

Headspace Care

Benefit Overview

Veolia North America

Resourcing the world  **VEOLIA**



Incredible mental healthcare for everyone.

Headspace Care offers immediate, personalized support for all life's challenges with:

- Live coach chat
- Guided content
- Video therapy and psychiatry

—all from the privacy of your smartphone.



What you'll get out of today's session

1

**What
Headspace
Care is**

3

**How to get
started with
Headspace
Care**

2

**Interactive
True or False
exercise**

4

Q&A

**Your mental
health matters
and *we care*
about yours.**

We all have times when we feel down, stressed, or frightened. And while we know they are part of life, they can still impact our daily lives.

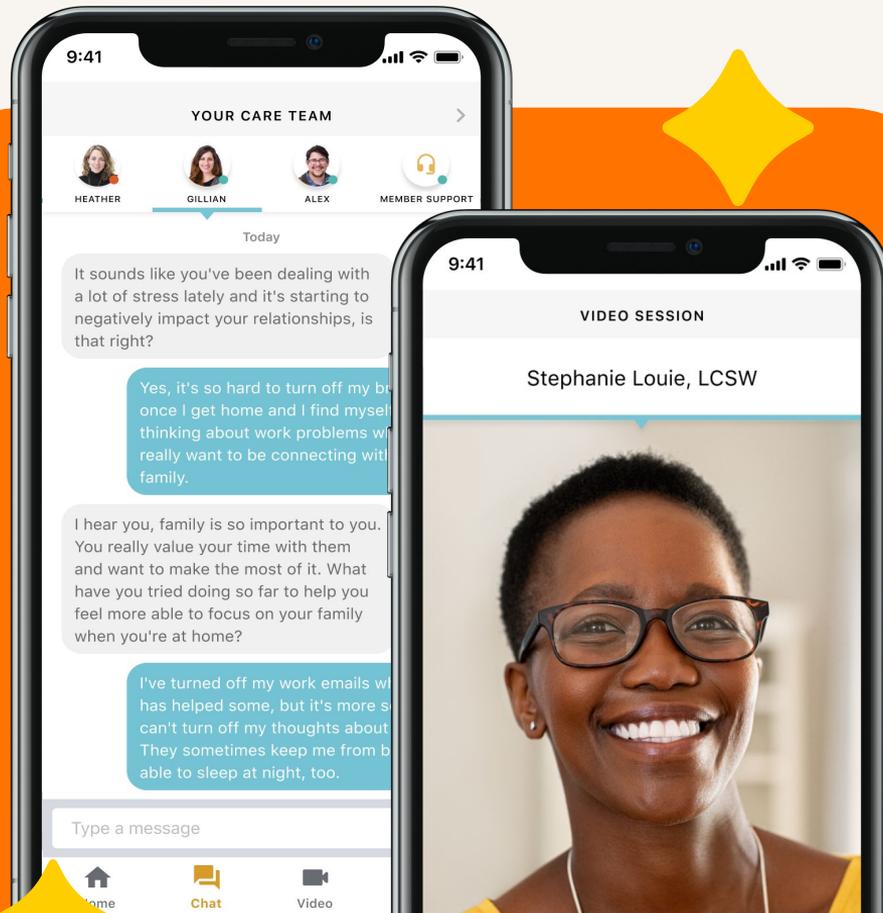
Your feelings — whatever they may be — are valid and it's ok to feel unsettled.
You're *not* alone.

Emotional support within seconds

Headspace Care offers immediate, personalized support for all life's challenges with:

- Live coach chat
- Video therapy and psychiatry
- Guided content

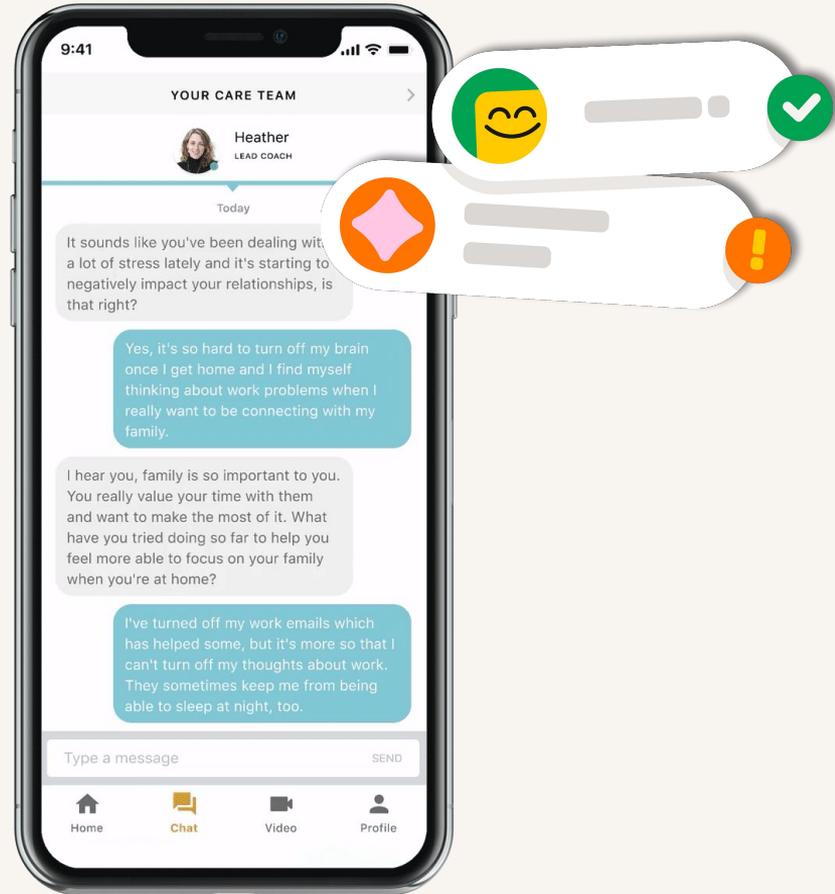
—all from the privacy of your smartphone.



Coaching support

Immediate, real-time conversations

Chat live with a behavioral health coach 24/7/365 and practice or learn new skills using our in-app content – available through your smartphone and **at no cost to you.**



Therapy & psychiatry

Veolia will sponsor **eight private video sessions per year** with a licensed therapist or psychiatrist delivered through the privacy of your smartphone.

If a member chooses to go beyond the eight sessions, the member/member's insurance will be billed.

During enrollment, all members are asked to enter insurance and payment info for seamless & continuous access to care.



How does it all work?

Ready to learn more about our collaborative care model? Check out this [quick video](#) from our Chief Clinical Officer, Dana Udall.

Headspace Care in Spanish



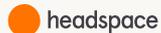
Flexible care for every member - all from their smartphone

From prevention to medication management, Spanish-speaking members will have access to personalized, immediate support



Behavioral Health Coaching

Support for daily stressors like work and relationships, and help building coping skills.



Therapy & Psychiatry

Help managing anxiety, depression, and other common conditions to stay on track.

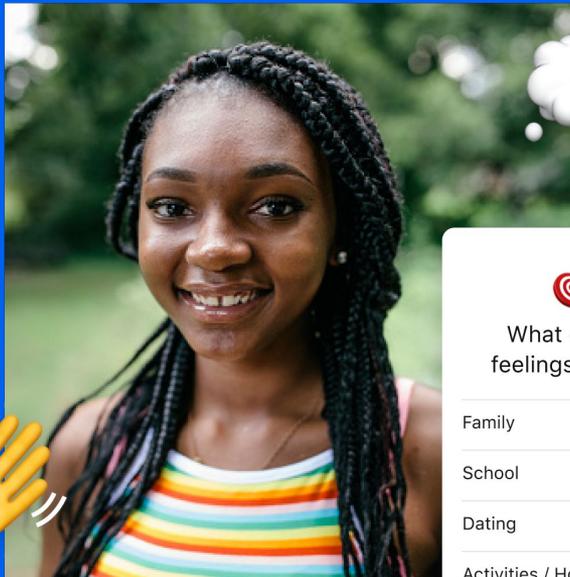


Self-Care Library

Personalized, clinically-validated, skill-building activities to address a variety of challenges.

Headspace Care for Teens

Incredible mental healthcare that works
for teens and their families

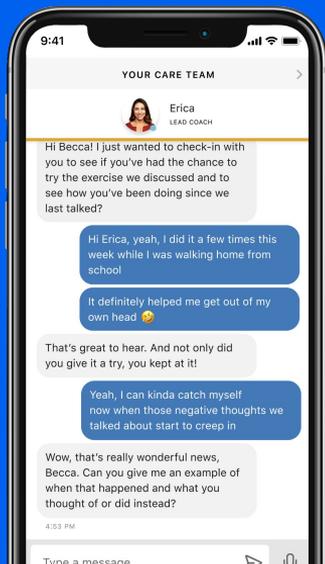



What do your feelings impact?

Family	<input checked="" type="checkbox"/>
School	<input type="checkbox"/>
Dating	<input checked="" type="checkbox"/>
Activities / Hobbies	<input checked="" type="checkbox"/>

Flexible care for every teen - all in one place

From prevention to management, teens will have access to personalized care to overcome their challenges.



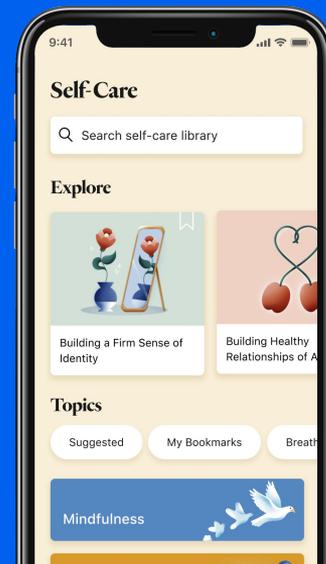
Behavioral Health Coaching

Support for daily stressors like school and friendships, and build coping skills to move forward.



Therapy & Psychiatry

Help managing anxiety, depression, ADHD, and other common conditions to stay on track.

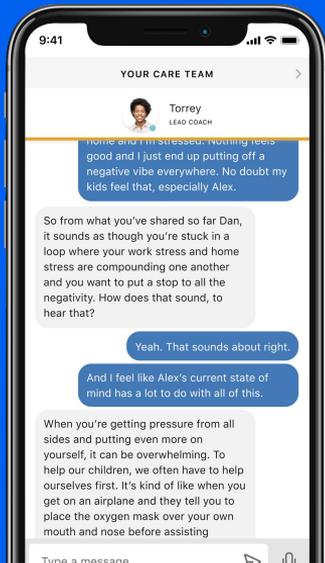


Guided Self-Care

Clinically-validated exercises, designed specifically for teens, to supplement progress between care.

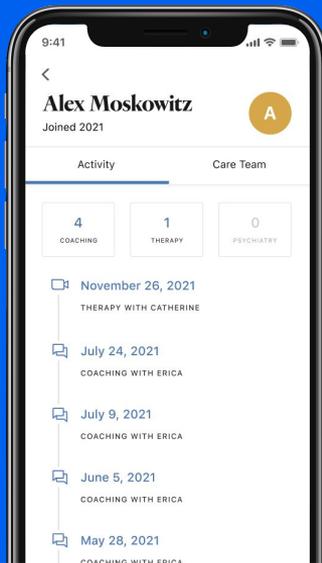
Integrated support for parents

Parents, who already have access to Headspace Care for their own mental health, will get additional resources to best support their teen.



Enhanced Care

Support from their own Headspace Care team to understand how to best complement their teen's care.



Progress Updates

Ongoing visibility into their teen's care to know how they are doing.



Parenting Content

Clinically-validated exercises to foster healthy parent-teen relationships.



Headspace Care Live Events

2024 Live Monthly Meditations

MAY	JUNE	JULY	AUGUST
 <p>Live Meditation with Headspace: World Meditation Day <u>May 21, 2024</u> 9am PST / 12pm EST / 6pm CET</p>	 <p>Live Meditation with Headspace: Living Authentically <u>June 6, 2024</u> 9am PST / 12pm EST / 6pm CET</p>	 <p>Live Meditation with Headspace: Managing Anxiety <u>July 11, 2024</u> 9am PST / 12pm EST / 6pm CET</p>	 <p>Live Meditation with Headspace: Navigating Change with Resilience <u>August 1, 2024</u> 9am PST / 12pm EST / 6pm CET</p>
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
 <p>Live Meditation with Headspace: Living Joyfully Through Play <u>September 5, 2024</u> 9am PST / 12pm EST / 6pm CET</p>	 <p>Live Meditation with Headspace: World Mental Health Day <u>October 10, 2024</u> 9am PST / 12pm EST / 6pm CET</p>	 <p>Live Meditation with Headspace: Cultivating Loving- Kindness <u>November 7, 2024</u> 9am PST / 12pm EST / 6pm CET</p>	 <p>Live Meditation with Headspace: A Moment of Rest <u>December 5, 2024</u> 9am PST / 12pm EST / 6pm CET</p>

2024 Live Quarterly Workshops



LIVE WORKSHOP

Reframing Social Anxiety: How to Deepen Your Connections



Thursday, August 15th, 2024

Register for a time that works for you:

Session 1: 9 am PT / 12 pm ET / 4 pm UTC

Session 2: 5 pm PT / 8 pm ET / 12 am UTC



Navigating Grief: Moving Forward with Grace and Gratitude



Thursday, November 14th, 2024

Register for a time that works for you:

Session 1: 9 am PT / 12 pm ET / 5 pm UTC

Session 2: 5 pm PT / 8 pm ET / 1 am UTC

Members *love* Headspace Care

“

The Headspace Care services are fantastic

and have really helped me through a stressful time of work/life uncertainty. My coaches were the best. Both were so good at their craft and guided me to a better place. I have learned and benefited so much, knowing you are here for me.

Headspace Care Member

Q3-2023 Survey

“

I'm grateful for my coach's help.

Breaking inertia is very hard for me, especially at the present moment. I struggle to ask for help, but I've barely had to ask, and I'm already taking small steps forward.

Headspace Care Member

Q2-2023 Survey



Coaching isn't for me! Coaching is only for those struggling with severe mental health issues, right?

False

Anyone can benefit from coaching! Coaches provide support for everyday challenges. They can help you navigate work-related issues, create a personal growth plan, build a routine to get a better night's sleep, or just keep you accountable so you can achieve your goal.



**Headspace Care is only
available
in English.**

Falso.

Headspace Care también está disponible en Español para adultos con al menos 18 años de edad.

False.

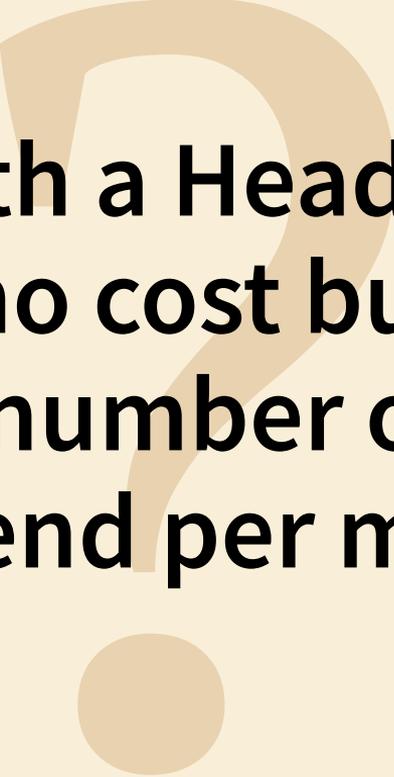
Headspace Care is also available in Spanish for adults ages 18 and older.



**Headspace Care is available
to me,
my significant other,
and my children.**

True. But...

Your dependents must be **13 years of age or older.**



Chatting with a Headspace Care coach has no cost but there's a limit on the number of messages I can send per month.

False

Your employer provides Headspace Care coaching services at no cost to you and your dependents.

You can chat with a coach in real time, regardless of where you are, and for as long as you need.



**I can text a coach
at 3AM about that one
thing that has been
bugging me all week.**

True

Headspace Care coaches are available 24/7* from anywhere you are through your smartphone. Whether you're in bed at 3 am or on your lunch break at noon, your care team is there for you.

*Headspace Care in Spanish and for Adolescents is available 6am-10pm PT



Wait...
**The coach I am
chatting with at 3 am is
definitely a robot.**

False

Not at all. **Headspace Care coaches (psychiatrist and therapists too) are real humans** who have graduate degrees in psychology-related fields and/or a coaching certification. Each thoughtfully vetted to provide high-quality support.



**That's great!
But then, I have to pay
for therapy and psychiatry
right?**

False*

Your employer is also covering the cost for up to eight therapy and psychiatry sessions per person, per year, for you and your dependents. You can have video therapy and psychiatry sessions—all through the Headspace Care app.

*If a member goes beyond eight sessions, a cost-share will occur.



Because my employer is offering Headspace Care, they can see when I sign up and my conversations.

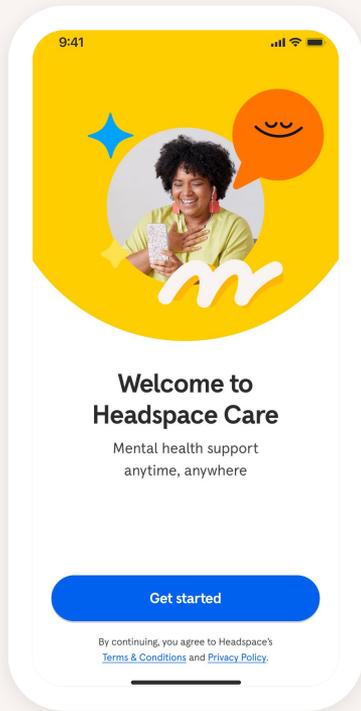
False

Headspace Care does not share individual service usage, conversations, or other personal information with your employer (or your manager). Information exchanged with your Headspace Care care team is confidential between you and them.

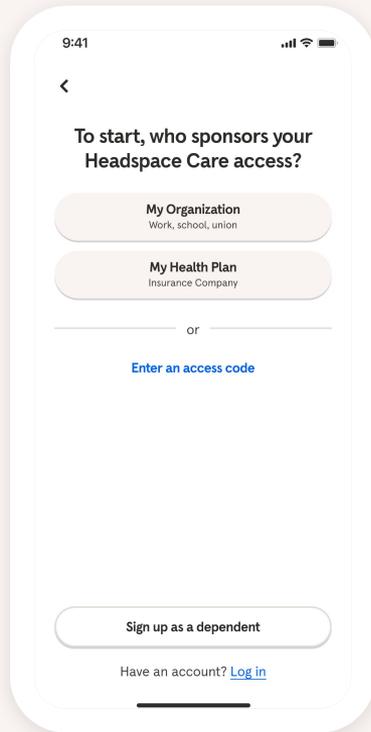
If you haven't
already,
get started with
Headspace Care.



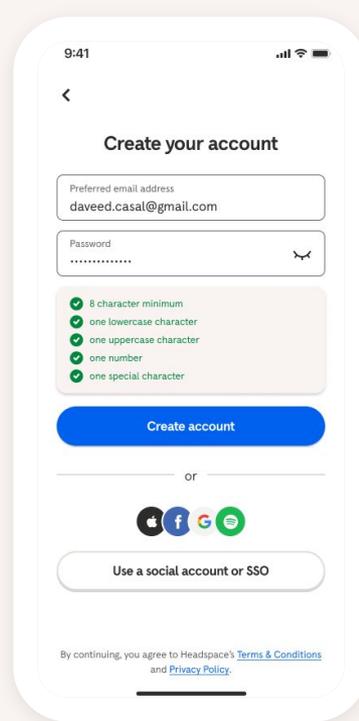
How to enroll in Headspace Care



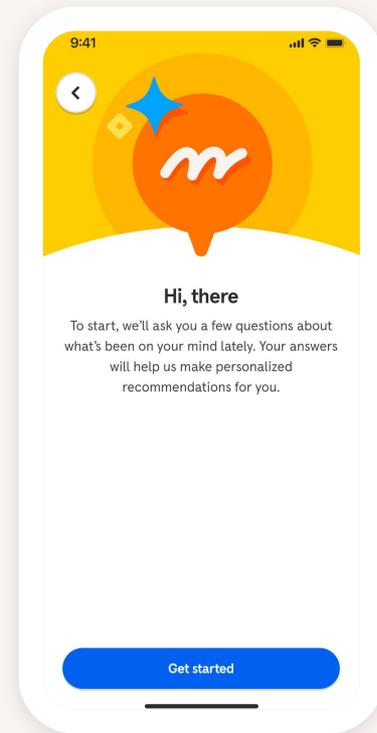
Download 'Headspace Care' app or scan the QR code



Tap "My Organization"



Fill out your information and enter your work email address



You're all set! Follow the rest of the instructions to get started.

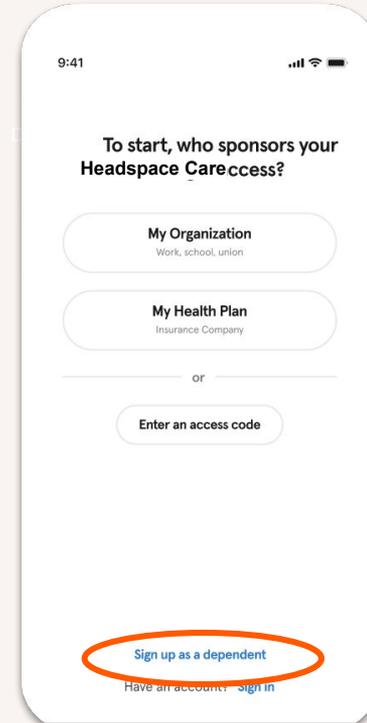


How to add an adult dependent to Headspace Care

You can invite up to **5 loved ones** (friends or family) to join your Headspace Care plan.

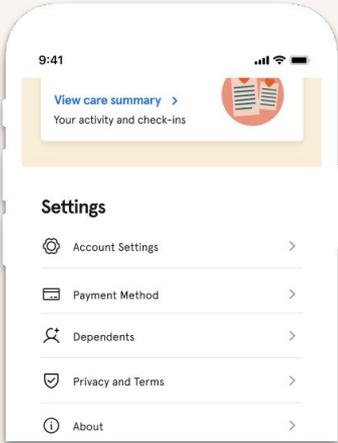
Option 1: Dependent (18+) enrolls themselves

Just like you, your dependents have access to the same benefits with Headspace Care . Dependents get access to Headspace Care from their own separate account knowing their conversations are confidential.

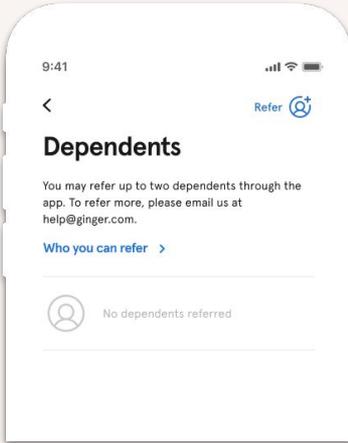


OR you can refer them through the 'profile' tab

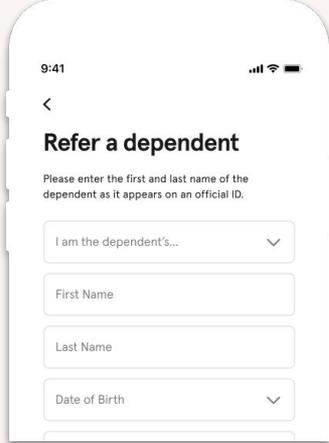
Option 2: Employee refers dependent (18+)



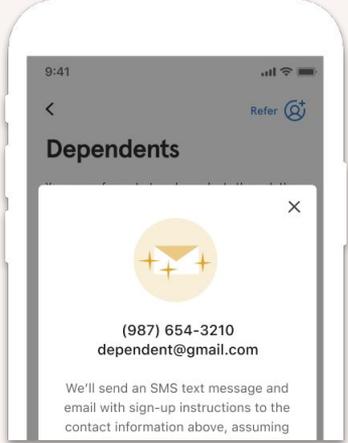
Tap "Profile" and "Dependents"



Tap "Refer a dependent"



Fill out your dependent's details



That's it! Ask them to check their email.

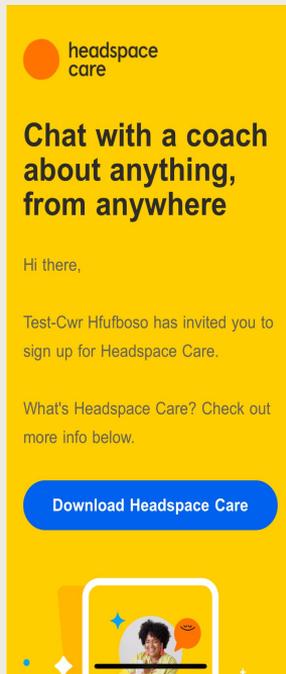


How to add a teen dependent to Headspace Care

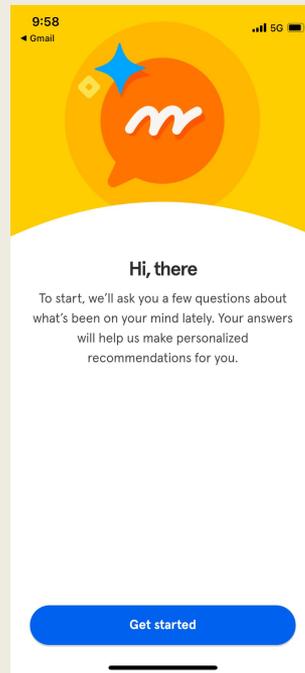
Teen signs up for Headspace Care (ages 13 - 17)



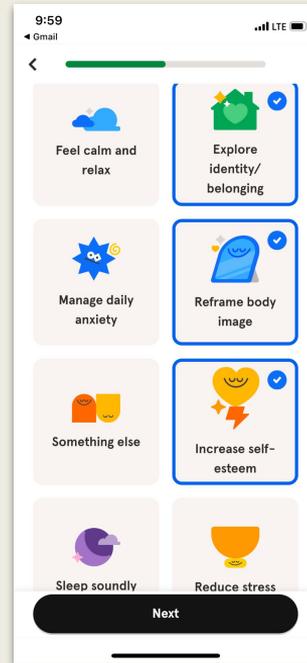
Proprietary, Confidential, & Thoughtful



Your teen will receive a custom welcome email to download the app.

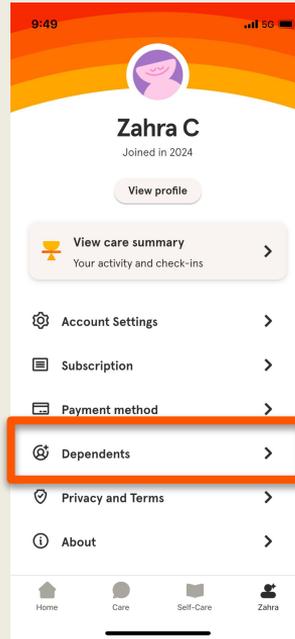


They'll enter an access code that's unique to them.

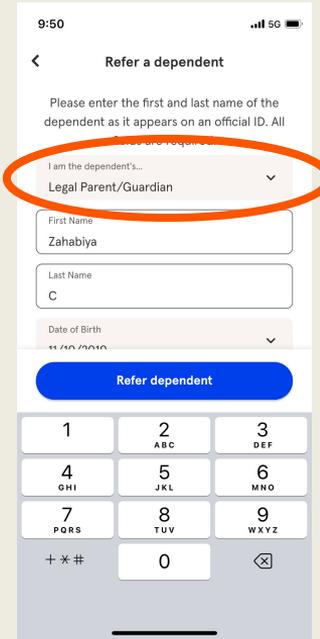


They'll have their own custom welcome with context for questions that follow.

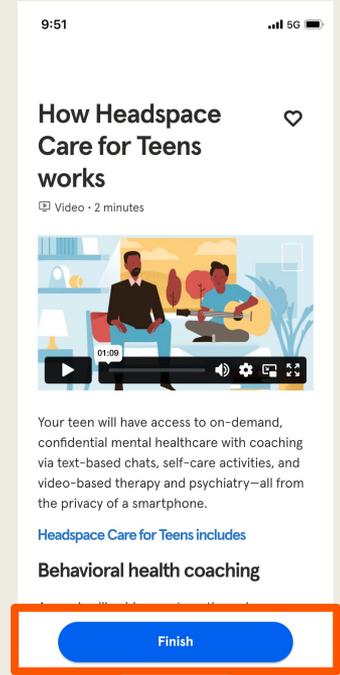
Refer your teen to Headspace Care (ages 13 - 17)



In the Profile tab in the app, click on “Dependents.”



Enter your teen’s information. Select “Legal Parent/ Guardian” on the relationship question.



Review and agree to care policies and complete a survey about your teen.

Your questions are welcome!

Have more questions? Please, email teamsupport@headspace.com

Thank you!



Questions?

Contact teamsupport@headspace.com