

Leader Guide to Spring Health

As Trinity Health's mental well-being benefit, Spring Health can support you and your teams.





About This Guide

As a leader, you face unique and exciting challenges every day, but challenges sometimes bring immense responsibility and intense stress. You're not alone: 64% of leaders are experiencing anxiety, stress, and/or depression. That's why Trinity Health now offers a new mental well-being benefit powered by **Spring Health**.

The resources available through Spring Health will help you handle the emotions and experiences that come with leading in a time of constant change and provides the tools you need to support your team.

Whether it's your team's mental well-being or your own, healing can start with you. When you feel better, you can more effectively guide your team. With Spring Health, you and your fellow leaders and colleagues can make meaningful progress toward greater well-being.

This guide outlines how Spring Health can help you:

- **Care for your own mental well-being** with easy access to care and resources.
- **Support your colleagues** and recognize when they may be struggling.
- **Listen and learn** if a colleague comes to you about their mental well-being.
- **Connect with the Management Consultation Team** to guide you and your team through difficult circumstances.
- **Respond to crises** and get immediate support for colleagues in need.

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Registration and Contact Information

Individual registration and support

Online: trinityhealth.springhealth.com

- Register, schedule appointments, and access resources at your convenience

Phone: 1-855-629-0554

- Colleagues and their household members can call for questions or support Monday-Friday, 8:00am-11:00pm ET (option 3)
- Crisis support is available 24/7 (option 2)

Mobile App: Spring Health Mobile

Download from the App Store or Google Play

Leader consultations and support

Phone: 1-855-629-0554

- Leader consultations are available Monday - Friday, 8:00am-8:00pm ET (option 4)
- Immediate assistance managing a crisis situation is available 24/7 (option 4, then option 2)

Email: managersupport@springhealth.com

- Schedule an appointment with a Care Navigator to discuss concerns you may have about a colleague



About Spring Health

Whether it's your team's mental well-being or your own, we're here for you. With **Spring Health**, you can quickly access support for yourself, your family, and your colleagues. Colleagues and their household members each have access to six (6) free sessions per calendar year and do not need to be enrolled in a Trinity Health medical plan to access the well-being resources.

Spring Health's robust Care Navigation system can help you and your team get high-quality mental well-being support and navigate your benefits. Dedicated Care Navigators are easily available by phone, providing leaders and colleagues with emotional support, recommendations for care, and referrals to other programs within the benefits ecosystem.

The new mental well-being benefit offers access to:

- **Convenient therapy.** Confidential support whenever and wherever it's needed most, either virtually or in person, including access to medication management support. Appointments will generally be available within two days, including nights and weekends. Colleagues and their household members each have access to six (6) free sessions per calendar year.
 - In addition, and where applicable, colleagues who are enrolled in a Trinity Health medical plan and choose to continue using a Spring Health provider may do so at the Tier 1 level of benefit.
- **Personalized care.** Confidential online assessment to get a personalized care plan based on current needs and get established with a care navigator to support care plan.
- **Dedicated support.** Access to a licensed clinical Care Navigator who can provide guidance, help find the right licensed clinician, schedule appointments, and check in along the way.
- **Diverse providers.** Access to a large and diverse provider network with the ability to select a provider that aligns with member preferences and unique needs such as specialty, gender, race, language, and other filters.
- **Mental well-being exercises.** On-demand access to Moments, a digital library of self-guided exercises focused on managing mental well-being and building healthy habits. Topics include stress, anxiety, loneliness, sleep problems, and more.
- **Coaching.** Access to a professional coach to help set and achieve personal goals, build new skills, and develop healthier habits to improve health, career, or parenting skills. Up to six (6) coaching sessions per calendar year are available at no cost.
- **Work-life services.** Expert assistance in finding resources for legal assistance, financial services, child or elder care, travel, and more.



To register for Spring Health, visit trinityhealth.springhealth.com.

Questions? Call **1-855-629-0554**.



Recognizing Mental Well-being Concerns

Common mental well-being challenges

If you or your colleagues are struggling with any of the following concerns, contact **Spring Health** for support.

- Relationship issues
- Depression
- Anxiety
- Prolonged depression, sadness, or irritability
- Excessive fears, worries, or anxieties
- Social withdrawal
- Inability to cope with daily problems or activities
- Suicidal thoughts
- Denial of obvious problems
- Substance use
- Prolonged negative mood
- Difficulty with focusing at work

Signs a colleague may be struggling

Listed below are some of the common signs a colleague may be dealing with mental well-being challenges. **If you notice any of these behaviors, refer to page 6 for tips on how to talk to colleagues about Spring Health, and page 7 for more information about how the Management Consultation Team can help you address colleague concerns.**

- Change in performance
- Increase in colleague conflicts
- Significant change in personality (social withdrawal or conflict)
- Increased conversations about problems
- Notable change in hygiene
- Difficulty concentrating, missing deadlines or deliverables
- Untidy dress or workspace
- Regular tardiness or absence
- Impatience, irritability, or anger

When to contact your Colleague and Labor Relations Partner and/or HR Business Partner

There are certain situations when leaders should contact their Colleague and Labor Relations Partner and/or HR Business Partner first, including:

- Workplace violence
- Drug diversion
- Fitness for duty (under the influence)
- Arrest situations
- Safety/medical protocol violations
- And/or any time a colleague needs to be removed from the work premises for the safety of themselves and/or others



Talking to Colleagues About Well-being Concerns

Listen and learn

As a leader, it is **not** your job to fix the problem your colleague is struggling with, but it is your responsibility to listen to them and refer them to Spring Health, as needed.

Here are some best practices for listening:

- Be open-minded. You're working to learn as much as possible without making assumptions or trying to solve problems.
- While there are no hard and fast rules, aim to limit your speaking to 20 percent or less.
- If your colleague doesn't want to talk, don't force them, but let them know you're there if they need you. Ask for permission to check in again at a later time.
- Be prepared to sit in silence.

Use the ALEC framework

Leaders can use the steps below to have a productive conversation with colleagues who may be struggling with their mental well-being. Using Spring Health as a resource will help you prepare and guide the conversation.

- **Ask** – Help them open up by asking open-ended questions, like "is anything troubling you?" Mention specific things that have made you concerned for them, like "you seem less talkative than usual - are you okay?"
- **Listen** – If they need time to think, sit patiently with the silence. Encourage them to open up by asking questions like "how are you feeling about that?" or "how long have you felt this way?" Show that you've listened by repeating back what you've heard (in your own words) and ask if you have understood them correctly.
- **Encourage Action** – Encourage them to think about what they might do to help the situation. Ask questions like "what have you done in the past to manage similar situations?" or "what's something you could do for yourself right now that's enjoyable or relaxing?" Consider suggesting the use of Spring Health for a variety of services like coaching, therapy, or Moments exercises.
- **Check in** – Ask if it would be okay, and let them know you will check back in on a specific day to see how they are doing.



If you or a colleague is in urgent need of immediate support, call **1-855-629-0554 (option 2)** for 24/7 crisis support.



About the Management Consultation Team

Elevated support for colleagues in need

As a leader, you are not expected to know how to manage a colleague's mental well-being concerns; however, you are expected to make sure your team is supported and set up for success.

A colleague exhibiting performance issues or behavior changes may indicate a need for additional help. When you suspect a colleague is struggling with their mental well-being or could use additional guidance and you're not sure where to begin, **Spring Health's Management Consultation Team** gives you real-time coaching. The Management Consultation Team services are provided by clinical professionals, each a master's level therapist, and a management consultant, well-trained on your benefits and how to access the right care at the right time.

The Management Consultation Team acts as a confidential thinking partner to help you handle and navigate sensitive colleague challenges. They are there to provide you with the right guidance to give you the confidence whenever you need to respond to a situation.

The Management Consultation Team can support you by:

- Discussing different approaches to help address a colleague situation
- Teaching you a variety of communication techniques
- Practicing role-playing various scenarios
- Providing you with coping strategies and skills to support colleagues
- Teaching you how to position Spring Health as a mental well-being resource for colleagues and their household members

See example scenarios on the next two pages.

Leaders should also work with their Colleague and Labor Relations Partner and/or HR Business Partner to ensure that standard performance improvement and documentation policies are followed. Please see page 5 for a list of situations when you should contact Trinity Health CLR/HR first.



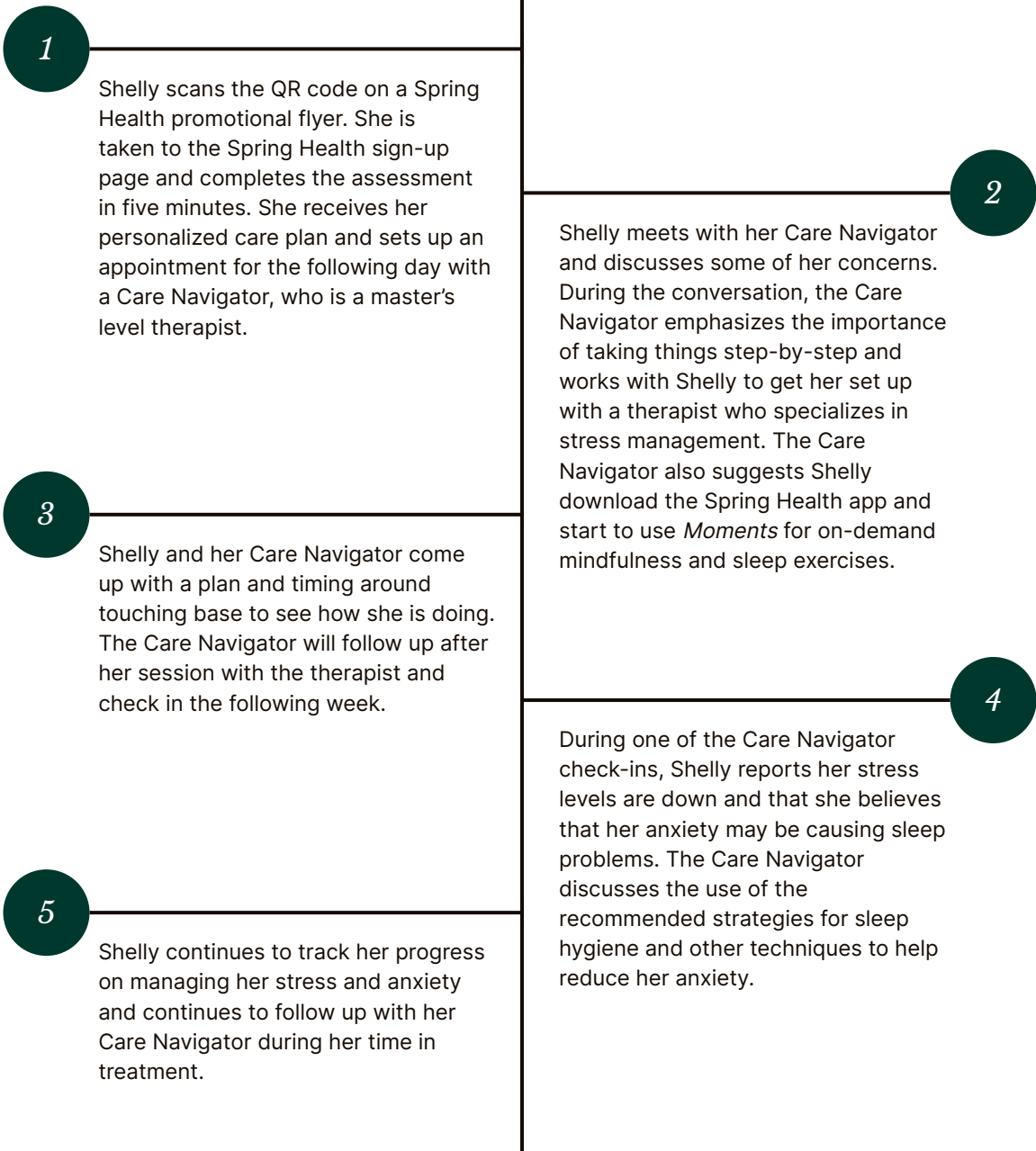
To speak with the Spring Health Management Consultation Team, call **1-855-629-0554 (option 4)** or email **managersupport@springhealth.com**.



Leader Seeking Care for Stress Management

Shelly
Leader

Shelly has had an increase in stress and is having difficulty sleeping. She has been feeling stressed about competing deadlines at work and is struggling to maintain work/life balance.

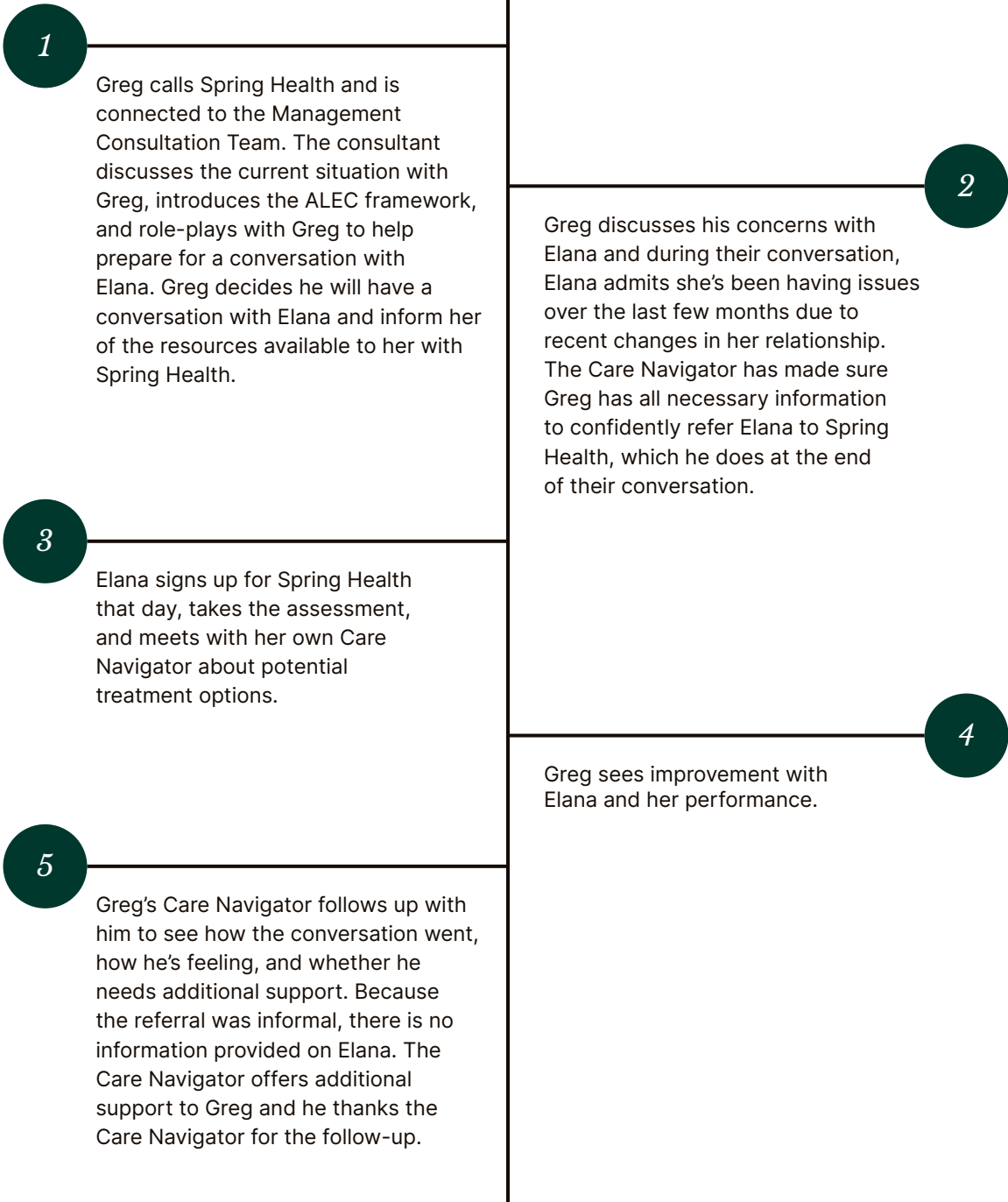




Leader Seeking Support for a Colleague

Greg
Leader

One of Greg's direct reports, Elana, has been argumentative and is unable to professionally work through a conflict with another colleague. Her overall focus and performance has been declining.





Crisis Support

Responding to a colleague in crisis

At times, you may become aware of more significant personal issues, such as a colleague making statements indicating potential of harm to themselves or others. You should immediately consult with your Colleague and Labor Relations Partner and/or HR Business Partner to obtain guidance about company policies, while ensuring that any immediate safety issues are addressed.

Important! Call 911 if anyone appears to be in immediate danger and follow standard security and emergency protocols.

Tips for addressing a colleague in crisis

- Express concern for the individual and attempt to gather more details in order to identify the urgency of the situation. You may assess:
 - Is the colleague vague (talking about “giving up”), or are they stating a specific plan to kill themselves or harm someone else?
 - Can current safety in the moment be determined? Does the colleague have any access to weapons? Asking questions can be uncomfortable but important when establishing an action plan to address self-harm.
- Let the colleague know that you care and want to help.
- If someone is indicating a plan for harm and has access to a weapon or other means to harm themselves or someone else, consider the situation a mental well-being emergency (similar to a medical emergency) and call 911.

3-Step Action Plan

If you or someone you know is in an emergency, it is essential to take action for the care and safety of others.

- 1. Ask:** Question the colleague about harmful thoughts they may have
- 2. Agree:** Get their agreement to accept help
- 3. Refer:** Help them connect with resources, such as Spring Health

Advise the colleague to call Spring Health Crisis Support at **1-855-629-0554 (option 2)**. Registration for Spring Health is not required to access crisis support. The Crisis Support line offers immediate, confidential emotional support from a licensed therapist. You can also help set up the call by calling the number and transferring the colleague.

Another national crisis support option is the 988 Suicide and Crisis Lifeline: **Call or text 988**.



Privacy Notice

Confidentiality is our priority

Care with Spring Health is private and confidential, so what you (and your colleagues) say will not be shared with Trinity Health. We take our responsibility to protect your privacy very seriously, and all services are confidential in accordance with federal and state laws. However, in your role as a leader, it's important to understand that there are some exceptions:

- When required by law, such as by court order
- When the law requires suspected child or elder abuse to be reported to the proper authorities
- Concern that an individual may harm themselves
- If an individual threatens to hurt someone
- Medical emergencies
- When an individual is gravely disabled to the point of threatening their well-being
- When an individual gives written consent
- Periodic quality assurance testing

For more information about the types of information we collect and/or share, please see our [privacy policy and HIPAA notice](#).