



# Your Roadmap to Mental and Emotional Wellbeing

Benefits and Resources for Lineage Team Members

FOR BENEFITS EFFECTIVE JULY 1, 2024 — JUNE 30, 2025.



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STARTED

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KNOW YOUR  
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# Mental and Emotional Wellbeing



Lineage recognizes the importance of mental and emotional wellbeing in the workplace and understands that a healthy mind is essential for your overall happiness, productivity and success. This guide has been created to provide information and resources to support team members in maintaining good mental health.

Lineage encourages you to take the time to explore this guide and utilize the information provided. Remember, your mental health matters, and Lineage is committed to supporting you no matter where you are on your wellbeing journey.

For information on all your Lineage benefits, visit the Benefits and Wellbeing Dashboard in [Workday](#).

## Getting started

To begin exploring this guide, you will find tabs along the bottom that allow you to click and advance to each section. Here's a quick overview of what you can expect to find in each section:

**Boost Your Wellbeing:** Access resources to help you boost your mood, manage day-to-day challenges and support your emotional wellbeing.

**Know Your Benefits:** Learn how the Employee Assistance Program through SupportLinc and Lineage medical coverage can support you if you need to get care or treatment for a mental health concern.

**Get Care When You Need It:** Discover strategies for addressing common concerns related to seeking mental health care, like taking time away from work or paying for care.

**Talking About Mental Health:** Explore ways to talk about mental health concerns both for yourself and for the people around you.

**Terms to Know:** Familiarize yourself with key mental health care terms and concepts.

**Contact Info and Resources:** Connect with Lineage programs and benefit partners about your mental health and find contact information for crisis support if you need it.



This guide contains a summary of benefits available to Lineage team members, but you may not be eligible for all listed programs. Team members in a union should refer to their specific Collective Bargaining Agreement (CBA) for detailed information and guidance.

## Looking for support for a loved one?

As you review this guide, remember that many resources are also available to your family members.

**NEW** – The Employee Assistance Program, formerly known as the Lineage Employee Assistance Program (LEAP), has transitioned to a new partnership with SupportLinc to enhance the support available to you. This collaboration will provide you with improved access to comprehensive resources and confidential assistance to help manage stress and maintain mental health. To learn more, visit [SupportLinc](#) (code: lineage).

**Disclaimer:** The contents of this guide do not constitute medical advice. If you are experiencing a mental health emergency, dial **911** immediately.



# Boost Your Wellbeing



When it comes to mental and emotional wellbeing, your day-to-day activities matter. If you're looking to boost your mood, enhance your mental health or reduce stress, read on to learn how Lineage resources and benefits can assist you and your loved ones.

- **Prioritize your wellbeing:** In the midst of life's demands, it's easy to overlook your own needs. Make a conscious effort to spend quality time with loved ones, engage in activities you enjoy, fuel yourself with nutritious food and sufficient sleep and practice self-care.
- **Regularly visit your healthcare provider:** Taking care of your physical health is essential for overall wellbeing. In addition to exercise and a balanced diet, establish a primary care doctor and schedule routine check-ups, health screenings and dental cleanings to support your overall health.
- **Carve out time for relaxation:** Use your time off to unwind, recharge and connect with family and friends. Engage in local events or consider volunteering for a cause that matters to you.
- **Get support for daily concerns:** Everyday stressors can significantly impact your overall wellbeing. Use your Lineage-provided benefits to manage day-to-day concerns, such as:



## Caregiving:

Access care resources for childcare, elder care, summer camps and education through SupportLinc, at [supportlinc.com](https://supportlinc.com) (code: lineage)



## Finances:

- Get counseling and resources from SupportLinc on financial topics on [supportlinc.com](https://supportlinc.com) (code: lineage)
- Get personalized financial guidance and access to the monthly Virtual Education Series to expand your financial knowledge through [Vanguard](#).



## Legal affairs:

Get advice or assistance with a legal question through SupportLinc or through the [MetLife Legal Plan](#) (if enrolled)



## Smoking cessation:






Find the support you need to stop smoking through programs from The American Lung Association (available to all Lineage team members; contact [benefits@onelineage.com](mailto:benefits@onelineage.com) to learn more) and [Teladoc](#) (available to team members enrolled in a UnitedHealthcare medical plan) at no cost to you



# Boost Your Wellbeing



- **Level up your self-care:** If you enroll in a Lineage medical plan option, you also have access to the following resources:

UnitedHealthcare	Kaiser Permanente
 <p><b>Get support via app:</b> Track your health and wellbeing and receive a personalized wellness report through <b>Rally Wellness</b></p> <ul style="list-style-type: none"> <li>• Visit <a href="https://myuhc.com">myuhc.com</a> then choose Health Resources &gt; Rally to get started</li> </ul>	 <p><b>Get support via app:</b> Meditate with <b>Calm</b></p> <ul style="list-style-type: none"> <li>• Visit <a href="https://kp.org/coachingapps">kp.org/coachingapps</a> for more information</li> </ul> <p>Follow a personalized program to help you set and work towards mental health goals with <b>myStrength</b></p> <ul style="list-style-type: none"> <li>• Visit <a href="https://kp.org/coachingapps">kp.org/coachingapps</a> for more information</li> </ul>
 <p><b>Talk to a coach:</b> Assess your self-care needs and receive personalized support from a coach through <b>AbleTo</b></p> <ul style="list-style-type: none"> <li>• Visit <a href="https://ableto.com/begin">ableto.com/begin</a> for more information</li> </ul>	 <p><b>Talk to a coach:</b> Text with an emotional support coach 24 / 7 through <b>Headspace/Ginger</b></p> <ul style="list-style-type: none"> <li>• Visit <a href="https://kp.org/coachingapps">kp.org/coachingapps</a> for more information</li> </ul>
	 <p><b>Connect virtually or in person:</b> Join an in-person or virtual support group or class to connect with others</p> <ul style="list-style-type: none"> <li>• Visit <a href="https://kp.org/classes">kp.org/classes</a> for more information</li> </ul>

## Know how your Lineage benefits can help!

Even if you or your loved ones are not currently experiencing mental health symptoms, it's important to know what's available in case you need help in the future. This guide is a great first step, and you can visit the Benefits and Wellbeing Dashboard in **Workday** to learn more. Additionally, take advantage of the Mental Health Navigator available through **SupportLinc**. By completing the short assessment, you'll instantly receive personalized guidance to access care and support, helping you maintain your mental wellbeing without the guesswork.





# Know Your Benefits



It's okay to seek help if you need support. When you or a loved one requires assistance or experiences symptoms, Lineage offers resources to provide the support you need. With a range of digital and in-person options, as well as comprehensive coverage through Lineage's medical plans, you can find the care that fits your needs and schedule.

## Employee Assistance Program, Administered by SupportLinc

SupportLinc offers free and confidential support 24 / 7. All SupportLinc services are free, and you do not need to be enrolled in a Lineage medical option to take advantage of these offerings.

Through SupportLinc, you can access:

- Five free counseling sessions per year for each household member
- In-the-moment support from a licensed clinician, 24 / 7 / 365
- Articles, self-directed modules, videos and webinars (sample topics include: grief, emotional wellbeing, mental health and more)
- Virtual support groups for grief, mindfulness and more
- Group support, text therapy and coaching

Not sure where to begin? Try the Mental Health Navigator assessment to get personalized guidance to access care and support.

Get started at [supportlinc.com](https://supportlinc.com) (code: lineage).



Losing a loved one is deeply challenging, but you don't have to face it alone. SupportLinc offers tailored resources to help you cope:

- **Immediate support from a licensed clinician**, available 24 / 7 / 365
- **Legal consultation, financial expertise and referrals** for needs like travel and dependent care, helping you manage practical concerns
- **A variety of online resources**, including videos, articles and tip sheets to support your grieving process

Depending on your needs, you can use these services for immediate support or integrate them with your medical plan for longer-term assistance, allowing you to customize your support during this difficult time.

### “I'd like to start therapy. Should I find a provider through SupportLinc or my medical plan?”

It depends on your needs. If you're seeking **short-term help**, Lineage offers five no-cost counseling sessions through SupportLinc. For **longer-term treatment**, consider finding an in-network provider through your medical carrier.

You can also combine SupportLinc and your medical coverage for **ongoing therapy** by working with SupportLinc to choose an in-network provider for your no-cost sessions.





In case of immediate assistance or emergencies, dial **911** or a national crisis hotline.





## Medical Plan Resources

All of Lineage’s medical options provide coverage for behavioral treatment. Whether you need a physician for a mental health diagnosis, assistance with a specific challenge like substance abuse or counseling services, you can find an in-network provider and verify your benefits by contacting your medical plan. You also have access to a wide variety of in-person and online resources:

UnitedHealthcare	Kaiser Permanente
<p>UHC offers a wide range of behavioral health services to address your needs, including therapy, counseling and community-based services. UHC also offers various substance abuse programs and designates Blue Distinction Centers for Substance Use Treatment and Recovery, which provide comprehensive care for substance use disorders. Find an in-network provider through the website, by calling <b>(844) 889-0212</b> or using the app.</p>	<p>Kaiser Permanente offers comprehensive treatment options for mental health concerns such as:</p> <ul style="list-style-type: none"><li>• Anxiety</li><li>• Depression</li><li>• Eating disorders</li><li>• Substance abuse</li></ul> <p>They can help you connect with providers, access self-care services or utilize online tools to manage symptoms. Learn more at <a href="https://kp.org/mentalhealth">kp.org/mentalhealth</a></p>
<div><p><b>Find the right type of care or provider</b></p><p>See your available benefits, find a local provider and access mental health resources through <b>Live and Work Well</b></p><ul style="list-style-type: none"><li>• Sign in to your <a href="https://myuhc.com">myuhc.com</a> account and go to Coverage &amp; Benefits &gt; Mental Health</li></ul><p>Get help navigating your care plan or speak with a clinician, social worker or behavioral health team member through <b>Health Advocacy Solutions (HAS)</b></p><ul style="list-style-type: none"><li>• Visit <a href="https://myuhc.com">myuhc.com</a> or use the UHC App for more information</li></ul></div>	<div><p><b>Find the right type of care or provider</b></p><p>Create a tailored care plan with a mental health professional, no referral needed</p><ul style="list-style-type: none"><li>• Call <b>(833) KP-WITH-U; (833) 579-4848 (TTY 711)</b> to make an appointment</li></ul><p>Get support for substance use disorder through <b>Kaiser</b></p><ul style="list-style-type: none"><li>• Visit <a href="https://kp.org/addiction">kp.org/addiction</a> for more information</li></ul></div>
<div><p><b>Speak with a counselor or therapist virtually</b></p><p>Schedule a telemedicine visit with a licensed mental health provider with <b>Teladoc</b></p><ul style="list-style-type: none"><li>• Visit <a href="https://teladoc.com">teladoc.com</a> to get started</li></ul><p>Get free, confidential guidance and support from licensed clinicians 24 / 7 through <b>Talkspace</b></p><ul style="list-style-type: none"><li>• Register today at <a href="https://talkspace.com/connect">talkspace.com/connect</a></li></ul></div>	<div><p><b>Speak with a counselor or therapist virtually</b></p><p>Schedule a telemedicine visit with a licensed mental health provider through <b>Kaiser</b></p><ul style="list-style-type: none"><li>• Visit <a href="https://healthy.kaiserpermanente.org/get-care">healthy.kaiserpermanente.org/get-care</a> to make an appointment</li></ul></div>



# Get Care When You Need It



There are many reasons why people may delay or avoid seeking the necessary help for their mental health. Even if you anticipate challenges in terms of time, finances or support, Lineage has resources available to assist you.

## ***“I don’t have enough time to take care of my own or a loved one’s mental health.”***

At times, it may be necessary to take time off from work to prioritize your mental health or provide care for a loved one.

Lineage offers both paid and unpaid leave options:

- **Paid Time Off (PTO):** You can find information about your available PTO on [Workday](#) or consult your HR Business Partner
- **Short-Term Disability (STD) and Long-Term Disability (LTD):** You may be able to use these benefits if you will be unable to work for more than 7 consecutive days. Learn more at [unum.com](#) or contact Unum at **(866) 679-3054**.
- **The Family Medical Leave Act (FMLA):** If you need time off to care for a family member with a serious health condition or for your own serious health condition, you may be eligible for FMLA. For more details, review the Team Member Handbook.

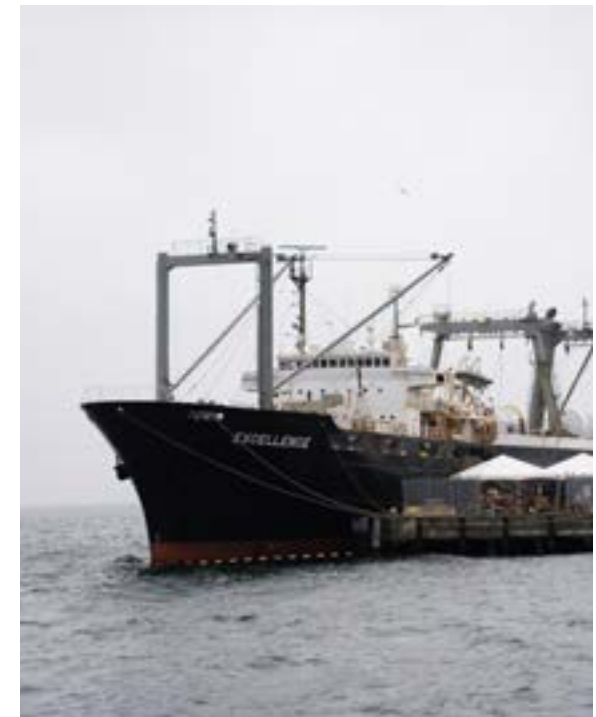
Discuss your options with your manager if you need to take time off or arrange job accommodations like remote work or a modified work schedule.

## ***“Mental health treatment is too expensive... paying for therapy or seeing a doctor will only increase my stress.”***

Don’t let concerns about the cost of mental health treatment prevent you or your family members from seeking help.

Use these tips and resources to address any financial worries:

- **Free counseling sessions:** Take advantage of the five free counseling sessions available to you and your family members through SupportLinc
- **Find affordable providers:** Compare the costs of different providers or look for those who offer sliding scale fees, where the cost per session is based on your income (with lower-income individuals paying less). Remember to choose an in-network provider for the best cost.
- **Inquire about low-cost options:** Speak with your medical provider or pharmacist about lower-cost alternatives for medications, providers or tests. They can help you find the most cost-effective option for your treatment.
- **Utilize spending accounts:** Flexible Spending Accounts (FSAs) allow you to save and pay for health care expenses on a pre-tax basis



# Get Care When You Need It



*“I don’t want people to perceive me as being flawed or weak.”*

It’s normal to feel concerned about how others will see your mental health challenges. The fear of stigma or negative attitudes towards individuals with mental health conditions can have significant impacts, including:

- Reluctance to seek help or treatment
- Lack of understanding from friends, family and colleagues
- Limited opportunities at work, school or in social situations
- Bullying and harassment
- Belief that your situation cannot be improved

Don’t forget that the resources and support provided by SupportLinc are entirely confidential, ensuring your privacy and comfort in seeking help.



**Despite nearly 20% of Americans experiencing mental illness each year, over 50% do not receive treatment due to the stigma surrounding mental health.**

If you want to help reduce the stigma surrounding mental health, increasing awareness and education is crucial. Here are some ways you can contribute:

- **Get treatment:** Taking care of your own mental health sets an example for others to do the same
- **Speak openly about mental health:** Be transparent and open in discussions about mental health concerns
- **Join a support group:** Connecting with others who are experiencing similar challenges can make it easier to discuss mental health. Consider joining a support group in your area or through SupportLinc.
- **Support others:** When someone reaches out to you with a mental health concern, offer your support and help them find appropriate resources

For more information on raising awareness and reducing stigma surrounding mental health, you can find additional resources through [SupportLinc](#) (code: lineage).





# Talking About Mental Health



If you see someone facing difficulties in their work or personal life, reaching out in a considerate manner can make an impact and help reduce the stigma surrounding mental health. It is crucial to be able to recognize signs of potential mental health struggles and know how to start a thoughtful conversation.

## Help a friend or coworker – what to look for

Mental health challenges can appear in various ways. While this list is not complete, here are some signs you may notice in colleagues or loved ones in their daily lives:

- Irrational thoughts, such as exaggerated beliefs or intense fear, worry or sadness
- Extreme mood swings, including uncontrollable “highs” or feelings of euphoria
- Loss of interest in activities
- Changes in sleep patterns, appetite or energy levels
- Difficulties with concentration or memory
- Withdrawal from social activities
- Increased absenteeism, overall sickness or declining health
- Inability to handle daily tasks or solve problems
- Tension and conflicts
- Persistent or intense feelings of irritability or anger

## What to say (and what not to say)

When you see these signs in others, you can offer support through empathetic conversations. Start with questions or statements such as:

- How are you doing lately?
- You don't seem like yourself today. Is everything all right?
- It seems like you've been feeling [sad, angry, anxious, etc.] for the past [day / week / month]
- I would like to assist you in talking to someone, finding solutions, creating a plan, etc. How can I help?

Avoid questions and statements like:

- It's clear that you're struggling. What's wrong with you?
- What do you expect me to do?
- Here's what I think you should do

If your initial questions lead to a conversation, try to keep your questions open-ended and actively listen. Some follow-up questions may include:

- Would you like me to just listen, or would you like suggestions for what to do?
- How can I support you without overstepping boundaries?
- What tasks can I take off your plate?
- I've been through something similar, and while I don't want to make this about me, I'm willing to share my experience if it would be helpful to you
- Can we discuss some ideas on how to support you during this time?

It is important to remember that even if someone shares their challenges with you, you may not be able to provide the help they need. However, you can still demonstrate empathy by thanking them for sharing and acknowledging the difficulties they're facing. Use language such as:

- I don't know what to say, but I'm grateful that you confided in me
- I'm sorry to hear that you're going through challenges. I'm here to listen whenever you need.

If you notice a coworker struggling, you can reach out to HR or other management to understand the available resources and how you can offer support.



# Terms to Know



**Addiction:** A compulsive need for a habit-forming substance, having harmful physical, psychological or social effects

**Anxiety disorder:** Feelings of intense worry or fear that interfere with daily activities, such as job performance, schoolwork and relationships

**Bipolar disorder:** Also known as manic-depressive illness, a disorder that causes unusual shifts in mood, energy and the ability to carry out daily tasks

**Coaching:** Specialized instruction and training provided to enable individuals to acquire or enhance particular skills, as in executive coaching or life coaching, or to improve performance, as in athletic or academic coaching

**Cognitive behavioral therapy (CBT):** A type of therapy that focuses on exploring relationships among a person's thoughts, feelings and behaviors

**Coping skill:** A strategy to help you deal with difficult situations and lessen unpleasant emotions, thoughts or behaviors

**Counseling:** Professional assistance in coping with personal problems, including emotional, behavioral, vocational, marital, educational, rehabilitation and life stage (e.g., retirement) problems

**Depression:** A type of mood disorder that causes severe symptoms that affect how you feel, think and handle day-to-day activities

**Eating disorder:** Extreme emotions and behaviors surrounding weight and food

**Licensed clinical social worker (LCSW):** This specific type of social worker provides mental health treatment, including clinical assessments, treatment and interventions. They may work in private practice or in treatment centers, group homes or government agencies

**Obsessive compulsive disorder (OCD):** A mental and behavioral disorder that features a pattern of unwanted thoughts and fears (obsessions) that lead you to do repetitive behaviors (compulsions)

**Psychiatry:** The branch of medicine focused on the diagnosis, treatment and prevention of mental, emotional and behavioral disorders. A psychiatrist is a medical doctor who specializes in mental health and is qualified to assess both the mental and physical aspects of psychological problems

**Psychology:** The study of the mind and behavior. It is a diverse scientific discipline with several major branches of research (experimental, biological, cognitive, personality, etc.) along with areas of applied psychology (clinical, industrial / organizational, etc.). A psychologist is a professional trained in a branch or subfield of psychology who may work in psychological counseling, other mental health care services, research or teaching

**Sliding scale payment:** Payments for services that are adjusted depending on an individual's income. The higher the income, the more you will pay for a service, and vice versa. Some mental health providers have sliding scale fees to improve access to their services among those who might otherwise struggle to pay

**Stigma:** Negative, judgmental or discriminatory attitudes towards mental health



**Substance abuse:** A disease that affects a person's brain and behavior and leads to an inability to control the use of a legal or illegal drug or medication

**Trauma:** An emotional response to a disturbing, scary or shocking experience that overwhelms an individual's ability to cope



# Contact Info and Resources



 <b>Contacts</b>			
Benefits	Carrier	Phone	Website
HR Service Center / Benefit Coaches	Alight	(844) 537-5300	n/a
Lineage Benefits Department	Lineage	Fax: (909) 237-7117	Email: <a href="mailto:benefits@onlineage.com">benefits@onlineage.com</a>
Employee Assistance Program	<b>NEW!</b> SupportLinc	(888) 491-6947	<a href="https://supportlinc.com">supportlinc.com</a>
Medical For those enrolled in a UHC plan	UnitedHealthcare (UHC)	(844) 889-0212	<a href="https://myuhc.com">myuhc.com</a>
Medical For those enrolled in a Kaiser Permanente plan	Kaiser Permanente	(800) 464-4000	<a href="https://kp.org">kp.org</a>
Telemedicine	Teladoc (UHC) Telehealth (Kaiser Permanente)	UHC: (800) 835-2362 Kaiser Permanente: Northern CA: (866) 454-8855 Southern CA: (833) 574-2273	UHC: <a href="https://teladoc.com">teladoc.com</a> Kaiser Permanente: <a href="https://kp.org/getcare">kp.org/getcare</a>
Legal Support	MetLife Legal	(800) 821-6400	<a href="https://info.legalplans.com">info.legalplans.com</a> ; access code: Legal20
 <b>Crisis and Additional Resources</b>			
Service	Support	Phone Number	Website
Crisis Services	National Suicide and Crisis Lifeline	988	<a href="https://988lifeline.org">988lifeline.org</a>
	Crisis Text Link	Text HOME to 741-741	<a href="https://crisistextline.org">crisistextline.org</a>
	Veterans Crisis Line	988 (Press 1)	<a href="https://988lifeline.org">988lifeline.org</a>
	National Alliance on Mental Illness (NAMI) Helpline	(800) 950-NAMI (6264)	<a href="https://nami.org">nami.org</a>
	National Domestic Violence Hotline	(800) 799-SAFE (7233)	<a href="https://thehotline.org">thehotline.org</a>
Specialty Resources	National Institute of Mental Health	(866) 615-6464	<a href="https://nimh.nih.gov">nimh.nih.gov</a>
	Mental Health First Aid Training	n/a	<a href="https://mentalhealthfirstaid.org/population-focused-modules/workplace">mentalhealthfirstaid.org/population-focused-modules/workplace</a>
	Substance Abuse and Mental Health Services Administration (SAMHSA)	(800) 622-HELP (4357)	<a href="https://samhsa.gov/find-help/national-helpline">samhsa.gov/find-help/national-helpline</a>
	Substance Use Treatment Locator	(877) 726-4727	<a href="https://findtreatment.gov">findtreatment.gov</a>
	Eating Disorders Helpline	(800) 931-2237	<a href="https://nationaleatingdisorders.org">nationaleatingdisorders.org</a>

