



Mental Health &
Addiction Resource Guide
for BMC Employees

Boston Medical Center
HEALTH SYSTEM

Committed to Your Wellbeing

I hope you'll join me in helping to foster an environment at BMC that ends stigma against mental health and substance use disorders. We're committed to the wellbeing of our employees and their families through education, prevention, treatment and recovery efforts. I'm proud to work for an organization that is built on respect, where everyone cares deeply about each other, and I'm confident that we can continue to set a strong example for others.

Kate Walsh
BMC President and CEO

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Support Available to Employees

BMC EAP (833.306.0107)

The EAP provides employees and their families with confidential short-term counseling and referral services for a wide range of concerns including mental health, alcohol/substance use disorder, smoking cessation, depression and anxiety. They also provide addiction and mental health assessments and are available 24/7. More information, as well as addiction and mental health assessments, are available online at [guidanceresources.com](https://www.guidanceresources.com) (register with code: BMC).

EMPLOYEE RESILIENCE CLINICIANS (617.414.HELP)

The Employee Resilience Clinicians provide direct care and support for employees across BMCHS.

- **Short Term Individual Support** for work-related stress and resiliency.
- **Care Navigation** to BMCHS Behavioral Health Benefits for long-term counseling & Social Support Resources such as housing, food, and family issues.

They can be reached by email: resilience@bmc.org, phone: **617.414.4357**, or pager: **8010**.

STRESS FIRST AID TRAINING

Stress First Aid (SFA) is a self-care and peer model for employees in high stress, critical roles. The program includes seven actions to help you identify and address early signs of stress reactions in yourself and others in an ongoing way. This training is available to all hospital employees in an effort to help everyone navigate the innate challenges of the job, while learning how to support each other. To request a training, contact BMC Employee Resilience Clinicians at resilience@bmc.org, phone: **617.414.4357**, or pager: **8010**.

HEADSPACE

Headspace provides access to on-demand guided meditation videos and educational content that can be used as a personal guide towards less stress, more focus, and better sleep. With guided exercises and structured courses, Headspace will help you start your day motivated and end your day grounded. To sign up, visit <https://work.headspace.com/bmc/member-enroll>.

DAYLIGHT

Daylight is a digital therapy program designed to help you build your resiliency so you can feel better when facing life's tough challenges. It was created with evidence-based research and uses Cognitive Behavioral Therapy to teach you ways to manage your daily stress, worries and anxiety, based on your specific needs. Register at www.trydaylight.com/bmc.

SLEEPIO

Research shows people who suffer from chronic sleep problems have more difficulty managing emotions, are at double the risk of developing depression and respond less to treatment for mental health disorders. The sleep experts at Sleepio can help you get the best sleep possible. This six-week personalized sleep program uses Cognitive Behavioral Therapy (CBT) to teach you techniques to get your sleep schedule, thoughts, lifestyle and sleep environment into shape. Discover your Sleep Score and how to improve it at www.sleepio.com/bmc.

RESTORE RESILIENCE

This program provides digital and 1:1 coaching support around building a strong foundation for overall health, improving diet and creating an exercise/movement commitment. It helps guide employees through healthy, new routines, with a primary focus on managing stress, and improving sleep. Sign up by visiting my.restorehealth.com/signup/rh_resilience/bmc_resilience/.



MEDITATION AND MINDFUL MOVEMENT

The practice of mindfulness is a purposeful way to approach your day-to-day tasks: this mindset can help reduce stress and enhance the joy experienced in daily life. Brighten up your inbox with this weekly email for a dose of mindfulness and positivity, which may include links to a virtual meditation practice, an inspiring poem or quote, or a peaceful photograph to bring calmness into your life. Employees can sign up at <https://tinyurl.com/mindful-moment-sign-up>. To learn more, email mindfulness@bmc.org.

SPIRITUAL CARE

Chaplains have an appreciation for the reality of human fragility and understand the feelings of uncertainty and anxiety that you may be experiencing. As members of the hospital's interdisciplinary team, they are trained to respond to your spiritual, emotional and religious needs. The chaplains are available for immediate support and pastoral counseling. Contact Jennie Gould (pager **4578**).

SMOKING CESSATION

We understand that there is a benefit to having personal support as you quit, so we've developed a special program just for employees. This program takes an individualized approach with a Tobacco Treatment Specialist who will work with you to create a quit plan and help you on your tobacco-free journey. There will be confidential and personalized 1-on-1 sessions that can be scheduled at a time convenient to you. Your participation in this free program will not be documented in EPIC and will be kept confidential. Additionally, through a partnership with Vincere Health, you can use an app to earn money throughout your quit journey. Call **617.638.7665** (SMOK) to sign up.

SAFE DISPOSAL OF UNUSED MEDICATION

To prevent unused medication from getting into the wrong hands or harming the environment, it is important to safely dispose of them. At BMC, unused medications may be disposed of in the MedSafe Receptacles located in the Shapiro and Yawkey Pharmacy patient waiting areas. Additional information is available online at www.fda.gov/drugs/disposal-unused-medicines-what-you-should-know/drug-disposal-drug-take-back-locations.

Support if You Are Enrolled in BMC's Medical Plans

HEALTH PLANS, INC. (844.926.2262)

Regardless of which plan you're enrolled in, HPI members may visit any mental health/substance use disorder provider that is part of the Optum Behavioral Health network through HPI. Referrals are not required. To find a provider, visit www.healthplansinc.com/bmc or call HPI directly. If you're having difficulty finding a provider that meets your needs, you may contact BMC Employee Resilience Clinicians at resilience@bmc.org, phone: **617.414.4357**, or **pager: 8010** for Navigation Assistance.

DOCTOR ON DEMAND

HPI plan members can receive convenient and confidential behavioral health visits through online video chat with licensed practitioners. Conditions treated include depression, anxiety, addiction, trauma and loss.

You can select a mental health appointment with a psychologist or a masters level therapist for talk therapy for 25 or 50 minute sessions. You may also schedule an appointment with a psychiatrist for an initial assessment and medication management including prescribing/renewing prescriptions (45 minutes). Subsequent 15-minute follow-up sessions are available for ongoing medication management. Medications that the psychiatrist prescribes can be called in to a local pharmacy, including BMC.

To get started, download the app on your phone or tablet, or visit doctorondemand.com/health-plans-inc. Create your account and enter insurance ("Health Plans, Inc.") and complete the necessary information. The cost of each visit for BMC employees and family members is just \$5.

STRESS REDUCTION/RESILIENCY BUILDING COACHING

If you are living with high levels of stress, you are putting your entire wellbeing at risk. Stress affects your emotional equilibrium as well as your physical health. While you cannot avoid all sources of stress in your life, you can develop healthier ways of responding to them. With this program, a Health Coach will help you identify the causes of stress in your life and work with you to develop effective techniques to manage it so you can relieve the pressure and regain control. You may enroll at enroll.trestletree.com. For information, call **866.234.4635**.

ACUPUNCTURE TREATMENT FOR ADDICTION/SMOKING CESSATION

As part of your BMC medical plan coverage, a BMC Family Medicine acupuncturist can help treat your addiction through the NADA (National Acupuncture Detoxification Association) protocol. NADA involves the placement of up to 5 needles into specific sites on each ear for 30-45 minutes. To schedule an appointment or to learn more about the NADA protocol, call **617.414.6264**.

NALOXONE NASAL SPRAY RESCUE KIT

Naloxone (the generic name for Narcan) can prevent an opioid overdose fatality. Kits are available without a prescription to all BMC employees. If you are enrolled in our group medical plan through Health Plans Inc., Naloxone is processed through the insurance for a zero dollar copay at a BMC pharmacy. Naloxone can be carried in case you encounter a potential overdose situation. To request a kit, fill out the online form: hub.bmc.org/departments/pharmacy/outpatient-and-retail-pharmacy-services/resources-employees. Upon receiving the kit, a pharmacist is available to provide a demonstration for proper administration.



Support if You Have a PCP at BMC

BMC PRIMARY CARE

If you have a behavioral health concern, your primary care provider can be your first step in receiving care. Additionally, many BMC Primary Care Providers have a subspecialty in Addiction Medicine. As part of the OBAT program, they can provide treatment for addiction during regular office visits. For a listing of these providers, visit hub.bmc.org/employee-center/employee-wellbeing/mental-health-sud-support or contact the OBAT Care Coordinator at **617.414.4123** for navigation support.

BMC DEPARTMENT OF OUTPATIENT PSYCHIATRY

Psychiatrists, Nurse Practitioners and Clinical Social Workers are available for services including therapy, counseling, psychotherapy support groups, and psychopharmacological treatment for adults, adolescents and children. To schedule an appointment, call **617.414.4238**.

CATALYST

Center for Addiction Treatment for Adolescents/Young Adults who use Substances is a primary care based program for adolescents and young adults. Depending on the individual patient, treatment plans may include medications for addiction, psychotherapy with a Social Worker, assessment for co-occurring psychiatric disorders, monitoring with urine drug testing, contingency management and assistance with navigating the school and employment systems. Contact them at **617.414.6655**.

PROJECT RESPECT

Based in the Department of Obstetrics and Gynecology, Project RESPECT (Recovery, Empowerment, Social Services, Prenatal Care, Education, Community and Treatment) provides compassionate and comprehensive treatment for pregnant women and their newborns with substance use disorder. For more information or to schedule an appointment, call **617.414.6376**.

REFERRAL PROGRAMS

Rapid ACCESS

The Rapid ACCESS Assessment, Connection, Counseling, and Engagement with SUD Services) program connects patients with substance use disorders to available treatment at BMC and in the community. Their team consists of recovery coaches, licensed social workers, and recovery support navigators who all work in collaboration to help patients quickly access evidence-based treatment for addiction. They are available 7 days a week from 8 am to 7pm at **617.638.5500**.

Project ASSERT

Based in the BMC Emergency Department, Project ASSERT (Alcohol and Substance use Services, Education and Referral to Treatment) connects patients with urgent needs to inpatient addiction services, including detoxification, rehabilitation and residential programs. To contact them, call **617.414.4399**.

Faster Paths to Treatment: BMC's Opioid Urgent Care Center

Faster Paths triages patients into the right inpatient or outpatient medical care; provides medical and psychiatric examinations to match patients with the right level of care; and ensures access to prescribed medications. For more information, call **617.414.4580**.

How to Take Time Off for Treatment/Care

LEAVE OF ABSENCE

You may qualify for time off from work for the treatment of mental health and/or substance use disorders on an intermittent or continuous basis. As soon as you become aware of your need to be out of work, speak with your manager and contact Lincoln Financial. This must be done at least 30 days prior to the start of your anticipated leave date. Be sure to have the following information:

- Doctor/provider's name, phone number, address, fax
- Manager's name, phone number, and email
- Your expected last day worked
- Your employee ID or Social Security Number

Leave Request Process

- Talk to your manager. You do not need to share the reason for your leave or the medical certification form with your manager, as this information is private.
- Contact Lincoln to notify them of your upcoming leave. You may call them at **844.869.3474** or file a claim online at www.MyLincolnPortal.com.
- First time users can register using Company Code: BostonMC.
- Follow the directions from Lincoln on filing for PFML. You may file for PFML by:
 - calling **833.344.7365** (Monday - Friday, 8am to 5pm)
 - going online to:
www.mass.gov/paid-family-and-medical-leave-benefits

Note: The Employer Identification Numbers (EIN) to file for PFML are:

- BMC employees: 04-3314093
- BMCHP employees: 04-3373331

BMC POLICIES

All BMC policies can be found in the Policies and Procedures section of The Hub. If you need time off for treatment or are in recovery, you have certain rights for protected time out of work or needed accommodations, as described in the following Human Resources policies:

- **FMLA:** This policy provides information on taking either a continuous or an intermittent leave of absence to treat your substance use disorder.
- **Reasonable Accommodation:** This policy states that BMC will make good faith efforts to accommodate the physical and mental limitations of qualified employees with a disability to enable them to perform the essential functions of their job.

To ensure a safe and productive work environment for all employees, patients and visitors, the following Human Resources policies address BMC's expectations for employee workplace behavior.

- **Substance Use Disorder:** This policy describes BMC's practice on supporting employees with a substance use disorder and includes a list of resources available to support them.
- **Employee Conduct:** This policy provides guidelines and examples of unacceptable conduct including drug and alcohol use and its potential impact on your employment.
- **Drug and Alcohol:** This policy explains that use of drugs and/or alcohol while on the job, working impaired, and/or possessing, selling, distributing or diverting drugs is prohibited. It also states that if you voluntarily disclose your substance use disorder before job performance is affected, you may be eligible for protected time off for treatment. The disclosure is only needed as part of your application for a leave of absence.

Community Resources and Support Programs

GROUP SUPPORT PROGRAMS

Available community resources and support programs include Alcoholics Anonymous (www.aa.org), Al-Anon Family Groups (al-anon.alateen.org), Narcotics Anonymous (www.nerna.org) and SMART Recovery (www.smartrecovery.org). A comprehensive list of resources is available on the Hub at hub.bmc.org/departments/nursing/substance-use-disorder-council/resources.

POLICE ASSISTED ADDICTION RECOVERY INITIATIVE

The Police Assisted Addiction Recovery Initiative (PAARI) supports local police departments as they work to support those with substance use disorder by providing them with medical assistance if they come forward asking for help. Visit their website to see if your town participates: paarius.org/our-partners.

SUICIDE PREVENTION LIFELINE (800.273.8255)

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. Visit suicidepreventionlifeline.org.



PARTNERSHIP FOR DRUG-FREE KIDS (844.319.5999)

In collaboration with the Grayken Center for Addiction here at BMC, parents in MA can access free and personalized help from trained parent support specialists and coaches whose own families have experienced addiction. The support is either online or over the phone and provides in-depth strategies that have been shown to increase the chances of recovery and lead to better outcomes for persons struggling with substance use. Visit graykenaddictionsupport.org.

MASSACHUSETTS SUBSTANCE USE HOTLINE (800.327.5050)

The Helpline is a public resource for finding substance use treatment in Massachusetts. Helpline services are free and confidential. Their trained Specialists will help you understand the treatment system and your options. Visit <https://helplinema.org> for more information.

RIZE MASSACHUSETTS

RIZE Massachusetts is an independent nonprofit foundation working to end the opioid epidemic and reduce its devastating impact on people, communities, and our economy. RIZEMA created a toolkit with information about the rights and available resources related to recovery pathways, housing, education, employment, and more. For additional information, visit www.rizema.org.

INSIGHT TIMER MEDITATION APP

The Insight Timer app provides free access to more than 70,000 guided meditation sessions, programs to improve your sleep, yoga techniques, and even content for kids. Visit the App store (iPhones) or Google Play (Androids) and search for "Insight Timer" to download the app and get started.

SCREENING TOOLS

Screening tools are a quick and easy way to determine whether you are experiencing symptoms of a mental health or substance use disorder.

Mental Health

- www.mentalhealthamerica.net/mental-health-screening-tools

Alcohol/Substance Use Disorder

- <https://auditscreen.org/check-your-drinking>
- www.drugabuse.gov/ast/s2bi
- alcoholtreatment.niaaa.nih.gov/FAQs-searching-alcohol-treatment#topic-what-is-alcohol-use-disorder-and-its-symptoms
- www.bmc.org/research/alcohol-treatment-research/signs-problems

'CONSIDERING THERAPY?' INFORMATION SHEET

It's common to feel anxious about seeing a therapist for the first time. Knowing what to expect ahead of time may help you feel more comfortable when deciding to see a therapist, and more prepared for your first visit. Access the "What to Expect When Seeing a Therapist for the First Time" information sheet on the Hub at hub.bmc.org/employee-center/employee-wellbeing/mental-health-sud-support for tips, advice, and listing of resources available to support you.



The Importance of Employee Patient Privacy

At Boston Medical Center, we place the highest priority on a patient's right to privacy, and this extends to our employees who receive their care at BMC. We are committed to providing our employees and patients with exceptional care and forming a relationship that is built on trust. This means that we respect an employees and patient's right to privacy and will endeavor to protect the confidentiality of the health information shared with us. We have detailed policies and procedures in place to safeguard employee and patient rights to privacy. Our Privacy Office, Information Security team and Health Information Department is available to provide information on how we protect employee and patient information. Please email PrivacyOfficer@bmc.org or call our anonymous Compliance Hotline 800.586.2627 with any questions.

Contact Us:

Human Resources Service Center
720 Harrison Avenue, 5th Floor
Boston, MA 02118
Phone: 617.638.8585
Email: HRConnect@bmc.org
Web: internal.bmc.org/employee-center

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