

# City of Scottsdale Mental Health Care Kit

It's time to stop the stigma.  
You're not alone.





# OPTIMAL WELLNESS

is more than diet and exercise. To Live Life Well, we must take care of all aspects of our well-being: Physical, Emotional, Environmental, Social, and Financial.

In this care kit, you will find resources and information to help you live life fully and be your best self. A digital copy of this kit is available by using the following QR code:



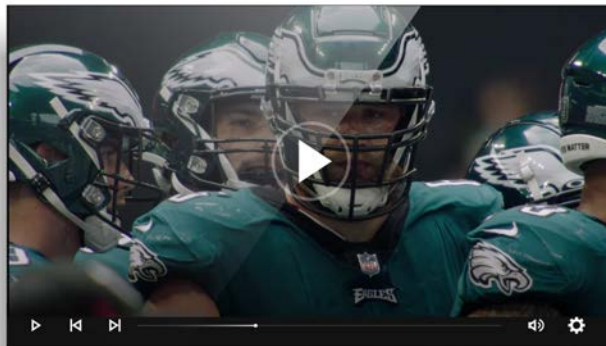
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# WHY MENTAL HEALTH?

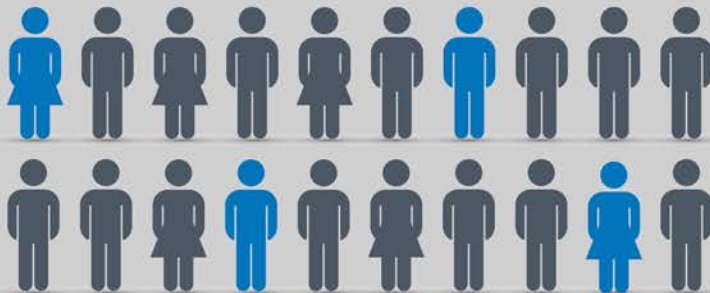
Challenges to mental well-being come in many forms, and so do the ways we can work through them. Whether you need help reducing stress, are feeling motivated to make a change in your life, or need to talk to someone, the City of Scottsdale offers a variety of tools and services to help ensure all employees and their family members get the support they need when and where they need it.

No one is immune, anyone can experience mental health issues.



Lane Johnson & Jay Glazer  
Mental Health Feature - YouTube

## Did you know?



About 1 in 5 adults will have a diagnosable mental health condition in any given year.



Suicide is the **2<sup>nd</sup>** leading cause of death

among people aged **10-34**

the **10<sup>th</sup>** leading cause of death overall in the U.S

and it is the **8<sup>th</sup>** leading cause of death in Arizona.

# MENTAL HEALTH AWARENESS



## Know Your Team

- Relationships make a difference. Get to know the people who work around you.
- The more familiar you are with them, the more aware you become of changes to their behavior.
- Ask them about their families, hobbies, and interests.
- Managers, take time to get to know the people who work for you.



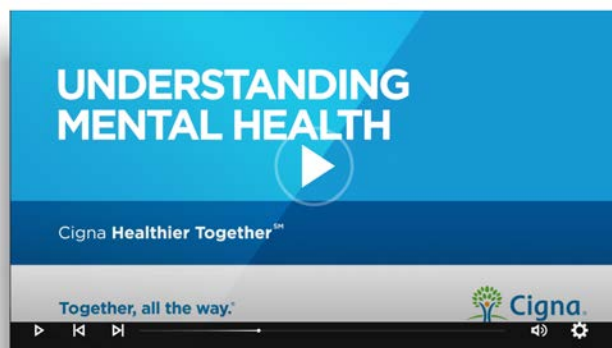
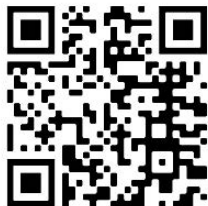
## Know the Warning Signs of Mental Health Issues

- Isolation from peers
- Decreased productivity, tardiness, absenteeism, or changes in schedule/routine
- Negative talk about themselves, becoming easily agitated, or increased conflict with coworkers
- Near misses, incidents, or injuries
- Giving away personal items (tools)
- Legal issues
- Substance abuse
- Lack of interest
- Extreme fatigue
- Feelings of worthlessness
- In extreme cases, talk of self-harm



## Know Your Resources

- Employee Assistance Program (EAP)
- City's dedicated onsite counselor, Dori DiPietro
- Virtual behavioral health providers
- National Suicide Prevention 800-273-TALK (8255)



Understanding Mental Health - YouTube

# HOW TO START THE CONVERSATION

Talking about mental health can feel awkward, but it doesn't have to be. You don't have to be an expert to begin a conversation that can help make a difference in someone's day.

*Try leading with these questions and make sure to actively listen to the person's response.*

*I've been worried about you. Are you okay?*

Start with an expression of care and listen without judgment.

*Do you want to take a walk?*

Engaging a friend, family member or loved one you are concerned about in a healthy activity like taking a walk together can be a great way to start a conversation.

*You seem off, what's going on?*

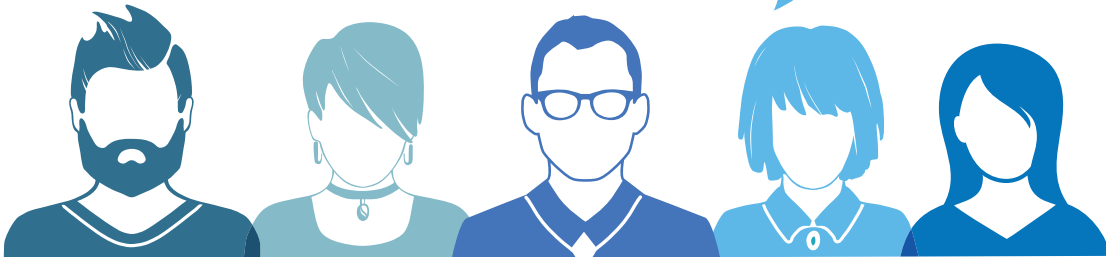
Open the conversation by explaining behavior changes you have noticed.

*How are you doing, really?*

Sometimes when someone says they're fine, they're not.

*I'm concerned about your safety. Are you thinking about suicide?*

If you are concerned that someone is considering suicide, ask the question directly. Asking a person if they have been thinking about suicide or have made plans will not increase the risk that they will complete suicide.



**It's never too early – or too late – to seek help.**

In the U.S., the average amount of time between the onset of symptoms of a mental health condition or challenge and a diagnosis is 11 years. It's never too early to get support.





## WHO CAN I CALL

# when I need help or someone to talk to?

Crisis doesn't just mean thinking about ending your own life. It's any painful emotion and anytime you need support.

## Resources and hotlines for Young Adults and Teenagers

### Teen Lifeline:

800-248-8336

### National Teen Dating Abuse Hotline:

866-331-9474

### Lesbian, Gay, Bisexual and Transgender National Hotline:

888-843-4564

### National Crisis and Suicide Prevention Line:

800-273-TALK (8255) for English, 888-628-9454 for Spanish.

### National Suicide Prevention Lifeline:

988 is the new three-digit dialing code for the National Suicide Prevention Lifeline

### Crisis Text Line: Text "Hello" to 741741

### Arizona Crisis Services:

602-222-9444 or toll-free at 800-631-1314

### Cigna EAP Crisis line:

800-554-6931 and Immediately Press 1

### Veterans Crisis Line:

800-273-8255 and Press 1 OR send a text to 838255

### Substance Abuse and Mental Health Services Administration National Helpline:

800-662-HELP (4357)

### National Domestic Violence Hotline:

800-799-7233

### National Sexual Assault Hotline:

800-656-HOPE

### Disaster Distress Helpline:

800-985-5990 or text "TalkWithUs" to 66746

### 24 Hour Senior Help Line:

602-264-4357

# YOUNG ADULT AND TEENAGER RESOURCES

## Eating Disorders

While anyone at any age could develop an eating disorder, certain risk factors put certain groups at a higher risk for developing one. Common risk factors include demographics (predominantly females between the ages of 12 and 25), individuals who internalize and glamorize thin body ideals, and individuals who engage in certain behaviors such as frequent dieting, alcohol consumption and eating alone.

- Cigna's Behavioral Awareness Series provides free Eating Disorder seminars the fourth Tuesday of each month. The seminars offer basic educational information. For more help, call 800-274-7603 to speak with a Cigna health advocate. To view the list of available seminars visit [Eating Disorder Awareness | Resources and Seminars | Cigna](#).
- Local resources include the Rosewood Centers for Eating Disorders. Visit [www.rosewoodranch.com/eating-disorder-help](http://www.rosewoodranch.com/eating-disorder-help) to find a wealth of information and resources for youth eating disorders, including free, online assessments. Contact Cigna at 800-244-6224 to confirm coverage.

## Bullying

ADHS defines bullying as repeated, unwanted, hurtful behavior, where a person or group is stronger or holds some sort of power over the person being bullied. This behavior is physical, psychological, social, or educational and inflicts harm or distress on the target. Resources and evidence based programs to help stop bullying [www.muststopbullying.org](http://www.muststopbullying.org)

## Try a Breathing Exercise

Breathing exercises help adults and teenagers manage their stress, anxiety and anger.



### Tactical Breathing

In stressful times you can use the power of your breath to help calm feelings of stress or anxiety.



### Butterfly Hug Breathing

The Butterfly Hug is a form of bilateral stimulation that can be used as a grounding technique. The process is simple and can be done in any situation. It can help bring you back to the present moment and calm your emotional state.



### A Mindful Breath-Counting Practice for Teens and Tweens

An 8-minute breathing practice that teaches kids the basics of mindful awareness by counting each inhale and exhale.

*Only 20-30% of students who are bullied tell adults or authorities. That leaves the vast majority of children who believe they have no one to turn to and are left to suffer alone.*

# UNDERSTANDING THE EMPLOYEE ASSISTANCE PROGRAM (EAP)

The City of Scottsdale provides access to the Cigna Employee Assistance Program (EAP) 24/7 for **ALL** employees, dependents, and household members.

**You do not have to be on the medical plan to access EAP services.**



Curious what the EAP includes? Watch this short video

## Employee Services

- Up to 5 face-to-face (or virtual) sessions, per issue (which means each different concern can get 5 separate FREE sessions), per member, per year with a dedicated, licensed counselor.
- Sworn fire and police employees receive up to 12 face-to-face (or virtual) sessions per issue, per member, per year.
- Face-to-face or virtual sessions, are available to support you on a range of topics such as:
  - Relationships and parenting
  - Behavioral health and substance use
  - Stress management
  - Child and Adolescent concerns
  - Anxiety and Depression
  - Sleep disturbance
- With your EAP, there is also unlimited telephonic consultations to help with your concerns, assist you with problem-solving, and connect you with available resources. They can also provide you with tools and resources to be an effective advocate of mental health needs for yourself or others. You also have access to work-life resources including live and on-demand webcasts on behavioral health and emotional wellbeing.

## Get Started

- Start with the EAP by calling 800-554-6931 or
- Visit MyCigna.com > coverage > employee assistance program
- For initial registration use Employer ID: cityofscottsdale or cosfirstresponders

## EAP for Managers:

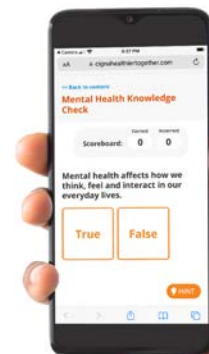
- The EAP helps with everyday stressors, work-life issues, childcare, elder care, financial planning/issues, legal services, identity theft, Military Veteran support, community resources and referrals, pet care, and unlimited phone consultations. Additionally, the City of Scottsdale's EAP provides support specifically for managers should they need it.

## Cost to Use EAP

- EAP is a free benefit provided by the City of Scottsdale. It is confidential and available 24/7, 365 days a year.



Take the Mental Health Knowledge Check





# UNDERSTANDING THE EMPLOYEE ASSISTANCE PROGRAM

## Limitations of EAP

- It is accessible to all employees and their household, even if they are not enrolled on the medical plan. Once the designated EAP counseling sessions are used for an issue, then the employee's medical behavioral health benefits can begin. Employees on most medical plans will only pay \$10 for each subsequent visit.
- EAP sessions are only for counseling, not for prescribing any medication.

## How to Initiate Counseling

- Call the EAP at 800-554-6931 or go online to MyCigna.com to obtain an authorization for 1-5 sessions (1-12 for public safety). If you call, please tell the Advocate that you need support with obtaining an EAP authorization for counseling. They will provide you with the authorization information and/or answer questions.
- The Advocate will also offer to conduct an appointment search on your behalf. This way, the Advocate is calling out to the EAP Providers in your area to confirm their appointment availability. The Advocate will then email or call you with a list of open appointments in your area within 3 business days. It is your responsibility to call and secure the appointment with the Provider.
- When making the appointment, please provide the authorization information to the provider.
- Advocates can also assist with work-life support, if needed, and they will transfer you to a work-life consultant.

## For Managers: How to Request Support for an Employee

- Call 800-554-6931, select the prompt for "Manager" and ask for a managerial consultation. You will be transferred to one of the Employee Assistance Consultants (EAC). They can help with managerial consultations and management referrals.
- Managers also have access to a microsite with many different resources. Please go to [www.cigna.com/eapmanager/](http://www.cigna.com/eapmanager/) to access these resources.

## Onsite EAP Counselor Dori DiPietro- Free to all employees and their household members

The city has hired Dori DiPietro, LCSW as a dedicated EAP provider. Individual counseling sessions are available to all employees and their household members, whether you receive health benefits from the city or not, from 9 a.m. – 5 p.m. every Thursday and Friday. Visits can be virtual or in person.

To schedule your **confidential** EAP session, email Dori directly at [doridipietro@gmail.com](mailto:doridipietro@gmail.com).



## TalkSpace with Cigna EAP- Free to all employees and their household members

You can utilize your EAP benefits to virtually connect with a TalkSpace licensed therapist via live video and private texting as well as access online resources via the TalkSpace app. Psychiatrist services are also available.

**To access TalkSpace using your EAP benefit, visit <https://www.talkspace.com/EAPCigna>**

***To ensure coverage through Cigna EAP, use the link above. Do not go directly through TalkSpace.***

# Virtual Behavioral Health Providers

The Virtual options listed here are available for individuals on the City of Scottsdale's medical plans

## Cigna's Behavioral Health Network

Cigna Behavioral Health provides access to video-based counseling through its own network of providers. To get connected visit [myCigna.com](https://myCigna.com) > Find Care & Costs > enter "Virtual counselor" under doctor by type, under Providers nearby who offer virtual care, click on "View Results", under Behavioral Benefits click on "View Results" or call 1-800-244-6224. **See the employee benefit guide for information about costs associated with services; most employees will only pay \$10 per visit. Employee benefit guide is available at [scottsdaleaz.gov/hr/benefits](https://scottsdaleaz.gov/hr/benefits)**

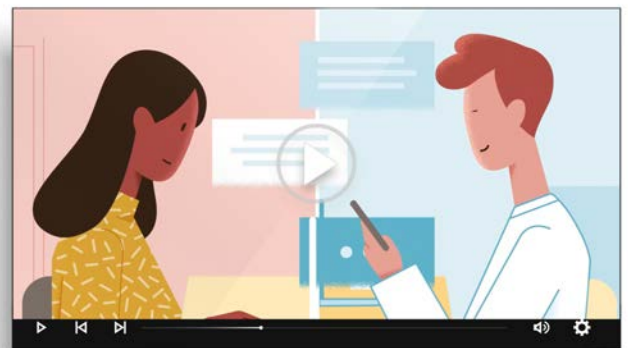
## Brightside

Brightside offers personalized anxiety and depression care from the comfort of home with evidence-based therapy, medication, and the support of expert providers at every step. 85% of Brightside members report feeling better within 12 weeks. Appointments available in as little as 48 hours to those who are 18 years or older. To access Brightside, visit [www.brightside.com/insurance](https://www.brightside.com/insurance).

- Treatment for the full spectrum of anxiety and depression conditions
- Precision prescribing + medication delivered to your door
- Unlimited access to providers through messaging and video visits

## Ginger Confidential Behavioral Health Coaching

Ginger offers confidential mental healthcare through **behavioral health coaching** via text-based chats, self-guided learning activities and content, and, if needed, video-based therapy and psychiatry. Support is available anytime (24/7/365), anywhere (we go where your phone goes), for a variety of mental health challenges you may be struggling with—all from the privacy of your smartphone. To access Ginger visit [www.ginger.com/cigna](https://www.ginger.com/cigna).



Learn more about how Ginger works by [watching this video](#)

## Happify Self-Guided Wellness App

Resilience and stress reduction app with science-based games and activities. Visit <https://cigna.happify.com/> or [myCigna.com](https://myCigna.com) to get started.

## iPrevail Self-Guided App with Peer Coaching

On-demand peer coaching and personalized learning. Available at <https://www.iprevail.com/cigna> or [myCigna.com](https://myCigna.com).

## SonderMind Virtual and In-person Counseling and Psychiatry

SonderMind makes it easier for people who are searching for a mental health professional to find licensed therapists who are available for video, texting, and in-person sessions. Get matched with a licensed therapist based on your needs and maintain the relationship virtually, texting and/or in-person. All ages accepted for a multitude of conditions. Visit [www.sondermind.com/insurance/cigna](https://www.sondermind.com/insurance/cigna)

## TalkSpace Virtual Counseling and Psychiatry

You can utilize your Cigna behavioral benefits to virtually connect with a TalkSpace licensed therapist via live video and private texting as well as access online resources via the TalkSpace app. Psychiatrist services are also available. To access TalkSpace visit [www.talkspace.com/Cigna](https://www.talkspace.com/Cigna)

**To ensure coverage through your Cigna medical plan, use the link above. Do not go directly through TalkSpace.**

# MENTAL HEALTH FIRST AID TRAINING

*Are you someone people go to or feel comfortable talking with?  
If so, consider Mental Health First Aid Training.*



## Mental Health **FIRST AID**

*from* NATIONAL COUNCIL FOR MENTAL WELLBEING

Mental Health First Aid is a program that teaches participants to identify, understand, and respond to signs of mental illness and substance use disorders.

The certification training gives participants the skills needed to reach out and provide initial help and support for someone who may be developing a mental health or substance use problem or experiencing a crisis.

If you are interested  
in taking the course, contact: Patty Jacobs  
[PJacobs@Scottsdaleaz.gov](mailto:PJacobs@Scottsdaleaz.gov)

OR 480-312-5538. She will schedule  
small group sessions on a periodic basis.



# CITY OF SCOTTSDALE LIVE LIFE WELL TOOLS AND RESOURCES



Our Live Life Well program offers numerous classes and free resources to help you stay healthy because optimal wellness is more than diet and exercise. To Live Life Well, we must take care of all aspects of our well-being: Physical, Emotional, Environmental, Social, and Financial.

## **Cigna OneGuide**

Receive guidance on how to get the most of your Cigna benefits, understand your bills and how to navigate the health care system.

## **Scottsdale Walker Tracker**

Take positive steps with the help of the Scottsdale Walker Tracker Program. Registration and participation is free for those enrolled in the city's medical plan. Visit [scottsdale.walkertracker.com](http://scottsdale.walkertracker.com) to create a profile and compete against colleagues and friends. All activities can be logged, and you can watch your progress on virtual maps throughout our yearly competitions and be eligible for gift card raffles.

## **Omada Diabetes Prevention Program** *(Available to all employees and dependents on the medical plan)*

Omada is a digital lifestyle change program. It combines the latest technology with ongoing support so participants can make the changes that matter the most—whether that's around eating, physical activity, sleep, or stress.

## **Healthy Pregnancies, Healthy Babies** *(Available to all employees and dependents on the medical plan)*

This program is designed to support you throughout your pregnancy—helping to keep you and your baby healthy and to manage any health risks you might have. Receive a \$150 reward for enrolling in your first trimester, and \$75 for enrolling in your second trimester, and completing a postpartum consultation with a HPHB nurse.

## **Lifestyle Management Program** *(Available to all employees and dependents on the medical plan)*

If weight, tobacco or stress is affecting your health or your ability to live an active life, a health coach can provide you with personalized support to help you manage your weight, quit smoking, and better manage your stress.

## **Chronic Condition Coaching** *(Available to all employees and dependents on the medical plan)*

Work with a coach 1:1 and set personalized goals to improve your behavioral health and well-being at no cost. Coaching support is available for a variety of topics including mental health (depression, anxiety, bipolar disorder), sleep issues, stress, and many more.

## **Healthy Rewards® Discount Program**

*(Available to all employees and dependents on the medical plan)*

The **Healthy Rewards®** program, available on [mycigna.com](http://mycigna.com), has discounts, rewards, and offers to help you along your journey. Some of the services offered are:

- Nutritional Meal Delivery Service
- Fitness Memberships and Devices
- Vision Care, Lasik Surgery, Hearing Aids
- Alternative Medicine
- Yoga Products and Virtual Workouts



## NATIONWIDE – 457(B)

Employees enrolled in our 457(b) plan have access to an extensive library of financial learning resources directly from Nationwide. They offer resources for saving for college, navigating social security, and guidance for setting and achieving appropriate savings goals. You can also meet with a certified financial planner online or by phone. Visit <http://www.Scottsdale457.com> for more information.



## TELEMEDICINE WITH MDLIVE FOR CIGNA

*(Available to all employees and dependents on the medical plan)*

The city's medical plans include access to medical and behavioral/mental health Virtual Care 24/7/365. MDLive for Cigna is a convenient option for minor medical conditions and behavioral health services. Access board-certified providers by phone, secure video or online at [mycigna.com](http://mycigna.com).



## MAN THERAPY.ORG – MEN'S MENTAL HEALTH RESOURCES

Men are ultimate do-it-themselvers. With mental disorders like depression and anxiety, trying to fix them without professional assistance is like trying to heal a broken femur without a surgeon. Check out [www.mantherapy.org](http://www.mantherapy.org) for specific resources for men.



## MILITARY AND VETERAN RESOURCES | CIGNA

Cigna has a free **Veteran Support Line** for veterans and their families (both Cigna and non-Cigna customers). Call us at **1 (855) 244-6211**, 24/7/365 days a year. Their health resources for veterans can help you or a family member cope with military deployment and find assistance and support post-deployment.

It's time to stop the stigma.  
*You're not alone.*



When facing a mental health concern or living with a mental health condition, it's common to feel like no one understands what you're going through.

*You aren't alone – help is available,  
and recovery is possible.*

*This card can be punched out and kept in your wallet. Spanish resources are available on the reverse side.*

**Tear-out wallet card**

### **WARNING SIGNS OF MENTAL HEALTH ISSUES:**

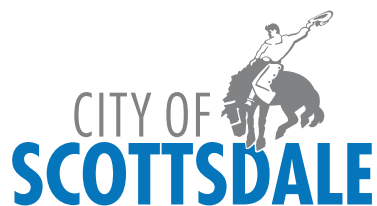
- Isolating from family or friends or withdrawing from activity
- Decreased productivity
- Excessive absenteeism or tardiness
- Giving away personal items (tools)
- Increased use of drugs or alcohol
- Acting recklessly

### **LIFE-SAVING NUMBERS & MENTAL HEALTH RESOURCES**

National Crisis Line: 1.800.273.8255, or text "HELLO" to 741741

EAP: 1.800.554.6931, myCigna.com access code: cityofscottsdale (new users only)

Substance Use line: 1.800.662.HELP (4357), text "talkwithus" to 66746



**SEÑALES DE ADVERTENCIA DE  
PROBLEMAS DE SALUD MENTAL:**

- Aislarse de familiares o amigos o retirarse de la actividad
- Disminución de la productividad
- Ausentismo o tardanzas excesivos
- Regalar artículos personales (herramientas)
- Mayor uso de drogas o alcohol
- Actuar imprudentemente

**NÚMEROS QUE SALVAN VIDAS Y  
RECURSOS DE SALUD MENTAL**

Nacional de Prevención del Suicidio:  
1.800.273.8255, o envíe un mensaje de texto  
con “HELLO” to 741741

EAP: 1.800.554.6931, myCigna.com código de  
acceso: cityofscottsdale (código de acceso)

Línea de uso de sustancias: 1.800.662.HELP  
(4357), texto “talkwithus” to 66746