

Spring Health 



Navigating Uncertainty

Strategies for Managing Current Events
Stress in Times of Change



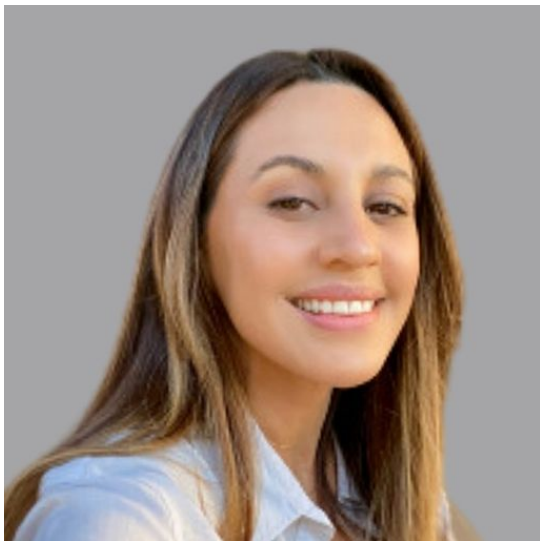
Sandra Rios-Monsante, LMFT, MHC, LP-ABA
Global Programming Manager
SPRING HEALTH



Reminders

1. **As this topic can evoke strong emotions that are different for different people, we remind you to respect and be open to all views. This forum is to support your mental well-being and not a place to discuss personal politics.**
2. This training is being recorded and shared with Bright Horizons.
3. Feel free to utilize for engagement. The chat is public but will not be included in the recording.
4. You can also utilize the Q&A function at any time and may ask anonymous questions; please note we may not be able to answer each individual question, but will do our best.
5. If you'd like to follow the conversation using closed captioning, please feel free to turn them on by clicking **more > captions > show captions**
6. We value your feedback and ask that you take a moment to complete a brief survey at the end of the webinar

Meet today's speaker



Sandra Rios-Monsante, LMFT, MHC, LP-ABA

Global Programming Manager, Spring Health

Licensed marriage and family therapist with extensive training in cognitive behavioral therapy, dialectical behavior therapy, behavior analysis, and trauma-focused CBT.

As the holder of three master's degrees in related clinical fields, Sandra brings a wealth of expertise to the mental health sector. She has extensive experience working in a variety of clinical settings, including years as the former director of a private level-III therapeutic day program in New York City. Her varied skill set and wide range of professional experiences have given her a nuanced understanding of the clinical needs of diverse populations.

She is passionate about ensuring that people from diverse backgrounds have access to quality mental health care, and has dedicated her career to making a positive contribution to the field.

Agenda

- 1 How humans cope with change
- 2 What is resilience
- 3 How resiliency can help us manage through uncertainty
- 4 How to build resilience
- 5 Spring Health benefits and available resources



A Mindful Moment



What brought you here today?



Please use the chat to share
What are you hoping to
learn from today's session?

Change lands like a... *lead*



How do big changes affect you?

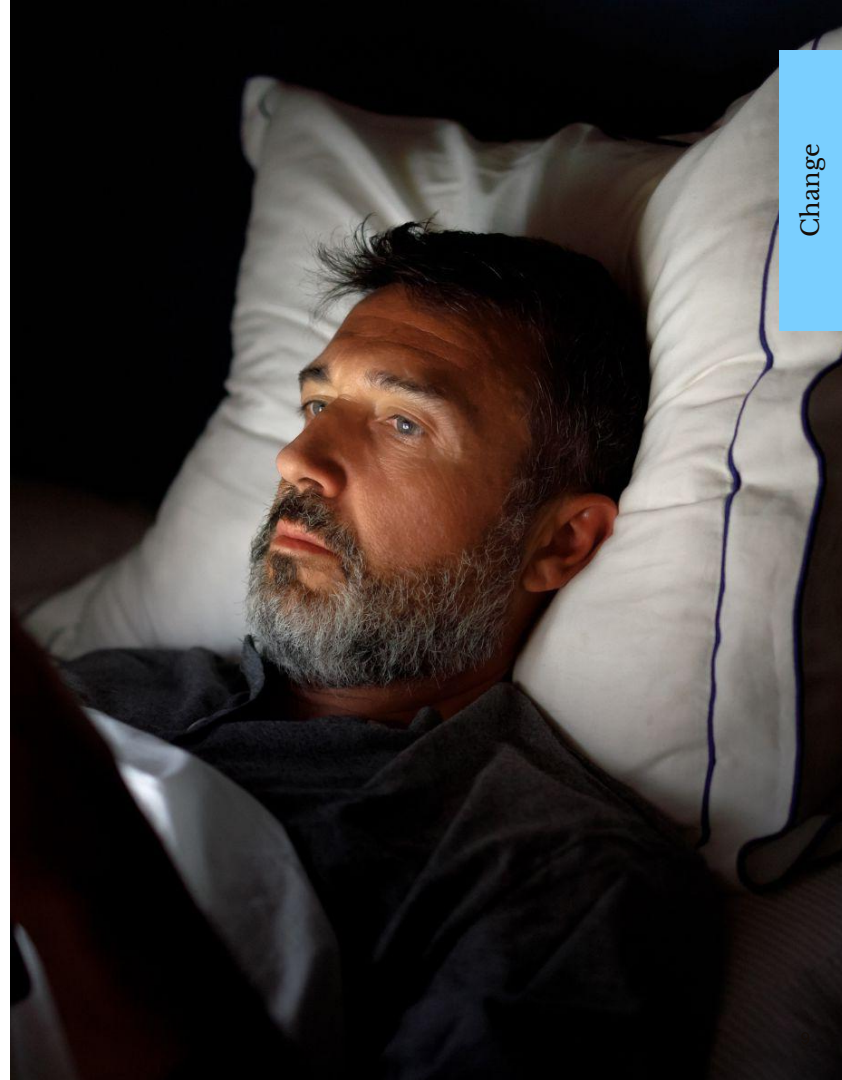


Please use the chat to share
How are you feeling in this
current political climate?

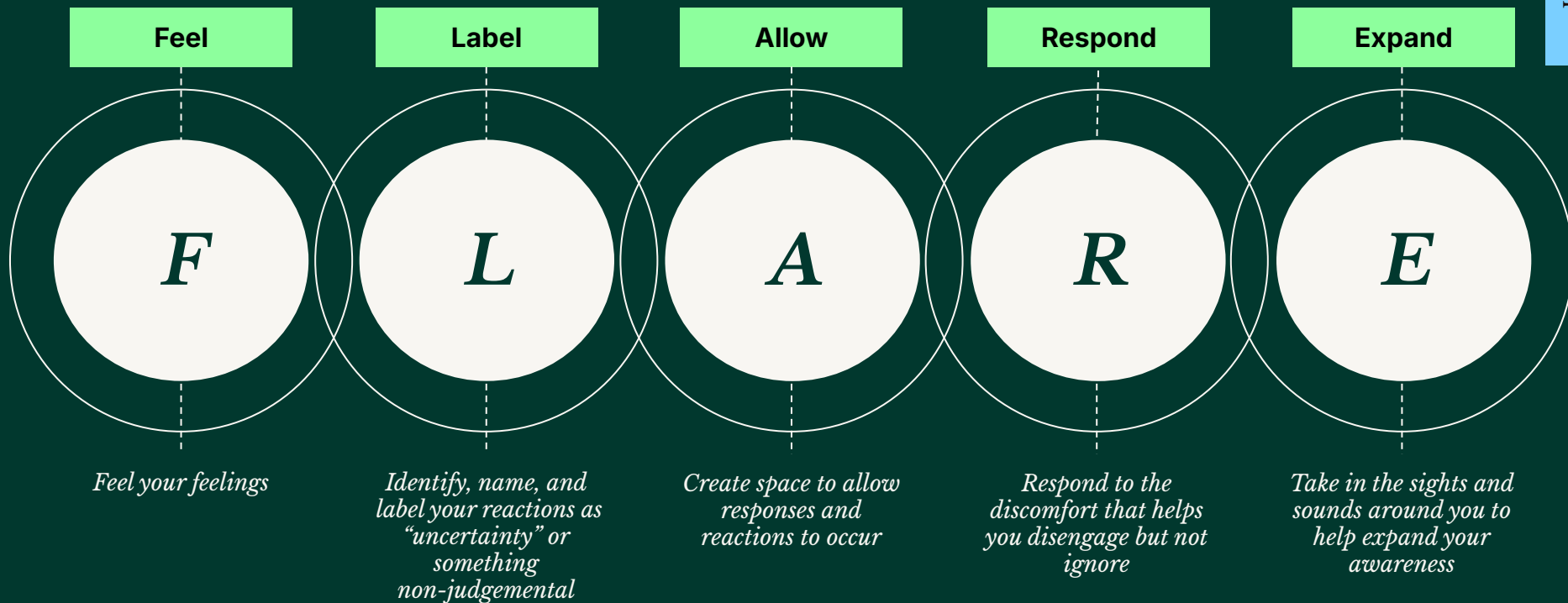
Harmful effects of change

Cumulative effects of constant change can have a negative impact on our mental health

- Emotional fatigue, physical exhaustion
- Apathy
- Anger, frustration, unexpected emotions
- Decreased self-esteem or self-confidence
- Difficulties in your work or personal life
- Sleep problems
- Anxiety



FLARE: Responding to Uncertainty Stress



**We need to be
resilient to deal with
the *changes* in life.**

What is resilience?

Resilience is the ability to adapt successfully in the face of stress and adversity.

With resilience, you can work through effects of stress and negative emotions and not only bounce back, but thrive.



How **resilient** do you think you are?

1

Super resilient.
I bounce right
back every time!

2

Pretty resilient.
I can roll with most
of the punches.

3

Somewhat resilient.
I get knocked down
and don't always get
back up again.

4

Not very resilient.
The bumps in the
road really get to me.

5

**What's
resiliency?**

| *Please share in the chat*

Excess amounts of uncertainty around us may *force* resilience

- Health crisis
- Racial violence
- Death and grief
- Isolation and loneliness
- Political unrest
- Poverty and financial stress
- Natural disasters
- “Infodemic” and media overload
- Changes in leadership at work
- Changes in responsibilities at work



Please use the chat to share how you may have felt forced into resilience

How **resilience** can help during times of uncertainty and change

The 7 C's of resilience

- Competence
- Confidence
- Connection
- Character
- Contribution
- Coping
- Control



*Please use the chat to share
Ways that you could incorporate
the 7 C's of resilience*



How to build resilience

Taking action

Circles of Control

Within Your Control

- Your decisions
- Your words
- Your own actions
- Self-care
- Showing yourself patience and grace

Within Some Control or Influence

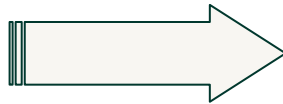
- Emotional responses
- News consumption
- Call to action
- Advocacy and allyship
- Social media usage

Outside Your Control

- Global events
- Natural disasters
- Other's actions
- Other's decisions
- Other's opinions and beliefs
- Other's messaging
- Accuracy of information

Shifts in the Control Mindset

"Too much is dependent on me"
or feeling overwhelmed with
responsibilities and duty



**"Not everything warrants my
immediate attention but here are
three things that absolutely do"**

***Within
Your
Control***

***Within
Some
Control or
Influence***

***Outside of
Your
Control***

**"Here is one thing I can do to feel
more in control"**
Identify and focus in on small ways
to increase ownership and influence



**"I'm feeling overwhelmed with everything
thats is happening to me"**
or feeling lack of control or agency over
outcomes

“

When I was a boy and I would see scary things in the news, my mother would say to me, ‘**Look for the helpers.** You will always find people who are *helping.*’

| Fred Rogers

News & social media consumption

- Gather data on how much information you are consuming
- What factors matter to you
- Evaluate how the news is making you feel
- Reflect on what you need from your consumption
- Reflect on the times of day and frequency if consumption
- Have a news & social media plan



Narrowing in on connection

Building resilience

Humor

Empathy

Work

Vision

Purpose

Perspective

Gratitude

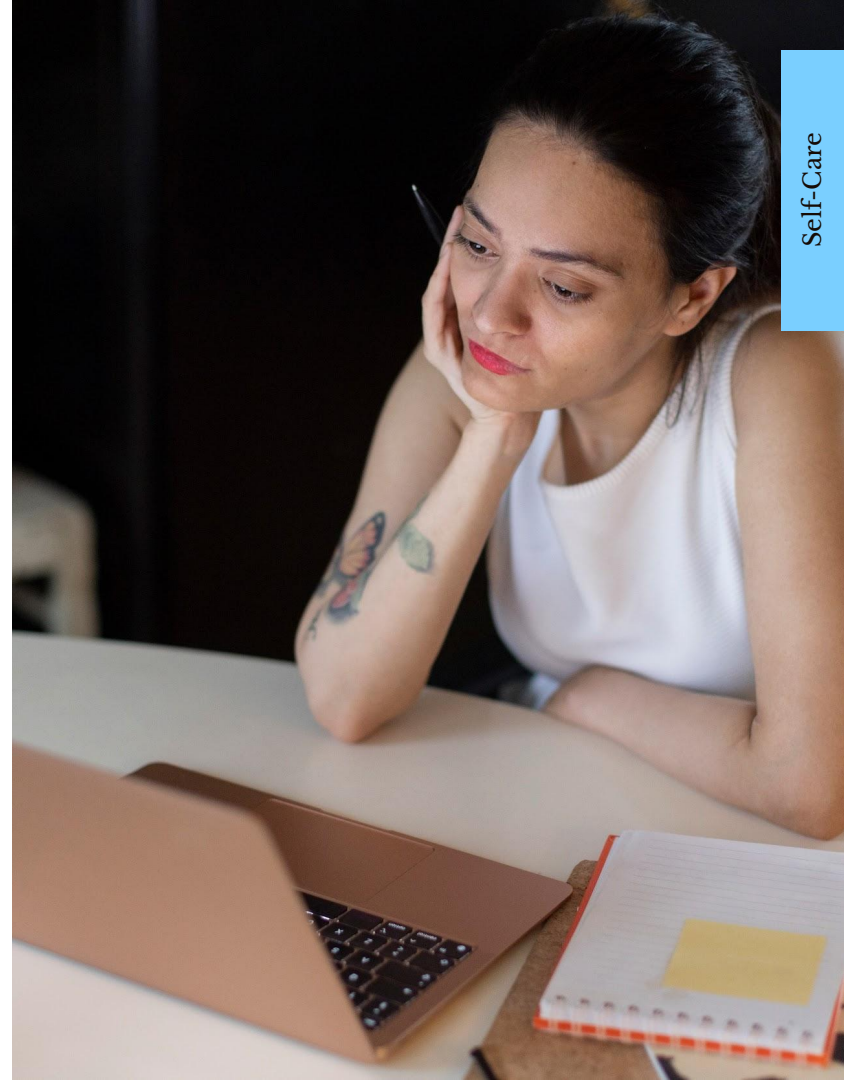
Reflection



Please use the chat to share which of these qualities you will try to practice more

Managing our feelings in the face of uncertainty

- Focus on what you can control
- Embrace uncertainty
- Practice mindfulness
- Practice cognitive defusion
- Prioritize self-care
- Reflect on past successes
- Take your own advice
- Develop new skills
- Limit exposure to news
- Volunteer
- Ask for help



Self-Care is **not** selfish

You need to pour tea into your pot to be resilient.

There are many ways to fill your pot.

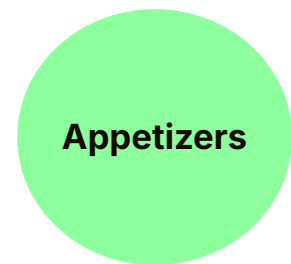


*Please use the chat to share
Ways that you fill your pot or
give yourself more energy.*



Recovery "Menu"

Plan ahead with a menu of reliable self-care strategies



Appetizers

**Quick boosts in under
10 minutes.**

Great for mini breaks

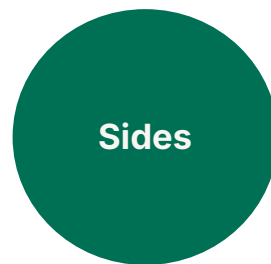
Example: Moments
exercise or get up from
your desk for 5 minutes



**Main
Course**

**Longer, heartier activities
that fully feed self-care**

Example: take a relaxing
bath or take walking
meetings



Sides

**Things to do that
increase joy while you're
focused on another task**
Example: light a candle or
work outside if possible



Desserts

**Tasty in moderation but
can feel yucky in excess**

Example: binge watch a
show



Please use the chat to share other examples you can add to your menu both at work and at home

Self Reflection

How am I doing maintaining my resiliency?

- How is my body feeling physically?
- Have I been getting enough quality sleep each night?
- Am I eating well?
- Am I drinking enough water?
- Am I feeling on top of my game?
- How do I feel about my connections / relationships?
- Do I feel like I have a good work/life balance?
- Have I engaged in any self-care activities lately?
- When was the last time I had some “me time”?





*Share **one take away**
from our discussion today.*



When should you talk with Spring Health?

Some signs you may notice in yourself or someone else:



Confused thinking



Trouble focusing at work



**Prolonged depression,
sadness or irritability**



**Feelings of extreme highs
and lows**



**Excessive fears, worries
and anxieties**



Social withdrawal



**Changes in eating or sleeping
habits**



Strong feelings of anger



**Inability to cope with daily
problems or activities**



Suicidal thoughts



Denial of obvious problems



**Numerous unexplained
physical ailments**



Substance abuse



Intense fear of weight gain



Prolonged negative mood

Spring Health offers seamless access to:

Personalized care plans:

Take an online behavioral health assessment designed to find the right care for members' needs.

Dedicated support:

Care Navigators help find the right therapist, set appointments, give advice, and provide guidance, and check in with members along the way.

In-network therapy:

Members and their dependents can meet with a trusted therapist in as soon as two days.

24/7/365 crisis support line:

30 second response time to immediate support, de-escalation, and follow-up care at any time of day.

Wellness exercises:

Use *Moments*, an on-demand library of self-guided exercises for mental wellbeing; covering topics like anxiety, burnout, better sleep, and more.

Medication management:

Access to in-network prescribers who can help members manage their medications during care, when needed.

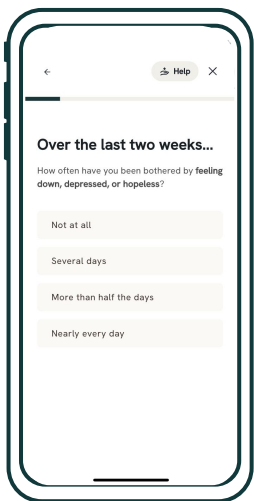
Community WellSprings:

Virtual small-group led sessions, to bring individuals together for conversations that cultivate curiosity, connection, and support around mental health stressors.

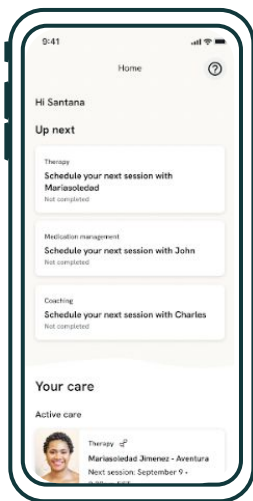
The member journey

4 steps to start feeling their best (Mobile App Experience)

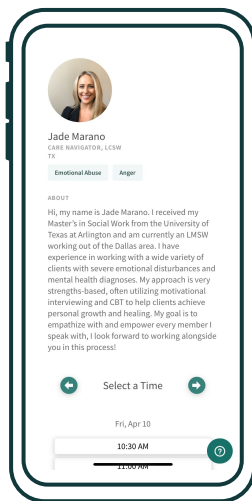
Screening: Members will take a short assessment to pinpoint immediate needs and long-term goals.



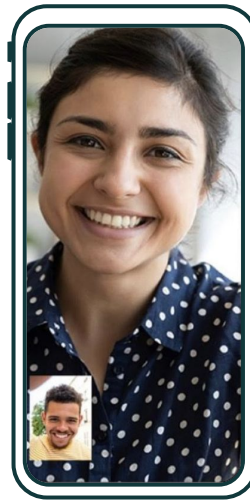
Matching: Members will receive a personalized care plan that addresses those needs.



Navigation: Care Navigator, a licensed clinician who can provide extra support to members.



Access: Understand the options available to members and access tools to start feeling better.



Language support

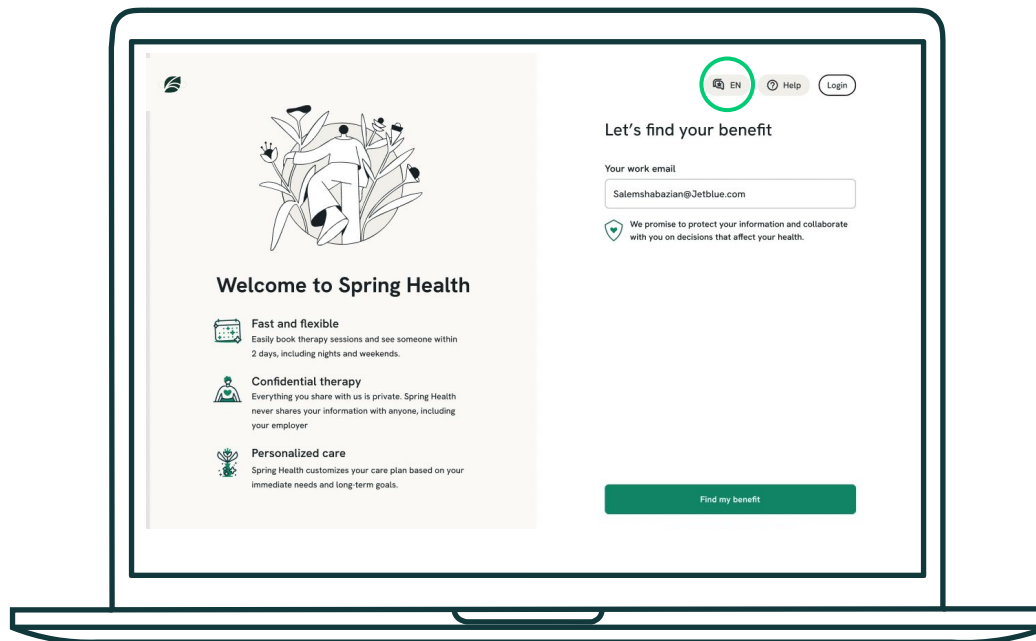
Select language at sign-up, or any time, from within a member's account.

Language selection:

- Update the platform language and care emails at any time.

Care Team Support:

- Monday-Friday, 8am-11pm ET
- 1-855-629-0554, press 1 for Spanish.



Access Moments, anytime, anywhere

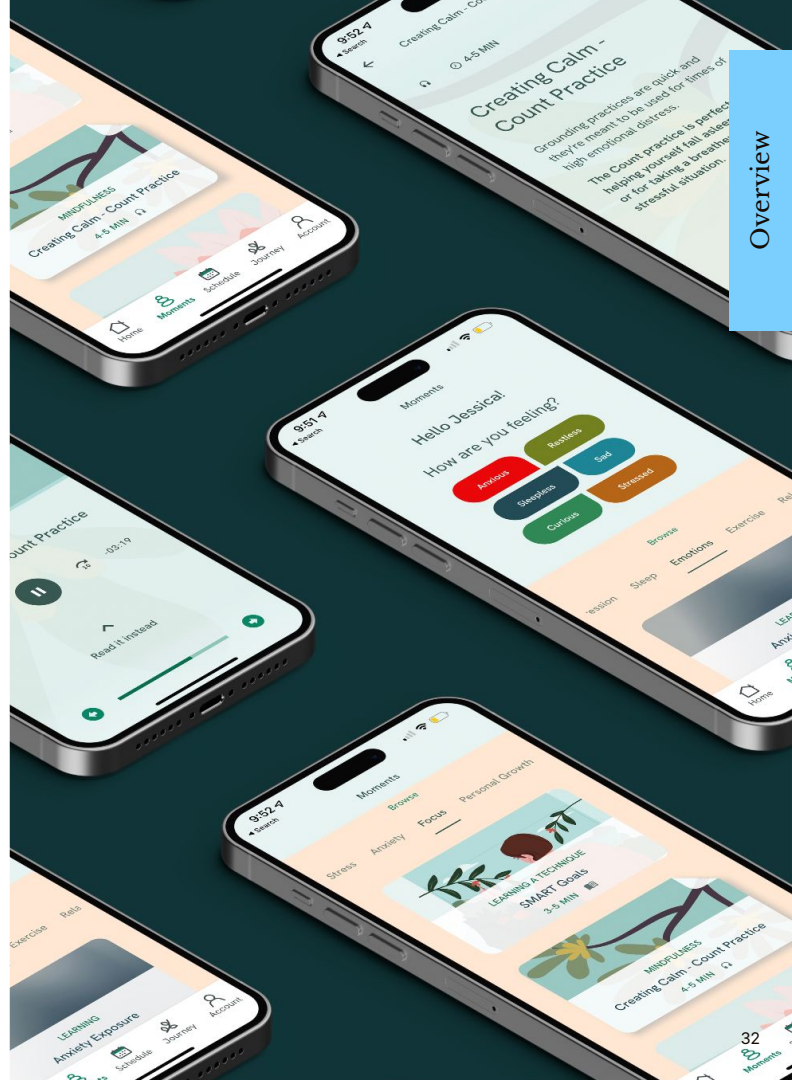
Unlimited, on-demand access to well-being exercises available in English, Spanish and more!

Part of your mental well-being journey

- Spring Health will recommend Moments at the right time based on assessment and check-ins
- Care Navigators and providers may recommend Moments to help support progress

Moments offer quick tips and exercises on a variety of subjects related to mental well-being. Some of the topics available include:

- | | | |
|--------------|--------------|-------------------|
| • Anxiety | • Focus | • Personal growth |
| • Depression | • Sleep | • Relationships |
| • Emotions | • Loneliness | • Substance use |
| • Burnout | • Eating | • Mindfulness |
| • Breakups | • Parenting | • Career |

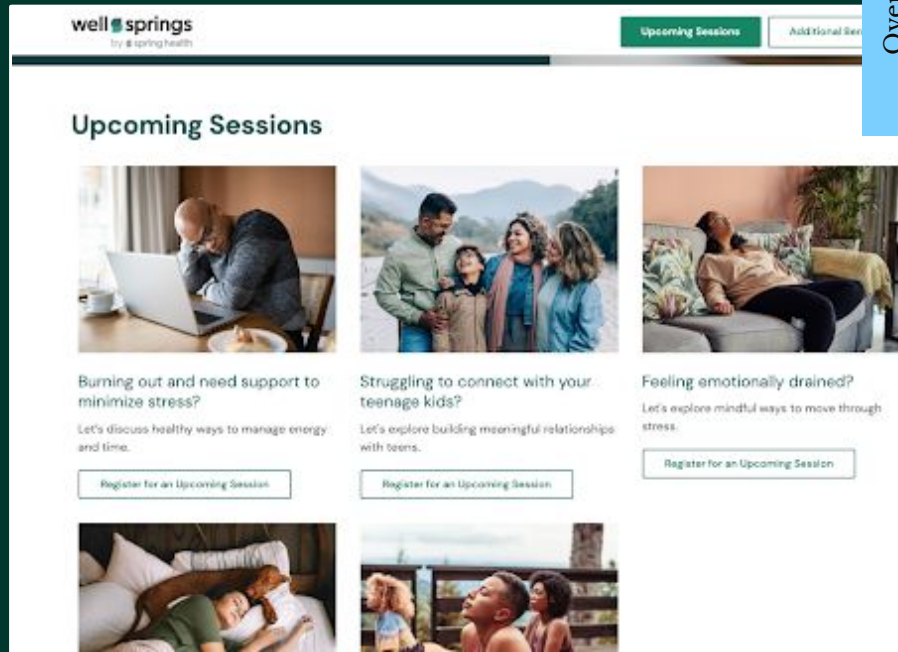


WellSprings

wellsprings.springhealth.com

Thoughtfully designed group sessions for members to cultivate curiosity, connection and support around life stressors

- Promote participation and exploration
- Create a safe space to connect authentically
- Foster openness and caring
- < 20 people per session so that you feel comfortable to share and connect



The screenshot displays the 'wellsprings by springhealth' website. At the top right, there are buttons for 'Upcoming Sessions' and 'Additional Resources'. The main heading is 'Upcoming Sessions'. Below this, there are three session cards, each with an image, a title, a description, and a 'Register for an Upcoming Session' button.

- Session 1:** Image of a man working on a laptop. Title: 'Burning out and need support to minimize stress?'. Description: 'Let's discuss healthy ways to manage energy and time.' Button: 'Register for an Upcoming Session'.
- Session 2:** Image of a family (man, woman, and child) outdoors. Title: 'Struggling to connect with your teenage kids?'. Description: 'Let's explore building meaningful relationships with teens.' Button: 'Register for an Upcoming Session'.
- Session 3:** Image of a woman lying on a couch. Title: 'Feeling emotionally drained?'. Description: 'Let's explore mindful ways to move through stress.' Button: 'Register for an Upcoming Session'.

Below these, there are two more session cards partially visible:

- Session 4:** Image of a person sleeping in bed.
- Session 5:** Image of two people looking up at the sky.



Questions?

unitedag.springhealth.com

Phone: +1-855-629-0554

Monday-Friday 8am-11pm ET

Email: springhealth.com/support

Members will complete their assessment to receive their personalized care plan.

Access to therapy sessions, self-guided wellness exercises, and more.