people adjust to working from home, there are, understandably, distractions and obstacles to overcome. Here are some quick tips to help maximize productivity in your work-from-home space:

- **Create a dedicated workspace.** Sit at a table or desk with a designated chair away from common space areas in your home, if possible.
- **Keep it tidy.** Organize your space, keep it free of clutter, and set up where there is natural light.
- **Maintain a normal schedule.** Keep normal working hours and wake up at your normal time every morning and keep your usual routine.
- **Take breaks.** Set a timer on your phone for every 30-minutes to an hour to stand and stretch. Designate breaks to interact with your family.

Resources to Help You Work Remotely

- **Free guides to remote working:** [The Year Without Pants](#) and [Take Control of Working From Home Temporarily](#)
- **Free video calling:** [Caribu](#)

ADDITIONAL WELLBEING TIPS

- Practice smart tips to protect yourself as recommended by the CDC.
- Contact your health care provider if stress gets in the way of daily activities.
- Be sure prescribed medicines are updated and filled.
- Make a list of doctors, pharmacy, family, and emergency contacts.