



Physical activity is good for the mind and body

We all know that physical activity is good for our bodies since it helps to prevent excess weight gain, builds muscle, keeps our hearts healthy, and adds years to our life. But did you know it's a scientifically proven mood booster that can help ease stress, anxiety, and depression?

Physical activity helps to relax muscles, relieve tension in the body and increase blood flow to our brain. As a result, our brain gets more oxygen and nutrients, and releases those feel-good hormones called endorphins. You may have heard the term “runner’s high,” which is a deeply relaxing state of euphoria we feel when we exercise and break a sweat. As you hit your stride, your endorphin levels increase. This can have a profound impact on our mental state and keeps us feeling good for many hours.

Research indicates that modest amounts of exercise can also boost your energy, improve memory and mood, and help you sleep better. In addition, physical activity can lead to a drop in your stress hormones, cortisol, and adrenaline, as well as improve how you respond emotionally to the ups and downs of life. Plus, regular aerobic exercise has been found to be an effective antidepressant intervention for adults diagnosed with depression.

No matter your age, it’s important to stay physically active so that you can keep your brain and body healthy and happy and prevent cognitive decline. If possible, try to get 30 minutes or more of moderate to intense exercise 3-5 days a week. However, even smaller amounts of activity can make a difference. For example:

- Enjoy the spring weather by taking a walk outside.
- Join a local gym or find a fitness class you are interested in such as yoga, tai chi, or Zumba.®
- Tune up your bicycle and go for a ride at a park or on a bike path.
- Work in your yard or plant a garden.

Mental Health Awareness Month

Since 1949, May has been observed as “Mental Health Awareness Month” in the United States. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices.

If mental health issues are disrupting your life, reach out for help. That might mean calling a family member for emotional support or contacting your health care provider. You can also visit [mentalhealth.gov](https://www.mentalhealth.gov) for additional resources and helpful information.

HELPING EMPLOYERS RECOGNIZE | UNDERSTAND | RESPOND

to support the mental health of employees

Mental health issues are a growing concern for our associates, both personally and professionally.

Employees experiencing mental health issues need help and hope. They may be uncertain how their condition will be viewed at work. They often feel unsupported, misunderstood or the subject of an associated stigma – so they may suffer alone.

Employers, managers and human resources departments want to help their employees, but they don't know where to begin. Mental health issues can be hard to recognize and managers may feel ill prepared without the resources they need to address issues and offer proper support.

That's why Independent Health has partnered with Horizon Health Services, one of the largest providers of outpatient mental health and substance use treatment in Western New York, to assist managers to be adequately prepared to compassionately address issues before they get more serious. Together we help employers **recognize** the signs, **understand** what the employee is dealing with and **respond** appropriately during what may be a difficult conversation.

How We Can Help You

The good news is that mental illness is treatable. When employers address mental health issues in the workplace – and demonstrate a culture that is caring, knowledgeable and supportive – they help their employees' overall health and ability to be productive at work.

Independent Health and Horizon Health Services offer a comprehensive approach to help you create a workplace that supports mental health through:

- Training for Your Leaders
- Resources for Your Associates



1 IN 5 ADULTS

EXPERIENCE MENTAL ILLNESS
EACH YEAR. HOWEVER,
ONLY 46% SEEK HELP.*

EXPERT SUPPORT AND GUIDANCE

Horizon Health Services provides hope and healing for individuals and their families dealing with mental health and substance use disorders.

And the stakes have never been higher.

The diseases of mental illness and addiction impact families in every neighborhood of our community. Horizon is recognized as an industry leader and patient advocate, providing:

- Care to help individuals and families improve their health.
- Comprehensive treatment, including medical, psychiatric, counseling and support services.
- Support that makes recovery possible.
- Hope to change and save lives.

It Starts With Training Your Leaders

Before engaging your full workforce, it's important to first equip your frontline leadership team with the fundamental knowledge and skill set essential for productive support.

Our initial two-part training will help your leaders **recognize** the signs and symptoms of mental health issues affecting their team members, **understand** the impact and **respond** in appropriate ways.

- **Mental Health in the Workplace** – An online course covering mental health versus mental illness at a high level.
 - Leaders will learn about what they might see, how they play a role, how to recognize and manage a workplace issue, and available resources.
 - Allows leaders to recognize the signs of mental illness and feel comfortable having a conversation with employees about related issues.
- **Understanding the Impact and How You Can Help** – An online or in-person training presented by both Horizon Health Services and Independent Health.
 - Provides in-depth understanding around three of the biggest issues: depression and anxiety, substance abuse and suicide prevention.
 - Includes discussion on the mind-body connection and the important role exercise and nutrition play.
 - Gives leaders the comfort and encouragement they need to recognize, understand and respond with compassion and effectiveness.

Resources for Your Associates

Increase awareness and provide education, resources and support for your employees to further develop a caring, inclusive workplace culture.

Independent Health can provide you and your employees with additional, in-person or prerecorded educational seminars, with topics that include:

- Mental Health in the Workplace for Employees
- Understanding Substance Use Disorders, Part I and II
- Healthy Behaviors That Can Improve your Mental Health
- Stress Management and Psychological Well-Being
- Mindfulness

Additional seminars may be available through Horizon Health Services.

We're here to help!

Talk to your Independent Health Account Manager today.

It's all part of the RedShirt® Treatment.



Mental Health and Substance Use Resources

Finding accurate and helpful information is not always easy. **When you need help, we are here for you.** We will take the time to listen, understand your needs and help you find the right support at the right time.

As an Independent Health member, you have access to a team of experienced and highly-trained care specialists who can provide you with safe, confidential guidance on your wellness journey.

- **Independent Health's Behavioral Health Department**

(716) 529-3945

Monday – Friday, 8 a.m. – 4 p.m.

- **Telemedicine Benefit*** – with Teladoc®, you can consult with psychologists, therapists, psychiatrists, clinical social workers, substance use counselors and doctors.

- Phone consultations are available 24/7

- Online video consultations can be requested from 7 a.m. – 9 p.m.

- Learn more and get started at www.independenthealth.com/telemedicine

- **Independent Health's Find a Doctor Tool** – Find a health care provider who participates in our network. Visit www.independenthealth.com/findadoctor



IMMEDIATE, 24/7 EMERGENCY ASSISTANCE

If you or someone you know needs immediate help, reach out to any of the following resources:

CALL 911 or go to the nearest emergency room.

CRISIS SERVICES

24-hour Crisis Hotline for Erie County:
(716) 834-3131

24-hour Crisis Hotline for Niagara County:
(716) 285-3515

24-hour Addiction Hotline: (716) 831-7007

Kids' Helpline: (716) 834-1144

24-hour Crisis Text Line: Text "HELLO" to 741741

24-hour Crisis Text Line for Frontline Workers:
Text "FRONTLINENY" to 741741

TTY: 711

Serving Erie and Niagara County 24/7, providing emergency outreach, crisis care management, domestic violence support and trauma support. Translation services available on all hotlines.

ERIE COUNTY DEPARTMENT OF HEALTH ADDICTION HOTLINE

Call: (716) 831-7007

Available 24/7, providing immediate help, education, information, referrals and assistance with links to addiction treatment services.

SUICIDE AND CRISIS LIFELINE

Call 988

A national network of more than 200 crisis centers providing 24/7, confidential support to people in suicidal crisis or mental health-related distress.

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION'S NATIONAL HELPLINE

Call: 1-800-662-4357

Provides 24/7 free and confidential treatment, referral and information about mental health and/or substance use disorders, prevention and recovery in English and Spanish.

www.findtreatment.gov

VETERANS CRISIS LINE

Call: 1-800-273-8255 and press 1

Text: 838255

TTY: 1-800-799-4889

A free, 24/7 confidential resource that connects all service members and their families or friends with a caring, trained VA responder – even for veterans not registered with the VA.

TREATMENT SERVICES

Additional local providers are available with a wide range of services tailored to the unique needs of each individual.

MH SU

BestSelf Behavioral Health

www.bestsselfwny.org
(716) 884-0888

Services:

- Children/Family/Young Adult outpatient mental health
- Young Adults substance use
- Adult mental health and substance use
- Health Home

MH SU

Catholic Charities of Buffalo

www.ccwny.org/services
(716) 856-4494

Services:

- Children/Adult/Family outpatient mental health
- Adolescent/Adult/Family outpatient chemical dependency treatment/support
- Basic needs
- Care coordination
- Domestic violence support
- Family/Parent resources

MH

Child and Family Services

www.cfsbny.org
(716) 335-7000

Services:

- Child and Family outpatient mental health
- Domestic violence support
- Health Homes
- Children's mental health residential

MH SU

ECMC Emergency, Inpatient, and Outpatient Services

www.ecmc.edu/health-services-and-doctors/behavioral-health
(716) 898-1676

Services:

- Comprehensive Psychiatric Emergency Program (CPEP)
- Adolescent/Young Adult mental health (hospital)
- Adult alcohol and drug rehabilitation program (hospital)

- Adult outpatient mental health
- Adult outpatient substance use

MH SU

Endeavor Health Services

www.ehsny.org
(716) 895-6701

Services:

- Children/Adult mental health
- Adolescent/Adult substance use

MH SU

Evergreen Health Services

www.evergreenhs.org
(716) 847-2441

Services:

- Adult substance use
- Harm reduction
- Syringe exchange program
- Mental health
- Health Homes

MH SU

Horizon Health Services

www.horizon-health.org
(716) 831-1800

Services:

- Children/Young Adult/Adult/Family mental health
- Adolescent/Adult/Family substance use
- Residential substance use (Young Adult/Adult)
- Eye Movement Desensitization and Reprocessing Treatment (EMDR)
- Detoxification
- Telehealth
- Care coordination
- Recovery support
- PTSD

MH

Jewish Family Service

www.jfsbuffalo.org
(716) 883-1914

Services:

- Children/Adolescent/Adult mental health counseling
- Care coordination
- Career and job development

SU

Kids Escaping Drugs

www.ked.org
(716) 827-9462

Services:

- Children/Young Adult inpatient facility (Renaissance Campus Buffalo)
- Residential treatment for ages 12-20
- Halfway house for ages 15-23

MH

Niagara Falls Memorial Medical Center – Niagara Wellness Connection Center

www.nfmmc.org/programs-services/behavioral-health/
(716) 278-4541

Services:

- Adult and Senior populations
- Inpatient psychiatric services
- Outpatient mental health services

MH SU

Spectrum Health & Human Services

www.shswny.org
(716) 662-2040

Services:

- Children/Adolescent/Adult mental health
- Adolescent/Adult substance use
- Children/Adolescent crisis response
- Community-based
- Health Home

MH SU

VA Western New York Healthcare System

www.buffalo.va.gov
Buffalo: (716) 834-9200;
800-532-8387

Batavia: (585) 297-1000

Services:

- Mental health
- Substance use
- PTSD

MH

Mental Health Services

SU

Substance Use Services

COMMUNITY SERVICES

For those looking for additional support or to learn more about mental health conditions and/or substance use, the following educational resources are available throughout the community.

211 WNY

www.211wny.org

Services:

- Mental health/substance use resources
- Food and nutrition
- Domestic abuse
- Legal services
- Support groups
- Developmental disabilities
- Veteran services

Al-Anon Family Groups

www.al-anon.org

Services:

- Child and Family support
- Education and resources

Alcoholics Anonymous

www.aa.org

Services:

- Recovery support
- Education, advocacy and group resources

Catholic Charities of Buffalo

www.ccwny.org/services

(716) 856-4494

Services:

- Basic needs
- Care coordination
- Domestic violence support
- Family/Parent resources

Community Action Organization of WNY

www.caowny.org/our-programs

(716) 881-5150

Services:

- Emergency and Family
- Prevention
- Housing support
- Youth services

Domestic Violence

National Hotline

www.thehotline.org

Services:

- Local support
- 24/7 confidential chat
- Prevention programs
- Legal resources

Erie County Department of Mental Health

www2.erie.gov/mentalhealth

(716) 858-8530

Services:

- Community support information and resources
- Self-help/mutual aid
- Detoxification
- Legal
- Housing

Independent Health Care Coordination and Behavioral Health Services

(716) 529-3945

Services:

- Independent Health members only
- Care coordination
- Mental health/substance use treatment options
- Help understanding your medications

LGBTQ Youth

NYS Office of Children and Family Services

<https://ocfs.ny.gov/programs/youth/lgbtq/resources-youth.php>

Services:

- Local resources
- Mental health support
- Adult caregiver resources
- Safe shelter information
- Legal resources

LGBTQIA+

NYS Office of Mental Health

<https://omh.ny.gov/omhweb/lgbtqia/>

Services:

- Resources and education

Mental Health Advocates of WNY

www.eriemha.org

(716) 886-1242

Services:

- Child and Family community support
- Legal services and advocacy
- Education, advocacy and support group resources

Narcotics Anonymous

www.na.org

Services:

- Recovery support
- Education and resources

National Alliance on Mental Illness Buffalo & Erie County

www.namibuffalony.org

(716) 226-6264

Services:

- Family education
- Family support
- Mental health information and support

National Association for Children of Addiction

www.nacoa.org

Services:

- Adult and Family support
- Education, advocacy and resources

National Institute on Drug Abuse

www.drugabuse.gov

Services:

- Education and resources
- Research and training
- Clinical resources

New Directions Youth and Family Services

<https://fosteringgood.org/>

Services:

- Family peer support services
- Children and family treatment and support services
- Mental health education
- Prevention services
- Specialized therapies

Problem Gambling Resource Center

www.nyproblemgambling.org
(716) 833-4274

Services:

- Assessment
- Referral
- Treatment
- Recovery support

Salvation Army

www.buffalo.salvationarmy.org
(716) 883-9800

Services:

- Family emergency
- Adult rehabilitation
- Senior services

Veterans One-stop Center of WNY

www.vocwny.org
(716) 898-0110

Services:

- Veteran services
- Peer support

Overdose Prevention Training Resources

Erie County Department of Health's Naloxone Training

www3.erie.gov/health/naloxonenarcn

Free training on opioid overdose and the use of Naloxone, a medication used to rapidly reverse opioid overdose.

NARCAN®

www.narcan.com

Find out how to get and use NARCAN® nasal spray, an over-the-counter medicine used for the treatment of a known or suspected opioid overdose emergency.

Horizon Health Services Opiate Overdose Prevention Training

www.horizon-health.org/resources/opiate-overdose-prevention-training/
(716) 831-2700

Free opiate overdose prevention kits and training.

Medication for Addiction Treatment & Electronic Referrals

www.mattersnetwork.org
Free NARCAN training and fentanyl test strips.

SELF-HELP TOOLS

There are many online tools, apps and books that offer help. Talk with your doctor about what self-help tools are right for you. Some examples include:

12 Step

www.12steptoolkit.com

Calm App

www.calm.com

SoberTool

www.sobertool.com

U.S. GOVERNMENT MENTAL HEALTH EDUCATION AND RESOURCES

www.mentalhealth.gov

Services:

- Mental health information and resources for all ages
- Veteran resources

Questions?

Call Independent Health Member Services at (716) 631-8701 or 1-800-501-3439 (TTY: 711); Monday – Friday, 8 a.m. – 8 p.m.



It's all part of the RedShirt® Treatment.



*Benefits vary by plan. Excludes Medicare Advantage plans. Check your benefit plan documents for your applicable member cost share and other information associated with the telemedicine benefit. If your plan is HSA-qualified, by law, you are responsible for paying the full cost of Teladoc services until your deductible is satisfied. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc phone consultations are available 24 hours, 7 days a week while video consultations are available during the hours of 7 a.m. to 9 p.m., 7 days a week.